

## 1990 and 2003 PIC Service Representative or Customer Service Associate Tasks

### Attachment M

The 1990 tasks in the Residence Service Centers (RSC) for the SR to perform a PIC Change are as follows:

Starting PIC Change contact with a customer:

1. Answer call/obtain number
2. Input number into Business Office Customer Record Inquiry System (BOCRIS)
3. Confirm customer name and determine request

Change PIC:

4. Type command for change order
5. Type command for Carrier Screen

If carrier known and choice is selectable:

6. Select carrier and advise carrier's toll free number
7. Add selection to order
8. Add due date and advise customer
9. Request rate

10. Review/recap order:

- a. Carrier name
- b. Date order to be worked
- c. Rate
- d. Questions

11. Send or issue order

If carrier unknown and choice is selectable:

12. Follow steps 1 through 5
13. Read carrier list
14. Follow steps 6 through 11

If carrier is known and choice is not selectable:

15. Follow steps 1 through 5
16. Advise customer to contact carrier for order or information
17. Provide carrier number if available
18. End call

Carrier Selection on New or Transfer Order:

19. Follow steps 1 through 3
20. Type command for New or Transfer order
21. Follow normal steps of negotiation (address, credit information, credit check, etc.)
22. Follow steps 5 through 7
23. Select appropriate subheading and follow steps accordingly (known, unknown, selectable, or not selectable) and finish other New or Transfer order activity

**In 2003, there are forty-one steps associated with completing a manual PIC Change by the SR in the RSC as follows:**

Starting PIC Change contact with a customer:

1. Answer call/obtain number
2. Input number and customer name into Regional Negotiation System (RNS)
3. Click start contact and "OK" Customer Proprietary Network Information (CPNI) window
4. Determine reason for call

Change PIC:

5. Select order type (C)
6. Click on Products and Services
7. Click on Toll bar
8. Select Local or Toll window
9. Confirm change choice (Local, Toll, or both)

If carrier known and choice is selectable-no freeze:

10. Click on customer choice
11. Advise carrier's toll free number
12. Close window or apply window/apply again
13. Open due date screen
14. Click on due date and apply window
15. Select Summary
16. Click Rate
17. Review/recap order:
  - a. carrier name and number
  - b. date order to be worked
  - c. rate
  - d. questions
18. Send or issue order
19. Click close contact (end call)

If carrier unknown and choice is selectable-no freeze:

20. Follow steps 1 through 9
21. Read carrier list
22. Follow steps 10 through 19

If carrier known and choice is not selectable-no freeze:

23. Follow steps 1 through 9
24. Advise customer to contact carrier for order or information
25. Provide carrier number if available
26. Follow step 19

If carrier known and selectable-freeze requested:

27. Follow steps 1 through 11
28. Select Options and click on FR (freeze)

**In 2003, there are forty-one steps associated with completing a manual PIC Change by the SR in the RSC as follows (continued):**

- 29. Advise customer of freeze requirements:
    - a. Add freeze
    - b. Remove freeze
    - c. Third Party Verification (TPV)
  - 30. Follow steps 12 through 17
  - 31. Obtain permission to transfer to TPV vendor
  - 32. Put customer on hold
  - 33. Dial TPV vendor (speed dial)
  - 34. Provide required information to vendor:
    - a. name
    - b. number
    - c. freeze request
    - d. center number and SR initials
  - 35. Add customer and transfer call
  - 36. Follow steps 18 and 19
- Carrier Selection on New or Transfer Order:
- 37. Follow steps 1 through 4
  - 38. Select order type (New or Transfer)
  - 39. Follow steps of negotiation (address, credit information, credit check, etc.)
  - 40. Follow steps 6 through 9
  - 41. Select appropriate subheading and follow steps accordingly (known, unknown, selectable, not selectable, no freeze, freeze) and finish other New or Transfer order activity (listings, products and services, etc.)