



Vendor Meet Process

Purpose:	This document provides guidelines for submitting a request through the VFO- GUI (Virtual Front Office – Graphic User Interface) for a “Vendor Meet”. It also provides methods and procedures for the vendor meet process and steps for using the GUI.
Definition:	A “Vendor Meet” is defined as a joint meet between a Fidium Fiber technician and a CLEC technician at the End User location/demarcation point or the Fidium Central Office demarcation point.
Reason For Meet Point Request:	A vendor meet is requested when Fidium Fiber does not find a trouble on an initial dispatch and the CLEC believes the trouble to be in the Fidium facilities. A vendor meet will then be scheduled to quickly isolate and resolve the problem or prove no trouble exists in the Fidium network. Vendor Meets or Meet Point testing occur when a Vendor/CLEC technician and a Fidium Fiber technician meet at the DMARC or Co-location cage.
Restrictions:	The following restrictions apply: 1. Fidium Fiber will not accept a Vendor Meet as a trouble request on the first report. 2. A request for a vendor meet must be submitted through the VFO GUI.
Criteria:	Use the following timelines for submitting a request for a vendor meet: 1. Vendor Meets are to be scheduled for either 9:30 AM or 1:00 PM Monday thru Friday for all products. 2. CLEC’s must provide Fidium Fiber with at least a 24 hour notice prior to the requested meet time. A vendor meet should not be requested unless there is prior trouble history for the same issue, in the same direction of the requested meet (dispatch in or dispatch out) within the past seven days.

***Notice:** The screen shots in this section are for illustrative purposes and are not intended to be a full blown exhibit of the GUI. It is an assumption that users will have been trained on the VFO TA application.



**Technician
Coordination:**

The Fidium Fiber technician should follow these procedures when the vendor's technician is delayed in meeting at the negotiated time:

1. If a Fidium Fiber technician arrives on site at the appointed time and the vendor is not there, the Fidium Fiber technician should wait ten minutes.
2. If, after ten minutes, the CLEC technician still has not arrived, the FRP technician contacts the Customer Service Maintenance Center (CSMC).
3. The CSMC coordinator attempts to obtain a status from the CLEC. If the CLEC states their technician will arrive within the next ten minutes, the FRP technician waits. Total wait time must not exceed twenty minutes.
4. If the allowable timeframe is exceeded, the FRP technician closes the vendor meet ticket.

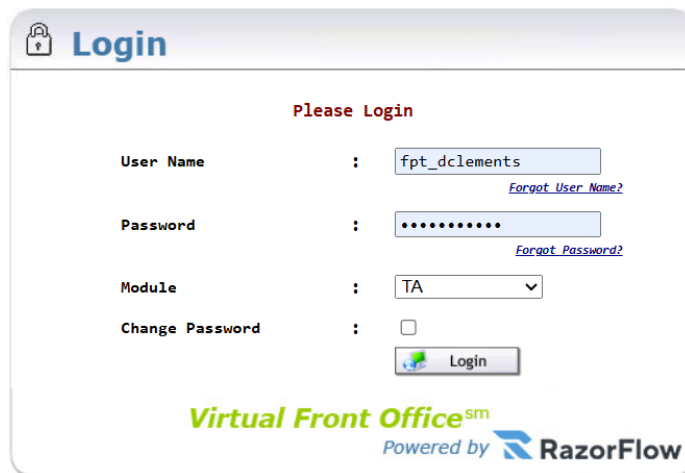
Note: *Future meets are renegotiated and another ticket must be opened when the vendor meet appointment allowable time is not met and the ticket is closed by the FRP technician.*

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VFO-GUI TA (Trouble Administration) Application

The following steps are used to open a ticket to request a vendor meet:

- Step 1:** Log on to the VFO – GUI. Select **TA** from the Module drop down list. Launch the TA (Trouble Administration) application.



Login

Please Login

User Name : fpt_dclements [Forgot User Name?](#)

Password : [Forgot Password?](#)

Module : TA

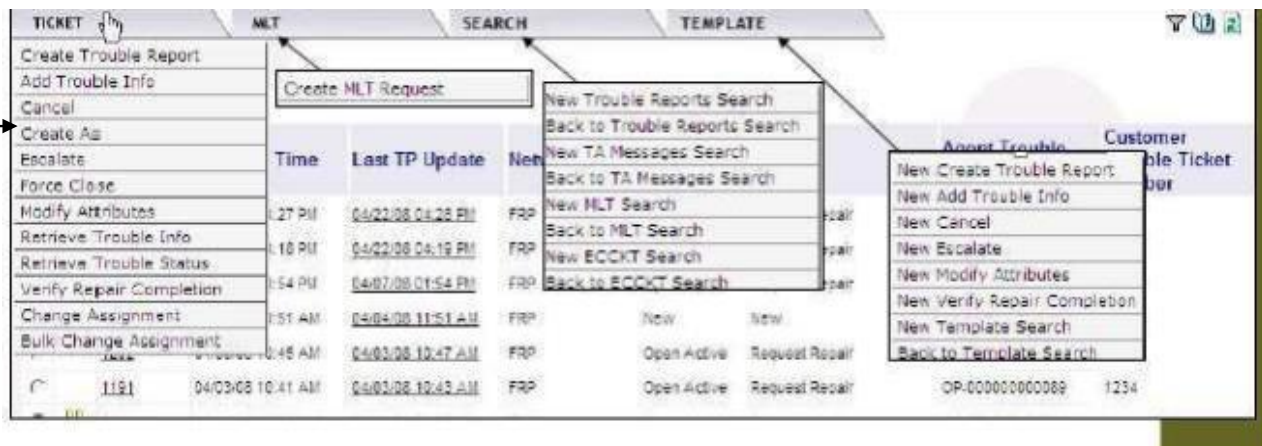
Change Password : ☐

Login

Virtual Front OfficeSM
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VFO-GUI TA (Trouble Administration) Application

- Step 2:** Move your cursor over “Ticket” to receive the drop list and view options.



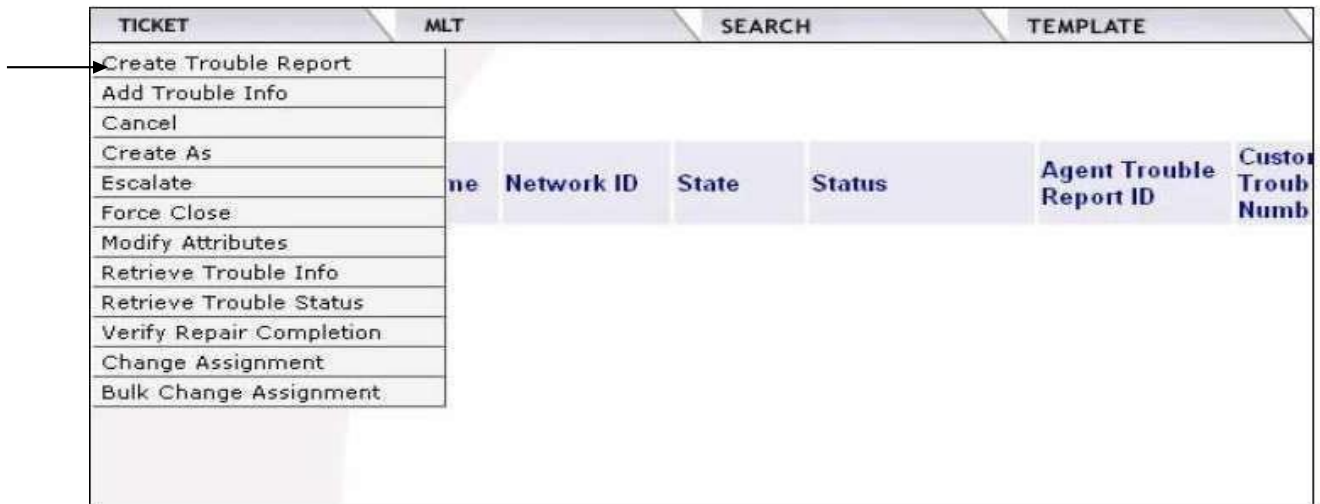
The screenshot shows the main menu of the VFO-GUI TA Application. The 'TICKET' menu is highlighted, showing a list of options. The 'MLT' menu is also visible, showing a list of options. The 'SEARCH' menu is visible, showing a list of options. The 'TEMPLATE' menu is visible, showing a list of options. The 'New Create Trouble Report' option is highlighted in the 'TEMPLATE' menu.

TICKET	MLT	SEARCH	TEMPLATE
Create Trouble Report	Create MLT Request	New Trouble Reports Search	New Create Trouble Report
Add Trouble Info		Back to Trouble Reports Search	New Add Trouble Info
Cancel		New TA Messages Search	New Cancel
Create As		Back to TA Messages Search	New Escalate
Escalate		New MLT Search	New Modify Attributes
Force Close		Back to MLT Search	New Verify Repair Completion
Modify Attributes		New EOCCT Search	New Template Search
Retrieve Trouble Info		Back to EOCCT Search	Back to Template Search
Retrieve Trouble Status			
Verify Repair Completion			
Change Assignment			
Bulk Change Assignment			

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VFO-GUI TA (Trouble Administration) Application

Step 3: Select "Create Trouble Ticket" from the drop down list:



TICKET	MLT	SEARCH	TEMPLATE
- Create Trouble Report - Add Trouble Info - Cancel - Create As - Escalate - Force Close - Modify Attributes - Retrieve Trouble Info - Retrieve Trouble Status - Verify Repair Completion - Change Assignment - Bulk Change Assignment			

Account Name	Network ID	State	Status	Agent Trouble Report ID	Customer Trouble Number

VFO - GUI TA (Trouble Administration) Application

Step 4: In the field labeled "TRFD" or Trouble Report Form Designation, click on the drop-down list to make a selection based on type of service (e.g., Services with Premises Address). Fill in all required fields (highlighted in yellow) and then depress next.

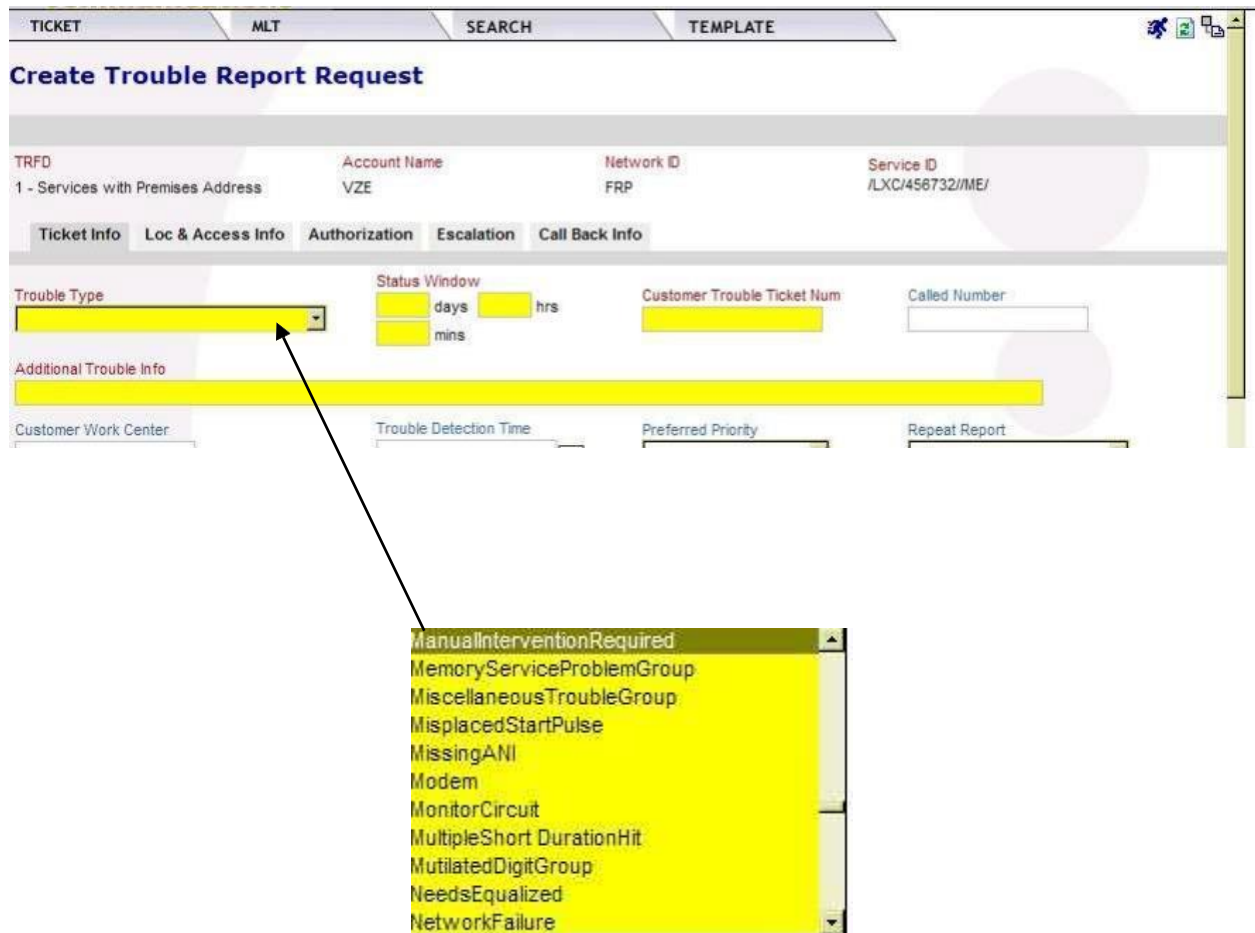


TICKET	MLT	SEARCH	TEMPLATE
Create Trouble Report Request Use template: TRFD: 1 - Services with Premises Address Account Name: VZE Network ID: FRP Service ID: 12121212 Next			

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VFO – GUI TA (Trouble Administration) Application

Step 5: Select “Manual Intervention Required” from the available selections in the **Trouble Type** drop down list.

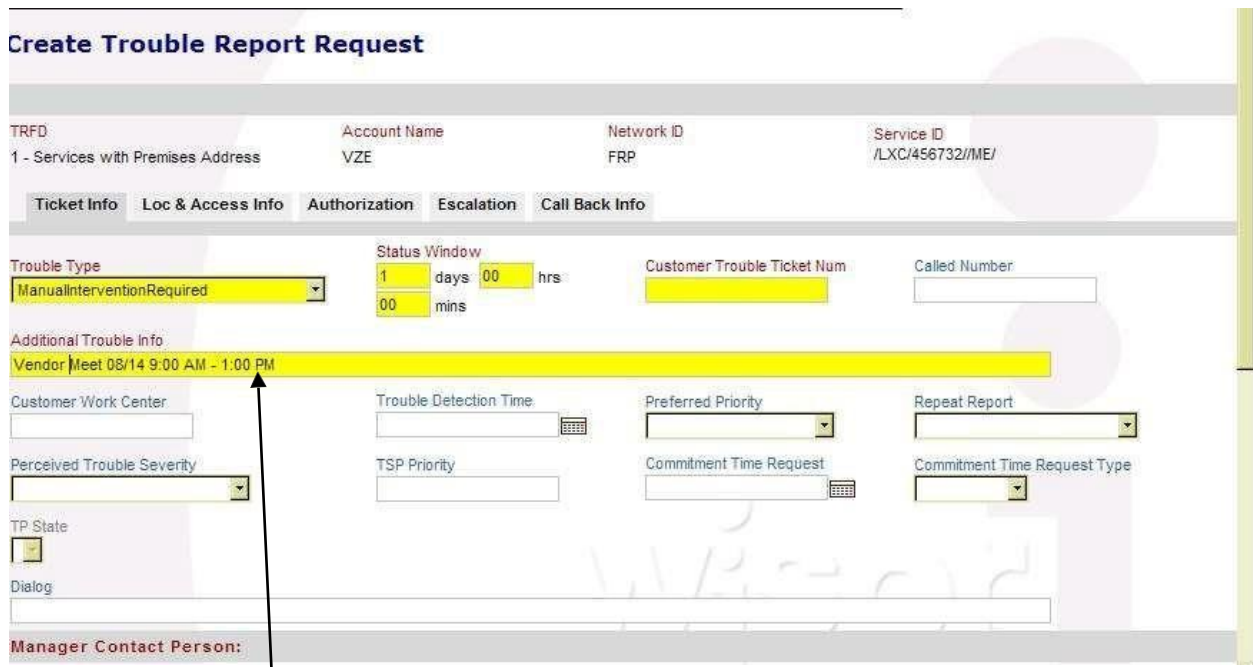


The screenshot displays the 'Create Trouble Report Request' interface. At the top, there are tabs for 'TICKET', 'MLT', 'SEARCH', and 'TEMPLATE'. Below these, the form is divided into sections. The 'Ticket Info' section includes fields for 'TRFD' (1 - Services with Premises Address), 'Account Name' (VZE), 'Network ID' (FRP), and 'Service ID' (/LXC/456732/ME/). Below this, there are tabs for 'Ticket Info', 'Loc & Access Info', 'Authorization', 'Escalation', and 'Call Back Info'. The 'Ticket Info' tab is active, showing a 'Trouble Type' dropdown menu, a 'Status Window' with fields for 'days', 'hrs', and 'mins', a 'Customer Trouble Ticket Num' field, and a 'Called Number' field. Below these, there is an 'Additional Trouble Info' field. At the bottom, there are fields for 'Customer Work Center', 'Trouble Detection Time', 'Preferred Priority', and 'Repeat Report'. The 'Trouble Type' dropdown menu is open, showing a list of options: 'ManualInterventionRequired', 'MemoryServiceProblemGroup', 'MiscellaneousTroubleGroup', 'MisplacedStartPulse', 'MissingANI', 'Modem', 'MonitorCircuit', 'MultipleShort DurationHit', 'MutilatedDigitGroup', 'NeedsEqualized', and 'NetworkFailure'.

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VFO – GUI TA (Trouble Administration) Application

Step 6: In the field labeled “Additional Trouble Information”, enter information to request a vendor meet to include the date and time of the meet. In the Status Window enter the day (e.g., if tomorrow show 1 day 00 hrs and 00 min). Make sure to fill in all fields in the “Manager Contact” section of this screen.



Create Trouble Report Request

TRFD: 1 - Services with Premises Address | Account Name: VZE | Network ID: FRP | Service ID: /LXC/456732//ME/

Ticket Info | Loc & Access Info | Authorization | Escalation | Call Back Info

Trouble Type: ManualInterventionRequired | Status Window: 1 days 00 hrs 00 mins | Customer Trouble Ticket Num: | Called Number: |

Additional Trouble Info: Vendor Meet 08/14 9:00 AM - 1:00 PM

Customer Work Center: | Trouble Detection Time: | Preferred Priority: | Repeat Report: |

Perceived Trouble Severity: | TSP Priority: | Commitment Time Request: | Commitment Time Request Type: |

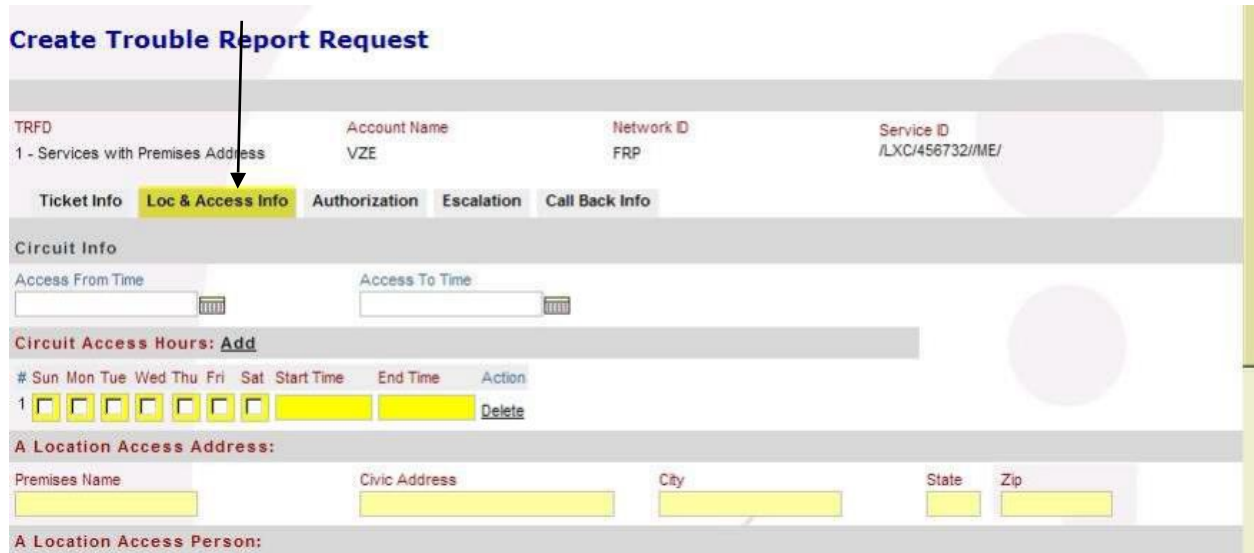
TP State: | Dialog: |

Manager Contact Person: |

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VFO – GUI TA (Trouble Administration) Application

Step 7: Select Location & Access Information Tab (Loc & Access Info). The following screen appears. Fill in the appropriate fields in the “Circuit Access Hours:” A Location Access Person, A Location Access Hours and for Z Location Access Hours: Add (Click to add, additional fields access hours if needed at the Z location).



VFO – GUI TA (Trouble Administration) Application

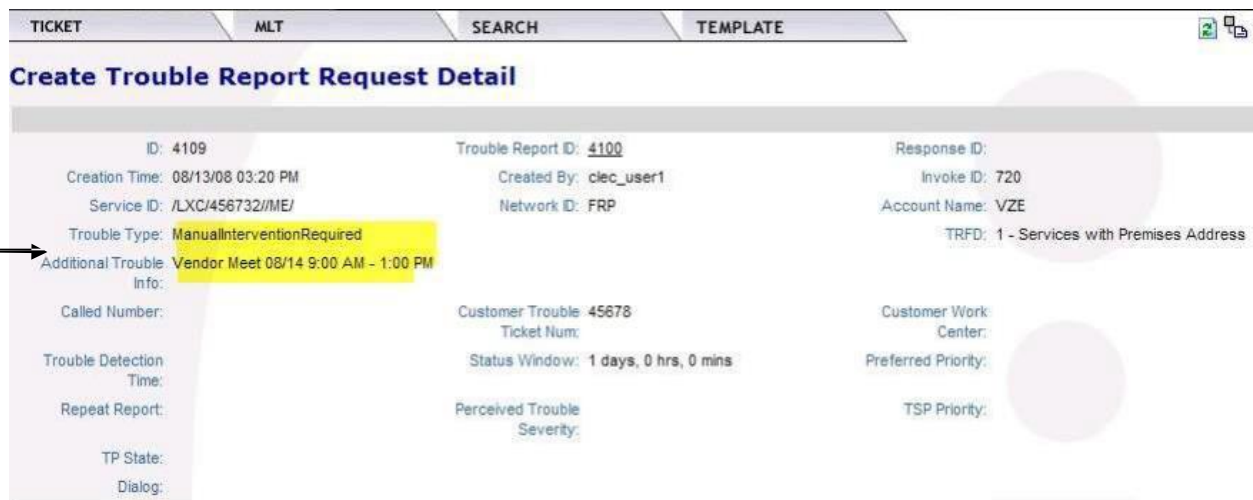
Step 8: Select Authorization tab. The following screen appears: Select Requested for the Request State field and Click Dispatch for Activity Type. Enter Authorization Person Information and click the submit ICON.



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VFO – GUI TA (Trouble Administration) Application

Step 9: The following Trouble Report Request Detail screen appears. The Vendor Meet date and time that was entered in the “Additional Trouble Info:” field is mapped to the trouble report.



TICKET	MLT	SEARCH	TEMPLATE
Create Trouble Report Request Detail			
ID: 4109	Trouble Report ID: 4100	Response ID:	
Creation Time: 08/13/08 03:20 PM	Created By: clec_user1	Invoke ID: 720	
Service ID: /LXC/456732/ME/	Network ID: FRP	Account Name: VZE	
Trouble Type: ManualInterventionRequired		TRFD: 1 - Services with Premises Address	
Additional Trouble Info: Vendor Meet 08/14 9:00 AM - 1:00 PM			
Called Number:	Customer Trouble Ticket Num: 45678	Customer Work Center:	
Trouble Detection Time:	Status Window: 1 days, 0 hrs, 0 mins	Preferred Priority:	
Repeat Report:	Perceived Trouble Severity:	TSP Priority:	
TP State:			
Dialog:			

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