

Small Business Systems Business Office Process Chart

PIC/LPIC Change Type	Initiator	Access Method	Supporting Office	Support Position	Work ID (JFC)/ Wage Scale	Time (Minutes)		BOCRIS	BOCRIS	Access Method
						PIC or LPIC	LPIC on same line/same IC	PIC Trans.	LPIC Trans.	Utilization %
End User Telephone to SBTC or End User-LOA to SBTC	Customer	Telephone or via FAX (SBS Customer sends via Web Online FAX System)	ROS/Verification	Service Rep.	2300/23	4	1	10	5	85%
			Negotiate PIC/LPIC	Service Rep.	2300/23					
			3rd Party Verification	Vendor Charge						
			PIC/LPIC Freeze	Service Rep.	2300/23					
			Order issuance	Service Rep.	2300/23					
Internet to SBS Web Center utilizing: E-Mail or Order Placement via Internet (KANA)	Customer	Internet E-Mail	ROS/Verification	Service Rep.	2300/23	4	1	10	5	5%
			Negotiate PIC/LPIC	Service Rep.	2300/23					
			Verification	Service Rep.	2300/23					
			PIC/LPIC Freeze	Service Rep.	2300/23					
			Order issuance	Service Rep.	2300/23					
Telemarketing Vendor to SBS Web Center Orders are E-mailed. LOA are then Faxed.	Customer	via Outbound Telemarketing Vendor	ROS/Verification	Service Rep.	2300/23	4	1	10	5	10%
			Negotiate LPIC	Service Rep.	2300/23					
			PIC/LPIC Freeze	Service Rep.	2300/23					
			Order issuance	Service Rep.	2300/23					
Weighted Service Representative Time						4	1			

Note: the 4 minutes of Service Representative time applies to all functions within each access category, such as Telephone, Internet, etc.