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**BellSouth Interconnection Services**

675 West Peachtree Street  
Atlanta, Georgia 30375

**Carrier Notification  
SN91083650**

Date: March 27, 2003

To: Competitive Local Exchange Carriers (CLECs)

Subject: CLEC – Trouble Analysis Facilitation Interface (TAFI) – Commitments and Appointment Setting

BellSouth's commitment to its customers is to ensure the timely repair of a reported service interruption. TAFI automatically assigns the first available commitment time based upon the trouble type, geographical area, available workforce and BellSouth's Network pending workload.

Occasionally, for some critical reason, the customer may request a "shorter than TAFI generated commitment". To ensure consistent processing of these requests, all TAFI users (BellSouth Retail and CLEC) **must adhere to the guidelines** presented in the "Commitments and Appointments in TAFI" document attached. These guidelines will be incorporated in Issue 7 of the CLEC TAFI User Guide scheduled for posting on April 4, 2003, at the following address:

[http://www.interconnection.bellsouth.com/guides/html/lens\\_tafi.html](http://www.interconnection.bellsouth.com/guides/html/lens_tafi.html)

**Note:** When these guidelines indicate that the "Work Management Center (WMC) must be contacted for approval" the CLEC must contact the BellSouth Customer Wholesale Interconnection Network Services (CWINS) Center at 1-888-461-0612, option 2.

Any changes to the TAFI-generated commitments that do not adhere to these guidelines will be considered inappropriate and the request may not be met.

Sincerely,

**ORIGINAL SIGNED BY JERRY HENDRIX**

Jerry Hendrix – Assistant Vice President  
BellSouth Interconnection Services

Attachment

# Commitments and Appointments in TAFI

## Overview

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**Introduction** BellSouth's commitment to the customer is to ensure the timely repair of a reported service interruption. Customer trouble reports will generally be processed on a first-come/first-served basis. Adherence to the process used to provide the commitment is critical to achieving the goals of BellSouth Network's downstream groups. TAFI will use the information provided by the WMC via LMOS to assign the first available commitment time based on the trouble type, geographical area, available workforce and Network's pending workload. Appointments are required when the type of trouble being reported (ex: Jack troubles), the Loop Care (aka MLT) testing indicates that a premise visit is required, or the status of a subsequent report indicates that a premise visit is required (ex: No Accessed Troubles). In these instances TAFI will require the user to populate the A and B access windows on the final trouble screen. The Call Receipt groups are the first critical step in this process. This document will address commitments and appointments to ensure **clarity, consistency and parity**.

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Changes to this document must be coordinated with the Bellsouth Retail and Wholesale staff organizations to allow for maintenance call receipt methods and procedure updates.

Latest Revision: 03-15-02 @ 0255pm

## Residence Commitments

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<b>Overview</b>	<p>Commitments are provided to a customer to indicate the latest possible time by which their trouble will be repaired. Call Receipt responsibility is to interface with the customer and the BellSouth systems to provide an accurate description of the trouble condition, to determine the disposition most likely to result in an expeditious repair, and to provide the customer with a realistic commitment for resolution of the reported trouble. To provide the best possible commitment interval for <u>all</u> customers, the Call Receipt Groups must make every effort to sell the TAFI-recommended commitment to the customer which will result in equality of customer service for our wholesale and retail customers.</p>
<b>Shorter than TAFI offered Commitments</b>	<p>The customer must be the one to initiate the request for a better than TAFI offered commitment. The commitment time recommended by TAFI should be the time offered to the customer in most cases. Occasionally, for some critical reason, customers may request a “shorter than TAFI generated commitment.” The Call Receipt Center must negotiate for a time that will satisfy the customer request while also providing Network groups the opportunity to honor prior commitments.</p>
<b>Dispatch Required</b>	<p>When requested by the customer to provide a “shorter than TAFI recommended commitment”, <b>and a Dispatch is required</b>, the WMC must be contacted to approve the commitment change.</p> <p><i>If the customer is a Residence customer we do not change the commitment to match when the customer will be home if TAFI has not directed that access is needed into the property.</i></p>
<b>Dispatch not required</b>	<p>When requested by the customer to provide a “shorter than TAFI recommended interval”, <b>and a Dispatch is not required</b>, Call Receipt personnel are authorized to back-up the TAFI generated commitment to a time less than that provided by TAFI but only on the commitment day, while adhering to the 4 hour commitment rule. Customer request for repair, earlier than commitment day, will be escalated to the involved organization for approval. Once approved the TAFI commitment day and time will be updated and the customer notified.</p>

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**4-hour  
Commitments**

To compute a 4-Hour Commitment, do not count the hour in which the customer trouble report was received. (i.e. For a 4-hour commitment, a call is taken at 12:15pm, to allow 4 hours start counting with the start of the next hour (1pm), and add 4 hours, therefore a 5pm commitment would be provided.) The earliest commitment time to be offered is 12pm.

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## Residence Dispatch Appointments

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**Overview** TAFI will require an appointment when the Loop Care (formerly known as MLT) test indicates a premise problem, when the customer's trouble description is inside the premise (ex: Jack troubles), or when the status of a subsequent report indicates that the technician needs access to the premise (ex: No Accessed Reports). Appointments should only be offered when TAFI requires an appointment.

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- Steps**
1. **When appointments are required, the call receipt employee should first try to negotiate all day access, normally 8am – 5pm or whatever TAFI is offering for pm time.**
  2. **If the customer indicates that they cannot be at the premise all day the call receipt employee should ask the customer if they can be at the property in the morning or evening.**
  3. **Based on the customer response the call receipt employee would be able to offer a 4-hour appointment window, within the morning or evening, usually 8a-12p or 1p-5p.**
  4. **Appointments cannot be less than 4 hours in duration without obtaining WMC approval.**

*If the appointment window extends beyond the TAFI generated commitment the WMC must be contacted for approval (ex: TAFI generated commitment is 6pm. Customer can not leave work to meet you at their home until 5pm and wants a dispatch after 5pm. WMC approval must be obtained for a 5pm – 9pm appointment.)*

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**Changing the Commitment to match the appointment** Once the appointment time is agreed upon, the commitment time must be changed to match the B window time. This is required to make sure that we dispatch based on the appointment that we have made with the customer. It is not necessary to call the WMC to make the commitment end time match the B window when TAFI requires access.

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**Requirements** The appointment must be set no earlier than the commitment day being offered by TAFI. If the customer wants a day earlier than what is being offered by TAFI, WMC approval must be obtained. (ex: Date being offered by TAFI is Friday, but customer wants their appointment on Thursday.)

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**Warning**

*Never place '+5' in the Narrative or New Comm. field. The '+5' is only for TAFI to initiate. TAFI knows when a commitment is missed or about to be missed. A TAFI-initiated +5 pulls the ticket to the front of the pool and positions it to be viewed immediately. However, a rep's typing +5 just puts the ticket into today's pool with a 5-minute commitment. The trouble on the ticket cannot be cleared in 5 minutes. Therefore, the call receipt employee is guaranteeing a missed commitment.*

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**Same day 4-hour appointments**

To compute a 4-hour appointment, for same day appointments, do not count the hour in which the customer trouble report was taken. (i.e. the customer calls to report a jack trouble at 12:15pm. The customer says I am home right now, but cannot be here all day. To allow 4 hours, start with the next hour (1 pm), and add 4 hours, therefore a 1pm – 5pm appointment would be provided).

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## Business Commitments

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**Overview** Commitments are provided to a customer to indicate the latest possible time by which we will repair their trouble. A commitment time assures the customer that the reported trouble should be repaired sometime between the time the trouble was reported and the commitment time provided. Call receipt center responsibility is to interface with the customer and the BellSouth systems to provide an accurate description of the trouble condition, to determine the disposition most likely to result in an expeditious repair, and to provide the customer with a realistic commitment for resolution of the reported trouble. To provide the best possible commitment interval for all customers, the Call Receipt Groups must make every effort to sell the TAFI-recommended commitment to the customer which will result in equality of customer service for our wholesale and retail customers.

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**Shorter than TAFI offered Commitment** The customer must be the one to initiate the request for a better than TAFI offered commitment. The commitment time recommended by TAFI should be the time offered to the customer in most cases. Occasionally, for reasons critical to their business, customers may request a “shorter than TAFI generated commitment.” The Call Receipt Center must negotiate for a time that will satisfy the customer request while also providing Network groups the opportunity to honor prior commitments.

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**Dispatch Required** When requested by the customer to provide a “shorter than TAFI recommended commitment”, **and a Dispatch is required**, the WMC must be contacted to approve the commitment change.

***EXCEPTION:** If the customer is a business customer, after obtaining the TAFI generated commitment-requiring dispatch, the call receipt employee should ask the customer for the business’ hours of operation. If the business is open 9am – 5pm and the commitment in TAFI is until 6pm, the call receipt person should populate the A window with 9am and the B window with 5pm. Once that is done, the commitment end time should also be changed to show a 5pm time. By coordinating the dispatch of the technician with the hours of operation, access to equipment within the business premise is assured. If the business were closed, then the call receipt center would have caused an unnecessary dispatch and a dissatisfied customer in both wholesale and retail.*

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**Dispatch Not  
Required**

When requested by the customer to provide a “shorter than TAFI recommended interval”, **and a Dispatch is not required**, Call Receipt personnel are authorized to back-up the TAFI generated commitment to a time less than that provided by TAFI but only on the commitment day, while adhering to the 4 hour commitment rule. Customer request for repair, earlier than commitment day, will be escalated to the involved organization for approval. Once approved the TAFI commitment day and time will be updated and the customer notified.

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**4-hour  
Commitments**

To compute a 4-Hour Commitment, do not count the hour in which the customer trouble report was received. (i.e. For a 4-hour commitment, a call is taken at 12:15pm, to allow 4 hours start counting with the start of the next hour (1pm), and add 4 hours, therefore a 5pm commitment would be provided.) The earliest commitment time to be offered is 12pm.

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## Business Appointments

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**Overview** TAFI will require an appointment when the Loop Care (formerly known as MLT) test indicates a premise problem, when the customer's trouble description is inside the premise (ex: Jack troubles), or when the previous status of the report indicates that the technician needs access to the premise (ex: No Accessed Reports). Appointments should only be offered when TAFI requires an appointment.

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- Steps**
1. When appointments are required, the call receipt employee should first try to negotiate all day access, normally 8am – 5pm or whatever pm time TAFI is offering.
  2. If the customer indicates that they cannot be at the premise all day then the call receipt center should ask the customer if they can be at the property in the morning or afternoon.
  3. Based on what the customer indicates, then offer a 4-hour window of time within the morning or afternoon, usually 8a-12p or 1p-5p. *The earliest appointment offered for a business would be 4 hours after the business opening time (ex: if the business opens at 10am then the earliest appointment would be 10am-2pm) on the commitment day offered by TAFI.*
  4. Appointment window cannot be less than 4 hours without obtaining WMC approval.
  5. If the appointment window extends beyond the TAFI generated commitment the WMC must be contacted for approval *(ex: Business is only open 4pm – 12midnight and access is required, using the criteria above this business appointment would be 4pm – 8pm, if the TAFI generate commitment is for 5pm a call to the WMC would be necessary to set a 4p – 8p appointment).*
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**Changing the Commitment to match the appointment** Once the appointment time is agreed upon, the commitment time must be changed to match the B window time. This is required to make sure that we dispatch based on the appointment that we have made with the customer. It is not necessary to call the WMC to make the commitment end time match the B window when TAFI requires access.

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**Requirements** The appointment must be set no earlier than the commitment day being offered by TAFI. If the customer is only available on a day earlier than what is being offered by TAFI, WMC approval must be obtained. (ex: Date being offered by TAFI is Friday, but customer wants their appointment on Thursday.)

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**Warning** *Never place '+5' in the Narrative or New Comm. field. The '+5' is only for TAFI to initiate. TAFI knows when a commitment is missed or about to be missed. A TAFI-initiated +5 pulls the ticket to the front of the pool and positions it to be viewed immediately. However, a rep's typing +5 just puts the ticket into today's pool with a 5-minute commitment. The trouble on the ticket cannot be cleared in 5 minutes. Therefore, the call receipt employee is guaranteeing a missed commitment.*

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## After Hours and First AM Dispatches – Residence and Business

(Tickets can only be routed for after hours and first AM dispatches after 5pm and before 7am)

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**Overview** There is an option in TAFI to route customer's trouble reports for a first AM dispatch or to request an after hours call out. If you have a customer with circumstances that require after hours call out or after negotiating the customer will accept a 1<sup>st</sup> AM dispatch, then you will follow the procedures below.

*Call-outs and First AM dispatches are only valid on field dispatch troubles.*

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**First AM Dispatch** If the call receipt representative successfully negotiates a First AM dispatch then the representative will do the following:

1. Select F12 Dispatch Out and override the report to CCCAM – First AM dispatch
2. When you override the report to the call out center for a first AM dispatch TAFI will require the representative to change the commitment to next business day by 959am (ex: If it is Monday 03/14/02, then the commitment will be changed to Tuesday 03/15/02 0959a)

*You do not need to call the WMC to make this change. The above commitment time 0959a is specific to TAFI's routing logic, do not use another time.*

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**After Hours** If the customer demands an after hours dispatch and the call receipt representative is unsuccessful in negotiating an alternative (ex: First AM dispatch) then the call receipt representative will do the following:

1. Select F12 Dispatch Out and override the report to CCC – Customer Demands After Hours Dispatch
2. When you override the report to the call out center for an After Hours Dispatch, TAFI will require the representative to change the commitment to next business day by 10am (ex: If it is Monday 03/14/02, then the commitment will be changed to Tuesday 03/15/02 1000a)

*You do not need to call the WMC to make this change. The above commitment time 1000a is specific to TAFI's routing logic, do not use another time.*

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**Requirements**

1. These options cannot be used before 5pm or after 7am
  2. After hours and First AM Dispatch reports should be few and far between as it is the exception and not the rule.
  3. For both after hours and first AM dispatches, advise the customer that their trouble will be repaired by 10am to the new day that you are providing to the customer.
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## Service Orders – Residence and Business

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**Overview** If a customer has an N or T order that is in CP or CPX status but the customer has no service, we provide the customer an expedited commitment if the Loop Care test run by TAFI indicates a dispatch is required.

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**Steps** Once TAFI has run the test and determines that a **dispatch** is required, the call receipt representative will provide the customer with the following commitments:

- If the customer calls before 12 noon the customer should be given a commitment of that day by 6pm. If the customer is a business, the end commitment time should match the business close time if it is before 6pm.
- If the customer calls after 12 noon the customer should be given a commitment of the next day by 12 noon or 4 hours after the business opening hours if the business opens after 8am.

WMC permission is not needed to change these commitments.

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**Requirements**

- This process only applies to service orders that are stasured complete. TAFI has mechanized procedures built into its logic to handle auto-complete orders that are not working that have not completed.
- **No dispatch required** troubles are handled based on the commitment offered by TAFI.

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## Queues and Irates

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<b>Overview</b>	This section will address the importance of queue processing and how to mark an Irate customer in TAFI.
<b>Queues</b>	Following all the commitment guidelines correctly does no good if we leave tickets sitting in queue. Clear your queue as soon as the tickets are marked ready. You should clear your queues at least mid morning, noon, mid afternoon, and before you leave. Do not leave any tickets in queue overnight.
<b>Irates</b>	If a customer is irate, change the N in the IRATE field in TAFI to Y. (Remember, a customer will be upset whenever service is in need of repair or completely out. This does not constitute an automatic irate condition. Let the customer vent, still sell the TAFI recommended commitment and assure the customer we will work the trouble as soon as possible by <i>whatever time TAFI is advising</i> .) Characteristics of an irate customer are one who is threatening bodily harm, to disconnect service, or openly displaying intense anger.

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