C2M.v2.7.CCB-MDM

3.3.2 Manage Service Agreement

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Brief Description

Business Process: 3.3.2 C2M.CCB-MDM.Manage Service Agreement
Process Type: 
Parent Process: 
Sibling Processes: 3.3.1 C2M.CCB-MDM.Gather and Maintain Customer Information, 5.1.5 C2M.CCB-MDM.Manage Site Infrastructure

This process takes place when Service (premise-based or non-premise based) has to be established or stopped for the Customer based on Customer request or business decision. The process allows you to understand how relationships between Customer and Organization who provides the Services can be added or stopped. It also includes logical steps that need to be taken to add, finalize or close Service Agreements.
3.3.2 C2M.V2.7.CCB-MDM Manage Service Agreement. Start a Premise Based and Non-Premise Based Service

Customer
- Request New Service

C2M(CCB)
- Identify Non-Premise Based Service Request Processing
- Select Service Type and Request Start Service
- 3.1 C2M.CCB Gather and Maintain Customer Information
- 3.1 C2M.CCB Gather Site Information
- 3.1 C2M.CCB Gather and Maintain Customer Information
- Activate Premise Based Service on Due Date

CSR or Authorized User
- Analyze Service Request
- Define Service Requirement Type
- Identify Premise Based Service Request Processing
- Identify Service Point for the Premise and Gather SP Information
- Gather Service Point and Gather SP Information
- Maintain Premise and Link SP and Premise
- Maintain Premise
- Maintain SP and Link Premise
- Process FA Request and Create SP Request
- Process FA Request and Create SP
- Process FA Completion
- Process FA Completion

Field Operations
- Perform Work and Obtain Meter Read
- Activate Premise Based Service on Due Date

C2M(SOM)
- Process FA and Manage Field Activities

C2M(CCB)
- Process Request FA and Manage Field Activities

C2M(MDM)
- Maintain SP
- Maintain Usage Subscription
- Activate Requested Service
- Activate Requested Service
- Activate Requested Service on Due Date
- Activate Non-Premise Based Service on Due Date
- Take No Further Action

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3.3.2 C2M.v2.7.CCB-MDM Manage Service Agreement

Stop Premise Based and Non-Premise Based Service

Customer
- Request Service

CSM or Authorized User
- Request Service
- Analyze Request
- Identify Service to Stop
- Request Stop SA
- Analyze FA Completion

Field Operations
- Perform Work

C2M(SOM)
- Process Request FA and Manage Field Activities

C2M(CCB)
- Process Non-Premise Based SA Request
- Update SA to Pending Stop
- Request FA
- Stop SA

C2M(MDM)
- Maintain Usage Subscription
- Maintain Usage Subscription
- Maintain Usage Subscription

Product Line
- Add Final Bill
- Add Adjustment(s)
- Close SA
- Pay Bill

Closure
- Take No Further Action
3.3.2 C2M.v2.7.CCB-MDM. Manage Service Agreement

### Manage Usage Subscription

- **Add Usage Subscription**
  - Request to Add Usage Subscription
  - Identify Service Point and Link Service Point to US
  - Determine Usage Group and Link Usage Group to US
  - Populate Usage Subscription Data and Request to Create US
  - Maintain Usage Subscription

- **Update Usage Subscription**
  - Request to Update US
  - Identify Contact and Link Contact to US
  - Update Link Service Point to US
  - Update Usage Subscription Data and Request to Update US
  - Maintain Usage Subscription

- **Deactivate Usage Subscription**
  - Request to Deactivate US
  - Identify Service Point and Link Service Point to US
  - Determine Usage Group and Link Usage Group to US
  - Maintain Usage Subscription

---

**PROCESS**

- CSR or Authorized User
- C2M(MDM)

**REQUEST FOR**

- Add Usage Subscription
- Update Usage Subscription
- Deactivate Usage Subscription

**REQUEST**

- Add Usage Subscription
- Update Usage Subscription
- Deactivate Usage Subscription

**REQUEST TO**

- Add Usage Subscription
- Update Usage Subscription
- Deactivate Usage Subscription

**PERFORM**

- Add Usage Subscription
- Update Usage Subscription
- Deactivate Usage Subscription

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## Test Documentation related to the Current Process

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