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Brief Description

Business Process: 5.1.5.1a C2M.CCB.Manage Metered Site
Process Type: Sub-Process
Parent Process: 5.1.5 C2M.CCB.Manage Site Infrastructure
Sibling Processes: 5.1.5.2a C2M.CCB.Manage Un-Metered Site; 3.3.2.1a C2M.CCB.Start Premise-Based Service Using Customer Service Request; 3.3.2.3a C2M.CCB.Terminate Contracts and Stop Premise-Based Service

This business process depicts scenarios for the creation, updating and removal of Customer Service Request Premise as well as CS Request Service Location. While processing CS Request Service Location Request, as a past of Customer Service Request, application initiates communication to a Market via MTM or any other Third Party market communication application and processes response received from the Market. An authorized business user evaluates every request and perform appropriate actions if required.
5.1.5.1a C2M.CCB.Manage Metered Site. Process CS Request Service Location.

Customer

Authorized User

C2M or CCS

MTM or Third Party Market Comm App

Market

Transition to Withdrawn?

Yes

CS Request Service Location in Wait for Action Status?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?

Yes

Requested Withdrawal Accepted?

No

Requested Withdrawal Rejected?
5.1.5.1a C2M.CCB.Manage Metered Site. CS Request Service Location Completion.

Customer

Authorized User

C2M or CCS

MTM or Third Party Market Comm App

Market

---

**PROCESS**

**PRODUCT FAMILY**

**CREATED BY**

**MANAGE**

---

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Business Process Model  Page 5

5.1.5.1a C2M.CCB.Manage Metered Site. CS Request Service Location Completion Continued.

Customer

Authorized User

C2M or CCS

MTM or Third Party Market Comm App

Market

Apply Contract Rules

Set Up Error?

Update CS Request Service Location to Complete Status

Transition Parent CS Service Request to Completion Setup Status

Change Product?

Notify Customer?

Transition Parent CS Request to Wait for Modification Withdrawal Request Status

Update CS Request Service Location to Action Set Up Status

Change Product?

Notify Customer?

Transition Parent CS Request to Wait for Modification Withdrawal Request Status

Update CS Request Service Location to Action Set Up Status

Set Up Error?

Notify User Request Service Location to Action Set Up Status

Notify Customer Request Service Location to Action Set Up Status

Set Up Error?

Notify User Request Service Location to Action Set Up Status

Set Up Error?

Notify User Request Service Location to Action Set Up Status

Set Up Error?

Notify User Request Service Location to Action Set Up Status
5.1.5.1a C2M.CCB.Manage Metered Site. CS Request Service Location Objection.
5.1.5.1a C2M.CCB-MDM. Manage Metered Site. CS Request Service Location Rejection.

Customer
Authorized User

C2M or CCS

MTM or Third Party Market Comm App

Market

PROCESS

SUBPROCESS

PRODUCTS

FILENAME

Page 11
5.1.5.1a C2M.CCB.Manage Metered Site. CS Request Premise Exception Processing.

Customer

Authorized User

C2M or CCS

2.7 Analyze Error in Log

Discard?  Reprocess?

Yes  Yes

1.3 Discard CS Request Premise

2.1 Initiate Process CS Request Premise

2.2 Update CS Request Premise to Discarded Status

Take No Further Action

Take No Further Action

No

No

Page 1

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Business Process Model  Page 11

5.1.5.1a C2M.CCB.Manage Metered Site. CS Request Location Exception Processing

Customer

Authorized User

C2M or CCS

MTM or Third Party Market Comm App

Market
Detail Business Process Model Description

1.0 Search for Existing Premise
Actor/Role: Authorized User
Description:
At first the Authorized User determines whether a premise exists in application or there is a need to create a new premise using the Premise Search on Customer Service Request Premise Page. The Authorized User is responsible for fulfilling customer requests.

1.1 Select Premise ID, Review, and Update CS Request Premise Information
Actor/Role: Authorized User
Description:
If premise information requires updating, the Authorized User will update the information on the Customer Service Request Premise Page.

1.2 Request Add CS Request Premise
Actor/Role: Authorized User
Description:
After updating or entering premise information, the Authorized User requests to add the Customer Service Request Premise from the Customer Service Request Premise Page.

1.3 Validate and Add CS Request Premise in Pending Status
Actor/Role: C2M(CCB)
Description:
The CS Request Premise is added in C2M(CCB) in Pending status.

Process Plug-in enabled: Y  Available Algorithm(s):

<table>
<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-CPREMINFO</td>
<td>(Customer Service Request Premise Information)</td>
</tr>
<tr>
<td>C1-PSACTFLG</td>
<td>(Add/Update Premise Action Flag)</td>
</tr>
<tr>
<td>C1-VALCSRPS</td>
<td>(Validate Contract Change Request Premise Action)</td>
</tr>
<tr>
<td>C1-ADDUPDPS</td>
<td>(Add or Update Premise for a CS Request Premise)</td>
</tr>
<tr>
<td>C1-VALPREMCR</td>
<td>(Validate Contract Request - Basic Premise)</td>
</tr>
</tbody>
</table>
Configuration Required: Y  Entities to Configure:

Customer Service Request Type

Business Objects: Y  Business Objects:

C1-ContractChngeReqPremiseRoot (Contract Change Request Premise Root)
C1-ContrctChngeReqPremiseBasic (Contract Change Request Premise Basic)

Process Scripts: Y  Script:

C1-CPremLog (Contract Change Request Premise - Add User Log Entry)
C1-CPremMain (Contract Change Request Premise Root - Maintain)
C1-VALCSRPS (Validate Contract Change Request Premise Action)
C1-VALPREMCR (Validate Contract Request - Basic Premise)
C1-ADDUPDPS (Perform CS Request Premise Action - Add/Update)
C1-CPREMININFO (Customer Service Request Premise Information)
C1CSRTPREMSI (Customer Request Type - Premise Service Information)
C1-PremSynSS (CS Request Premise Sync)
C1RetCSRPSI (Retrieve Customer Service Request Premise Service Information)

Inbound Service

C1-AddCoChRe (Add Contract Change Request)

Application Services

C1-CSREQPREMBOAS
C1-BCSREQPREMBOAS

1. Enter CS Request Premise Information
Actor/Role: Authorized User
Description:
If premise does not exist, enter premise information on Customer Service Request Premise Page. The Authorized User will need the premise type, CIS division, postal code and address.

1.5 Review CS Request Premise
Actor/Role: Authorized User
Description:
If Customer Service Request Premise data requires updating, the Authorized User navigates to Customer Service Request Premise Page to update the desired information.

1.6 Update CS Request Premise Information
Actor/Role: Authorized User
Description:
Customer Service Request Premise information is updated on the Customer Service Request Premise Page.

1.7 Request Update CS Request Premise
Actor/Role: Authorized User
Description:
The Authorized User requests to update the Customer Service Request Premise information from the Customer Service Request Premise Page.

1.8 Update CS Request Premise in Pending Status
Actor/Role: C2M(CCB)
Description:
The pending CS Request Premise information is updated in C2M(CCB).

Process Plug-in enabled: Y  Available Algorithm(s):

<table>
<thead>
<tr>
<th>Algorithm Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-CPREMINFO (Customer Service Request Premise Information)</td>
</tr>
<tr>
<td>C1-PSACTFLG (Add/Update Premise Action Flag)</td>
</tr>
<tr>
<td>C1-VALCSRFS (Validate Contract Change Request Premise Action)</td>
</tr>
<tr>
<td>C1-ADDUPDPS (Add or Update Premise for a CS Request Premise)</td>
</tr>
<tr>
<td>C1-VALPREMCR (Validate Contract Request - Basic Premise)</td>
</tr>
</tbody>
</table>

Configuration Required: Y  Entities to Configure:

Customer Service Request Type
Business Objects: Y

<table>
<thead>
<tr>
<th>Business Objects:</th>
<th>Business Objects:</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-ContractChngeReqPremiseRoot (Contract Change Request Premise Root)</td>
<td></td>
</tr>
<tr>
<td>C1-ContractChngeReqPremiseBasic (Contract Change Request Premise Basic)</td>
<td></td>
</tr>
</tbody>
</table>

Process Scripts: Y

<table>
<thead>
<tr>
<th>Script:</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-CPremLog (Contract Change Request Premise - Add User Log Entry)</td>
</tr>
<tr>
<td>C1-CPremMain (Contract Change Request Premise Root - Maintain)</td>
</tr>
<tr>
<td>C1-VALCSRPS (Validate Contract Change Request Premise Action)</td>
</tr>
<tr>
<td>C1-VALPREMCR (Validate Contract Request - Basic Premise)</td>
</tr>
<tr>
<td>C1-ADDUPDPS (Perform CS Request Premise Action - Add / Update)</td>
</tr>
<tr>
<td>C1-CPREMINFO (Customer Service Request Premise Information)</td>
</tr>
<tr>
<td>C1CSRTPREMSI (Customer Request Type - Premise Service Information)</td>
</tr>
<tr>
<td>C1-PremSynSS (CS Request Premise Sync)</td>
</tr>
<tr>
<td>C1RetCSReqPSI (Retrieve Customer Service Request Premise Service Information)</td>
</tr>
</tbody>
</table>

**1.9 Discard CS Request Premise**

**Actor/Role:** Authorized User

**Description:**
An Authorized user discards the Customer Service Request Premise using the [Customer Service Request Premise Page](#).

**2.0 Update CS Request Premise to Discarded Status**

**Actor/Role:** C2M(CCB)

**Description:**
The Customer Service Request Premise is updated to Discarded Status.

**2.1 Initiate Process CS Request Premise**

**Actor/Role:** Authorized User

**Description:**
An Authorized User processes the Customer Service Premise using the [Customer Service Request Premise Page](#).
2.2 Transition to Process CS Request Premise  
Actor/Role: C2M(CCB)  
Description  
The Customer Service Request Premise transitions to an interim Process State.

2.3 Update Premise, Group: Create or Update Premise  
Actor/Role: C2M(CCB)  
Description  
If the Premise already exists, the Premise record is updated in C2M(CCB).

2.4 Create Premise, Group: Create or Update Premise  
Actor/Role: C2M(CCB)  
Description  
If the Premise does not exist, the Premise is created in C2M(CCB).

Configuration Required: Y  
Entities to Configure:
- Premise Type
- Country Code
- CIS Division
- Postal Code Default

2.5 Update CS Request Premise to Processed Status, Group: Create or Update Premise  
Actor/Role: C2M(CCB)  
Description  
The Customer Service Request Premise is updated to a Processed Status.

2.6 Update CS Request Premise to Error Status, Group: Create or Update Premise  
Actor/Role: C2M(CCB)  
Description  
The Customer Service Request Premise is updated to an Error Status.

2.7 Analyze Error in Log  
Actor/Role: Authorized User  
Description  
An Authorized User analyzes the Customer Service Request Premise Error Log. If the user can fix the issue, the user will make the necessary corrections and then proceed with Request Process. If the error cannot be resolved, the user may proceed to Discard this record.

2.8 Select Market  
Actor/Role: Authorized User  
Description
An Authorized User selects the Market applicable to the Customer Service Request Service Location e.g. electric, gas, dual fuel, on the Customer Service Request Service Location Page.

2.9 Populate Market Registration Number  
Actor/Role: Authorized User  
Description: 
An Authorized User enters the unique Market Registration number applicable to the Customer Service Request Service Location on the Customer Service Request Service Location Page.

3.0 Populate CS Request Premise ID or Premise ID  
Actor/Role: Authorized User  
Description: 
An Authorized User enters or searches for and populates either the CS Request Premise ID or the Premise ID that is applicable to the Customer Service Request Service Location on the Customer Service Request Service Location Page.

3.1 Populate CS Request Contract and CS Request Contract Product  
Actor/Role: Authorized User  
Description: 
If the Contract and Contract Product information is available, an Authorized User enters or searches for and populates either the CS Request Contract/CS Request Contract Product, or the Contract/Contract Product applicable to the Customer Service Request Service Location on the Customer Service Request Service Location Page.

3.2 Request Add CS Request Service Location  
Actor/Role: Authorized User  
Description: 
After updating or entering/populating Customer Service Request Service Location information, the Authorized User requests to add the Customer Service Request Location from the Customer Service Request Service Location Page.

3.3 Validate and Add CS Request Service Location in Pending Status  
Actor/Role: C2M or CCS  
Description: 
The Customer Service Request Service Location is added in C2M or CCS in Pending status.

Process Plug-in enabled: Y  
Available Algorithm(s):

<table>
<thead>
<tr>
<th>Algorithm</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-CSRSLINFO (Customer Service Request Service Location Information)</td>
</tr>
<tr>
<td>C1-CSRSLCNTV (Validate related Contract for service location )</td>
</tr>
<tr>
<td>C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location )</td>
</tr>
</tbody>
</table>
### Configuration Required: Y  Entities to Configure:

<table>
<thead>
<tr>
<th>Customer Service Request Type</th>
</tr>
</thead>
</table>

### Business Objects: Y  Business Objects:

| CI-CsrSvcLocMarketProcessRoot (Contract Service Location  Market Process Root) |
| CI-CSRequestSvcLocNoAction (Contract Service Location No Action Execution) |

### Process Scripts: Y  Script:

| C1-CSRSLINFO (Customer Service Request Service Location Information) |
| C1-CSRSLCNTV (Validate related Contract for service location) |
| C1-CSRSLPRMV (Validate Related CSR Premise) |

### Application Service:

| C1-CSREQSVLCBOAS |
| C1-CSREQSVLCNOACBO |

#### 3.4 Review CS Request Service Location
**Actor/Role:** Authorized User  
**Description:**  
The Authorized User navigates to the [Customer Service Request Service Location Page](#) to review the provided information.

#### 3.5 Update CS Request Service Location Information
**Actor/Role:** Authorized User  
**Description:**  
If required, Customer Service Request Service location information is updated by an Authorized User, on the [Customer Service Request Service Location Page](#).

#### 3.6 Request Update CS Request Service Location
**Actor/Role:** Authorized User  
**Description:**  
After updating or entering/populating Customer Service Request Service Location information, the Authorized User requests to update the Customer Service Request Service Location from the [Customer Service Request Service Location Page](#).

#### 3.7 Update CS Request Service Location in Pending Status
**Actor/Role:** C2M or CCS
Description:
The Customer Service Request Service Location is updated in C2M or CCS in Pending status.

Process Plug-in enabled: Y  Available Algorithm(s):

<table>
<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-CSRSLINFO</td>
<td>Customer Service Request Service Location Information</td>
</tr>
<tr>
<td>C1-CSRSLCNTV</td>
<td>Validate related Contract for service location</td>
</tr>
<tr>
<td>C1-CSRSLPRMV</td>
<td>Validate related Premise and CS Request Premise for service location</td>
</tr>
</tbody>
</table>

Configuration Required: Y  Entities to Configure:

<table>
<thead>
<tr>
<th>Entity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Request Type</td>
<td></td>
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Business Objects: Y  Business Objects:

<table>
<thead>
<tr>
<th>Business Object</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-CsrSvcLocMarketProcessRoot</td>
<td>Contract Service Location Market Process Root</td>
</tr>
<tr>
<td>C1-CSRequestSvcLocNoAction</td>
<td>Contract Service Location No Action Execution</td>
</tr>
</tbody>
</table>

Process Scripts: Y  Script:

<table>
<thead>
<tr>
<th>Script</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1-CSRSLINFO</td>
<td>Customer Service Request Service Location Information</td>
</tr>
<tr>
<td>C1-CSRSLCNTV</td>
<td>Validate related Contract for service location</td>
</tr>
<tr>
<td>C1-CSRSLPRMV</td>
<td>Validate Related CSR Premise</td>
</tr>
</tbody>
</table>

3.8 Request Perform Action
Actor/Role: Authorized User
Description:
The Authorized User requests to transition the Customer Service Request Service Location to Perform Action status from the Customer Service Request Service Location Page.

3.9 Update CS Request Service Location to Perform Action Status
Actor/Role: C2M or CCS
Description:
The Customer Service Request Service Location is updated/transitioned in C2M or CCS to Perform Action status.
### 4.0 Request Market Communication

**Actor/Role:** C2M or CCS  
**Description:**  
C2M or CCS formats/sets-up a message in order to communicate with MTM or a Third Party Market Communication Application. The communication message and related communication protocol needs to be customized for each Market.

### 4.1 Update CS Request Service Location to Perform Action Error Status

**Actor/Role:** C2M or CCS  
**Description:**  
If an error is encountered, and we are unable to communicate successfully with MTM or a Third Party Market Communication Application due to e.g. missing or incorrect configuration, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Perform Action Error status.
5.1.5.1a C2M.v2.7.CCB.Manage Metered Site

**Process Plug-in enabled: Y**

Available Algorithm(s):

- C1-CSRSINFO (Customer Service Request Service Location Information)
- C1-CSRSLCNTV (Validate related Contract for service location)
- C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
- C1-CSAPRACER (Create To Do for Perform Action Error)
- F1-TODOCOMPL (Generic To Do Completion) ‘Confluence -Complete To Do’

**Configuration Required: Y**

Entities to Configure:

- Customer Service Request Type

**Business Objects: Y**

Business Objects:

- C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
- C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

**Process Scripts: Y**

Script:

- C1-CSRSINFO (Customer Service Request Service Location Information)
- C1-CSRSLCNTV (Validate related Contract for service location)
- C1-CSRSLPRMV (Validate Related CSR Premise)

### 4.2 Update CS Request Service Location to Wait for Action Status

**Actor/Role:** C2M or CCS

**Description:**

If we are able to successfully communicate with MTM or a Third Party Market Communication Application, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Wait for Action status.
5.1.5.1a C2M.v2.7.CCB.Manage Metered Site

**Process Plug-in enabled:** Y  **Available Algorithm(s):**

<table>
<thead>
<tr>
<th>Algorithm</th>
</tr>
</thead>
<tbody>
<tr>
<td>CI-CSRSLINFO (Customer Service Request Service Location Information)</td>
</tr>
<tr>
<td>CI-CSRSRCNTV (Validate related Contract for service location)</td>
</tr>
<tr>
<td>CI-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)</td>
</tr>
<tr>
<td>F1-TRN-DF-NS (Generic Business Object Status Monitor)</td>
</tr>
</tbody>
</table>

**Configuration Required:** Y  **Entities to Configure:**

<table>
<thead>
<tr>
<th>Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Request Type</td>
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</table>

**Business Objects:** Y  **Business Objects:**

<table>
<thead>
<tr>
<th>Business Object</th>
</tr>
</thead>
<tbody>
<tr>
<td>CI-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)</td>
</tr>
<tr>
<td>CI-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)</td>
</tr>
</tbody>
</table>

**Process Scripts:** Y  **Script:**

<table>
<thead>
<tr>
<th>Process Script</th>
</tr>
</thead>
<tbody>
<tr>
<td>CI-CSRSLINFO (Customer Service Request Service Location Information)</td>
</tr>
<tr>
<td>CI-CSRSRCNTV (Validate related Contract for service location)</td>
</tr>
<tr>
<td>CI-CSRSLPRMV (Validate Related CSR Premise)</td>
</tr>
<tr>
<td>F1-GenBoMon (Monitor BO Status)</td>
</tr>
</tbody>
</table>

**4.3 Process and Send Market Message**  
**Actor/Role:** MTM or a Third Party Market Communication Application  
**Description:**  
The MTM or a Third Party Market Communication Application will send message(s) to the Market.

**4.4 Process Request and Send Response**  
**Actor/Role:** Market  
**Description:**  
The Market will process the MTM or Third Party Market Communication Application message and send a Response.

**4.5 Process Message(s)**  
**Actor/Role:** MTM or a Third Party Market Communication Application
Description:
The MTM or a Third Party Market Communication Application processes market message(s)/ response(s).

4.6 Update CS Request Service Location to Action Set Up Status
Actor/Role: C2M or CCS
Description:
If the market response is Set Up Service Location, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Action Set Up status.

Process Plug-in enabled: Y
Available Algorithm(s):
- C1-CSRSLtINFO (Customer Service Request Service Location Information)
- C1-CSRSLtCNTV (Validate related Contract for service location)
- C1-CSRSLtPRMV (Validate related Premise and CS Request Premise for service location)

Configuration Required: Y
Entities to Configure:
- Customer Service Request Type

Business Objects: Y
Business Objects:
- C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
- C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y
Script:
- C1-CSRSLtINFO (Customer Service Request Service Location Information)
- C1-CSRSLtCNTV (Validate related Contract for service location)
- C1-CSRSLtPRMV (Validate Related CSR Premise)

4.7 5.6.3.3 C2M.MDM.Manage Device, Group: Service Location Set Up
Actor/Role: C2M or CCS
Description:
If an update to device is required, the customization between MTM or a Third Party Communication Application and C2M or CCS will ensure that the required update is performed on the device. For details, refer to ‘5.6.3.3 C2M.MDM.Manage Device’ process.

4.8 5.1.5.1 C2M.CCB.Manage Metered Site, Group: Service Location Set Up
Actor/Role: C2M or CCS
Description:
If an update to SP is required, the customization between MTM or a Third Party Communication Application and C2M or CCS will ensure that the desired SP is updated. For details, refer to ‘5.1.5.1 C2M.CCB.Manage Metered Site’ process.

4.9 5.6.3.2 C2M.MDM.Manage Device Installation and Commissioning, Group: Service Location Set Up
Actor/Role: C2M or CCS
Description:
If an Install Event needs to be Created or Updated and Device needs to be connected, the customization between MTM or a Third Party Communication Application and C2M or CCS will handle device installation and commissioning. For details, refer to ‘5.6.3.2 C2M.MDM.Manage Device Installation and Commissioning’ process.

5.0 5.6.3.3 C2M.MDM.Manage Device De-Installation, Decommissioning and Retirement, Group: Service Location Set Up
Actor/Role: C2M or CCS
Description:
If an Install Event needs to be Created or Updated and Device needs to be disconnected, the customization between MTM or a Third Party Communication Application and C2M or CCS will handle device de-installation, decommissioning and retirement. For details, refer to ‘5.6.3.3 C2M.MDM.Manage Device De-Installation, Decommissioning and Retirement’ process.

5.1 4.2.1.1 C2M.MDM.Upload Device Measurements, Group: Service Location Set Up
Actor/Role: C2M or CCS
Description:
If an IMD needs to be created, the customization between MTM or a Third Party Communication Application and C2M or CCS will handle creation of IMD.

5.2 4.2.1.2 C2M.MDM.Manage VEE and VEE Exceptions, Group: Service Location Set Up
Actor/Role: C2M or CCS
Description:
The customization between MTM or a Third Party Communication Application and C2M or CCS will also manage VEE and VEE Exceptions.

5.3 Create Registration Point, Group: Service Location Set Up
Actor/Role: C2M or CCS
Description:
If a Registration Point does not exist, the customization between MTM or a Third Party Communication Application and C2M or CCS will create a Registration Point.

5.4 Request Update CS Request Service Location Registration Point
Actor/Role: MTM or a Third Party Market Communication Application
Description:
The assumption is that MTM or a Third Party Market Communication Application requests to update the Registration Point on Customer Service Request Service Location.
5.5 Update CS Request Service Location with Registration Point ID, Group: Service Location Set Up
Actor/Role: C2M or CCS
Description:
The customization between MTM or a Third Party Communication Application and C2M or CCS will update the Registration Point ID on Customer Service Request Service Location.

5.6 Check CS Request Service Location Product Eligibility
Actor/Role: C2M or CCS
Description:
The C2M or CCS will check the CS Request Service Location Product Eligibility.

5.7 Update CS Request Service Location to Action Set Up Product Not Eligible Status
Actor/Role: C2M or CCS
Description:
If the Product is not eligible anymore, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Action Set Up Product Not Eligible status.

Process Plug-in enabled: Y   Available Algorithm(s):

<table>
<thead>
<tr>
<th>Algorithm</th>
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<tbody>
<tr>
<td>CI-CSRSLINFO (Customer Service Request Service Location Information)</td>
</tr>
<tr>
<td>CI-CSRSLCNTV (Validate related Contract for service location)</td>
</tr>
<tr>
<td>CI-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)</td>
</tr>
<tr>
<td>CI-PRCPINER (Transition parent customer service request due to ineligible product)</td>
</tr>
</tbody>
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Configuration Required: Y   Entities to Configure:

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<td>Customer Service Request Type</td>
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Business Objects: Y   Business Objects:

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<tr>
<th>Object</th>
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<tbody>
<tr>
<td>CI-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)</td>
</tr>
<tr>
<td>CI-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)</td>
</tr>
</tbody>
</table>
5.8 Check CS Request Type  
Actor/Role: C2M or CCS  
Description:  
The process will continue based on the CS Request Type.

5.9 Transition Parent CS Request to Wait for Modification/Withdrawal Requests Status  
Actor/Role: C2M or CCS  
Description:  
If the Product is changed, the Parent Customer Service Request is updated/transitioned in C2M or CCS to Wait for Modification/Withdrawal Requests Status.

6.0 Transition Parent CS Request to Notify User Modification Required Status  
Actor/Role: C2M or CCS  
Description:  
If the Product is not changed and the customer is also not to be notified, the Parent Customer Service Request is updated/transitioned in C2M or CCS to Notify User Modification Required Status.

6.1 Transition Parent CS Request to Notify Customer Modification Required Status  
Actor/Role: C2M or CCS  
Description:  
If the Product is not changed but the customer is to be notified, the Parent Customer Service Request is updated/transitioned in C2M or CCS to Notify Customer Modification Required Status.

6.2 Apply Contract Rules for Service Location Add, Group: Apply Contract Rules  
Actor/Role: C2M or CCS  
Description:  
If the Product is eligible and add contract rules exist, the contract rules are applied for Service Location Add.

6.3 Create and Activate Service Agreement on Actual Action Date, Group: Apply Contract Rules  
Actor/Role: C2M or CCS
Description:
If there is a need to start service, a SA is created and activated on the actual action date.

6.4 Add Milestone to Consumer Contract in Pending Status, Group: Apply Contract Rules
Actor/Role: C2M or CCS
Description:
If there is a need to add milestone, they will be added to the Consumer Contract in Pending Status.

6.5 Create Adjustment 4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval, Group: Apply Contract Rules
Actor/Role: C2M or CCS
Description:
If there is a need to add an adjustment, it will be applied to the active SA. For more details refer to the ‘4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval’ process.

6.6 Apply Contract Rules for Service Location Remove, Group: Apply Contract Rules
Actor/Role: C2M or CCS
Description:
If the Product is eligible and remove contract rules exist, the contract rules are applied for Service Location Remove.

6.7 Stop Service Agreement on Actual Action Date, Group: Apply Contract Rules
Actor/Role: C2M or CCS
Description:
If there is a need to stop service, the existing SA is stopped on the actual action date.

6.8 Create Adjustment 4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval, Group: Apply Contract Rules
Actor/Role: C2M or CCS
Description:
If there is a need to add an adjustment, it will be applied to the stopped SA. For more details refer to the ‘4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval’ process.

6.9 Update CS Request Service Location to Action Set Up Error Status
Actor/Role: C2M or CCS
Description:
While applying the contract rules, if there is any error, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Action Set Up Error status.
Process Plug-in enabled: Y

<table>
<thead>
<tr>
<th>Available Algorithm(s):</th>
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<tr>
<td>C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)</td>
</tr>
<tr>
<td>C1-CSARPSUER (Create To Do for Registration Point Action Set Up Error)</td>
</tr>
<tr>
<td>F1-TODOCOMPL (Generic To Do Completion)</td>
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Configuration Required: Y

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Business Objects: Y

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<tbody>
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<tr>
<td>C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)</td>
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Process Scripts: Y

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<tr>
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</tr>
<tr>
<td>C1-CSRSLPRMV (Validate Related CSR Premise)</td>
</tr>
</tbody>
</table>

**7.0 Update CS Request Service Location to Complete Status**

**Actor/Role:** C2M or CCS

**Description:**
If all the contract rules are successfully applied, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Complete status.
**Process Plug-in enabled:** Y  **Available Algorithm(s):**

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<tr>
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<td>C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)</td>
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<tr>
<td>C1-CSRSVMNTR (Monitor parent CS Req from CS Req Svc Location)</td>
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**Configuration Required:** Y  **Entities to Configure:**

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**Business Objects:** Y  **Business Objects:**

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**Process Scripts:** Y  **Script:**

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<tr>
<td>C1-CSRSLPRMV (Validate Related CSR Premise)</td>
</tr>
</tbody>
</table>

### 7.1 Transition Parent CS Request to Completion Setup Status

**Actor/Role:** C2M or CCS  
**Description:**
If the Customer Service Location reaches the Complete status, the Parent Customer Service Request is updated/transitioned in C2M or CCS to Completion Setup Status.

### 7.2 Update CS Request Service Location to Objection Status

**Actor/Role:** C2M or CCS  
**Description:**
If the market response is Objected, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Objection status.
Process Plug-in enabled: Y

Available Algorithm(s):

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<tr>
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<tr>
<td>C1-CSRSLCNTV (Validate related Contract for service location)</td>
</tr>
<tr>
<td>C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)</td>
</tr>
<tr>
<td>F1-TRN-DF-NS (Generic Business Object Status Monitor)</td>
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<tr>
<td>C1-CSRACTOBJ (Contract Service Request Action Objected)</td>
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Configuration Required: Y

Entities to Configure:

- Customer Service Request Type

Business Objects: Y

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Process Scripts: Y

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<tr>
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</tr>
</tbody>
</table>

7.3 Update CS Request Service Location to Objection Error Status

Actor/Role: C2M or CCS

Description:
If there is any error at the Objection status, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Objection Error status.
### 7.4 Update CS Request Service Location to Objected Status

**Actor/Role:** C2M or CCS  
**Description:** If there are no errors at the Objection status, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Objected status.
### Available Algorithm(s):

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<td>CI-CSRSLCNTV (Validate related Contract for service location)</td>
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<tr>
<td>CI-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)</td>
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<tr>
<td>CI-CSRSVMNTR (Monitor parent CS Req from CS Req Svc Location)</td>
<td>Confluence page - Monitor Parent Contract Service Request</td>
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### Entities to Configure:

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### Business Objects:

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<tr>
<td>CI-CSRSLPRMV (Validate Related CSR Premise)</td>
<td></td>
</tr>
</tbody>
</table>

### 7.5 Transition Parent CS Request to Withdraw Waiting Service Location Actions Status

**Actor/Role:** C2M or CCS  
**Description:**  
When the Customer Service Location reaches the Objection status, if there is a Withdraw Waiting, the Parent Customer Service Request is updated/transitioned in C2M or CCS to Withdraw Waiting Service Location Actions Status.

### 7.6 Update CS Request Service Location to Rejection Status

**Actor/Role:** C2M or CCS  
**Description:**  
If the market response is Rejected, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Rejection status.
Process Plug-in enabled: Y  Available Algorithm(s):

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<thead>
<tr>
<th>Algorithm</th>
<th>Description</th>
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<td>Customer Service Request Service Location Information</td>
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<tr>
<td>C1-CSRSLCNTV</td>
<td>Validate related Contract for service location</td>
</tr>
<tr>
<td>C1-CSRSLPRMV</td>
<td>Validate related Premise and CS Request Premise for service location</td>
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<td>F1-TRN-DF-NS</td>
<td>Generic Business Object Status Monitor</td>
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<td>C1-CSRACTRJT</td>
<td>Contract Service Request Action Rejected</td>
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Business Objects: Y  Business Objects:

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<td>Contract Service Location Market Process Root</td>
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Process Scripts: Y  Script:

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<td>C1-CSRSLPRMV</td>
<td>Validate Related CSR Premise</td>
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</table>

7.7 Update CS Request Service Location to Rejection Error Status

Actor/Role: C2M or CCS

Description:
If there is any error at the Rejection status, the Customer Service Request Service Location is updated/transitional in C2M or CCS to Rejection Error status.
### 7.8 Update CS Request Service Location to Rejected Status

**Actor/Role:** C2M or CCS  
**Description:**  
If there are no errors at the Rejection status, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Rejected status.

<table>
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<tr>
<th>Process Plug-in enabled: Y</th>
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<td>C1-CSAREJER (Create To Do for Rejection Error)</td>
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<td>F1-TODOCOMPL (Generic To Do Completion)</td>
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<td>C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)</td>
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<th>5.1.5.1a C2M.v2.7.CCB.Manage Metered Site</th>
<th>5.1.5.1a C2M.v2.7.CCB.Manage Metered Site</th>
<th>5.1.5.1a C2M.v2.7.CCB.Manage Metered Site</th>
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<tr>
<td></td>
<td>C1-CSRSVMNTR (Monitor parent CS Req from CS Svc Location)</td>
<td></td>
</tr>
</tbody>
</table>
### 7.9 Review CS Request Service Location Status

**Actor/Role:** Authorized User  
**Description:**  
If the customer requests to withdraw or discard the Customer Service Request Service Location, the Authorized User navigates to the [Customer Service Request Service Location Page](#) to review the disposition/status.

### 8.0 Request Withdraw CS Request Service Location

**Actor/Role:** Authorized User  
**Description:**  
If the Customer Service Request Service Location is in Wait for Action status, the Authorized User requests to withdraw the Customer Service Request Service Location from the [Customer Service Request Service Location Page](#).

### 8.1 Update CS Request Service Location to Request Withdraw Status

**Actor/Role:** C2M or CCS  
**Description:**  
While the Customer Service Request Location is in Wait for Action Status, the user may request to withdraw the request, after which the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Request Withdraw status.
5.1.5.1a C2M.v2.7.CCB.Manage Metered Site

Process Plug-in enabled: Y  Available Algorithm(s):

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Configuration Required: Y  Entities to Configure:

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Business Objects: Y  Business Objects:

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<td>C1-CSRSLSLPRMV (Validate Related CSR Premise)</td>
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</tbody>
</table>

8.2 Update CS Request Service Location to Withdraw Requested Status

Actor/Role: C2M or CCS

Description:
If there are no errors at the Request Withdraw status, the Customer Service Request Service Location is updated/transited in C2M or CCS to Withdraw Requested status.
Configuration Required: Y   Entities to Configure: Customer Service Request Type

Business Objects: Y   Business Objects:

- C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
- C1-CSRequestSvcLocNoAction (Contract Service Location No Action Execution)

Process Scripts: Y   Script:

- C1-CSRSLINFO (Customer Service Request Service Location Information)
- C1-CSRSLCNTV (Validate related Contract for service location)
- C1-CSRSLPRMV (Validate Related CSR Premise)

8.3 Update CS Request Service Location to Withdrawn Status
Actor/Role: C2M or CCS
Description:
If we are able to successfully process Request Withdraw or the Withdrawal that was initiated outside of the CS Request Service Location via MTM or a Third Party Market Communication Application, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Withdrawn status.

Process Plug-in enabled: Y   Available Algorithm(s):

- C1-CSRSLINFO (Customer Service Request Service Location Information)
- C1-CSRSLCNTV (Validate related Contract for service location)
- C1-CSRSLPRMV (Validate related Premise and CS Request Premise for service location)
- C1-CSRSVMNTR (Monitor parent CS Req from CS Req Svc Location)
  Confluence page - Monitor Parent Contract Service Request

Configuration Required: Y   Entities to Configure: Customer Service Request Type
### Business Objects:

| Y          | Y          |

### Process Scripts:

| Y          | Y          |

### Script:

| Y          | Y          |

---

**8.4 Update CS Request Service Location to Withdraw Request Rejected Status**

**Actor/Role:** C2M or CCS

**Description:**
If MTM or a Third Party Market Communication Application communicates that the market has rejected a Withdrawal Request that was sent, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Withdraw Request Rejected status.

---

**Process Plug-in enabled:** Y

**Available Algorithm(s):**

| Y          | Y          |

---

**Configuration Required:** Y

**Entities to Configure:**

| Y          | Y          |

---

**Business Objects:**

| Y          | Y          |

---

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5.1.5.1a C2M.v2.7.CCB.Manage Metered Site

Process Scripts: Y

Script:

<table>
<thead>
<tr>
<th>Available Algorithm(s):</th>
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<tbody>
<tr>
<td>CI-CSRSLINFO (Customer Service Request Service Location Information)</td>
</tr>
<tr>
<td>CI-CSRSLCNTV (Validate related Contract for service location)</td>
</tr>
<tr>
<td>CI-CSRSLPRMV (Validate Related CSR Premise)</td>
</tr>
<tr>
<td>FI-GenBoMon (Monitor BO Status)</td>
</tr>
</tbody>
</table>

8.5 Discard
Actor/Role: MTM or a Third Party Market Communication Application
Description:
MTM or a Third Party Market Communication Application requests to Discard the Customer Service Request Service Location in response to processing a market message.

8.6 Request Discard CS Request Service Location
Actor/Role: Authorized User
Description:
If the customer requests to discard the Customer Service Request Service location and the disposition/status is not Wait for Action, the Authorized User may request to Discard the Customer Service Request Service location from the Customer Service Request Service Location Page.

8.7 Update CS Request Service Location to Discarded Status
Actor/Role: C2M or CCS
Description:
If MTM or a Third Party Market Communication Application requests to Discard or the customer requests to discard, the Customer Service Request Service Location is updated/transitioned in C2M or CCS to Discarded status.

Process Plug-in enabled: Y

Available Algorithm(s):

<table>
<thead>
<tr>
<th>Available Algorithm(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>CI-CSRSLINFO (Customer Service Request Service Location Information)</td>
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<tr>
<td>CI-CSRSLCNTV (Validate related Contract for service location)</td>
</tr>
<tr>
<td>CI-CSRSLPRMV (Validate Related CSR Premise)</td>
</tr>
<tr>
<td>CI-CSRSVMNTR (Monitor parent CS Req from CS Req Svc Location)</td>
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<tr>
<td>Confluence page - Monitor Parent Contract Service Request</td>
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Configuration Required: Y

Entities to Configure:

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<tr>
<th>Entities to Configure:</th>
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<tbody>
<tr>
<td>Customer Service Request Type</td>
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</table>
8.8 Analyze Error and Work To Do
Actor/Role: Authorized User
Description
An Authorized User gets assigned To Dos related to Customer Service Location and analyzes the Customer Service Request Location Error Log.

8.9 Request Perform Action Set Up
Actor/Role: Authorized User
Description
If the user manages to resolve the Action Set Up Error, the user requests the Perform Action Set Up from the Customer Service Request Service Location Page.

9.0 Request Perform Objection
Actor/Role: Authorized User
Description
If the user manages to resolve Objection Error, the user requests the Perform Objection from the Customer Service Request Service Location Page.

9.1 Request Perform Rejection
Actor/Role: Authorized User
Description
If the user manages to resolve Rejection Error, the user requests the Perform Rejection from the Customer Service Request Service Location Page.

9.2 Request Perform Withdrawal
Actor/Role: Authorized User
Description
If the user manages to resolve Withdrawal Error, the user requests the Perform Withdrawal from the Customer Service Request Service Location Page.
9.3 Complete To Do
Actor/Role: C2M or CCS
Description:
When any of the errors are resolved and the subsequent process is initiated, the related To Dos are completed, based on the Complete To Do Algorithms.
## Test Documentation related to the Current Process

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## Document Control

### Change Record

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Attachments

Customer Service Request Premise Page:

Customer Service Request Service Location Page: