CCS
C2M.v2.7.CCB

5.1.5a Manage Site Infrastructure

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Last Updated: December 15, 2020
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Brief Description

Business Process: 5.1.5a C2M.CCB.Manage Site Infrastructure
Process Type: Process
Parent Process: 5.1. Plan & Design Network
Sibling Processes: 3.3.2a C2M.CCB-MDM.Manage Consumer Contract and Service Agreement

This process takes place when Customer requests any type of service from the Company. As a part of Service Request Processing, new site (Customer Service Request Premise, Customer Service Request Service Location) need to be added or updated. This process requires interaction with the market via either MTM or any other Third Party market communication application: C2M sends Customer Service Request information to the market, upon receipt of market response, C2M creates or updates existing Registration Point, Device, and Service Point. Also, depends on business rules, application starts and activate SA, updates consumer contract and milestones or stops active Service Agreement
5.1.5a C2M.v2.7.CCB. Manage Site Infrastructure

Business Process Model

5.1.5a C2M.v2.7.CCB. Manage Site Infrastructure

Customer

Create and Maintain Customer Request Premise

Request Start or Stop Service

Request Process

Add or Maintain Service Location

Gather Market and Service Location Information

Gather Supply Address Information

Create and Maintain Customer Request Premise

Process CS Request Premise

Maintain CS Request Service Location

Process Customer Request Service Location Request and Registration Plan

Setup Service Location

Initiate Metered Site Processing

Maintain Device (Net)

Maintain SP

Maintain Install Event

Maintain IMD

Stop Service Agreement

Maintain Adjustments

Maintain Service Agreement and Contract

Maintain Adjustments

Complete Service Location Process and Transition CS Request

Apply Service Location Service Contract Rules

Apply Service Location Service Contract Agreement

Create and Activate Service Agreement

Apply Service Location Add and Remove Contract Rules

Check Product Eligibility

Maintain SP

Maintain SP

Process Request and Respond

Send Market Message

Process Request and Respond

Add a CS Request Service Location

Gather Market and Service Location Information

Maintain CS Request Service Location

Process CS Request Premise

Maintain CS Request Premise

CSR or Authorized User

C2M (CCB-MDM-ODM)

MTM or Third Party Market Comm App

Market

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Test Documentation related to the Current Process

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### Document Control

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Attachments: