



## RENDEZ VOUS 2.0

With just a few clicks, your customer makes an appointment with one of our technicians

# Rendez Vous 2.0

By adding Rendez-Vous 2.0. to the Rendez Vous service, you will enable the End-Customer to postpone the date of the intervention with the Field Technician to activate their Access.

## Who is it for?

Operators purchasing regulated Wholesale Access services

## Preliminary services

The Rendez Vous 2.0 service is available for orders related to the following access services (LNA):

- ULL LNA
- SLU LNA
- WLR LNA
- NEW ACTIVATION NAKED ADSL BITSTREAM (both ATM and ETH and EASY IP ADSL);
- NEW ACTIVATION NGA and VULA BITSTREAM (FTTCAB and FTTH).

## Description of the service

The Rendez-Vous 2.0 service, in addition to Rendez-Vous, provides the following new features (A), for all accesses (LNA) of the OAO:

1. If on day X of the technician's intervention, the End-Customer (hereinafter 'EC') refuses the intervention and asks to reschedule for a new date, the EC will be sent an SMS (\*) with a link to the Virtual Agent that will allow them, by 8pm on day X, to schedule a new appointment on date Y (with  $Y \geq X+2$  working days) and the relevant time slot;
2. if the EC does not make the new appointment by 8pm on day X via the Virtual Agent, the standard supply process provided for in the current Reference Offers shall remain valid and unchanged;
3. if the EC makes the new appointment by 8pm on day X via the Virtual Agent, the following applies:
  - the EC is sent an SMS confirming the new appointment by 11:59pm on day X (\*\*);
  - by 11.59 p.m. on day X, a communication notification 'new appointment on date Y/time slot' is sent to the OAO, appropriately characterised (appointment type = '01' new characterisation on notification file). In the case of ULL/SLU/WLR services, an REDD is sent at the same time, with reason code Z14 'Customer Cause', for which the SLA/penalty of DAC remodulation notification does not apply;
  - the new date Y with the relative time slot is available to FiberCop and therefore the technician will go directly to the CF's premises (without further Contact Policy), on day Y in the relative time slot;

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- the time between X and Y is excluded from FiberCop's provisioning time to calculate SLAs/penalties;
- in the time between X and Y, the state of the LNA activation order is:
  - for Bitstream, Bitstream NGA and VULA access services, Easy IP ADSL and Easy IP NGA: 'suspended due to OAO/CF' with notification of reason code W09 'Suspension Customer for Appointment Taken' (reason W09 in these cases is 'on field');
  - for ULL/SLU/WLR access services: in delivery, with the new date set by virtue of the above RDAC (reason code Z14);
- on date Y the LNA access is activated or not activated according to the standard process by OR; in particular if it is not possible to conclude the field intervention due to OLO/EC, FiberCop notifies OAO:
  - the code Z27 'KO for customer refuses technical intervention by TI on field', for ULL/SLU/WLR services;
  - the code S02 'End-Customer refuses technical intervention' for Bitstream, Bitstream NGA and VULA services, Easy IP ADSL and Easy IP NGA.

Functionality A) is independent of the use of the four specialised OAO contact persons for field problem solving.

## SMS texts

(\*) SMS text rescheduling appointment sent if on day X of the technician's intervention, the endcustomer refuses the intervention and asks for it to be rescheduled for a new date:

Dear Name and Surname, To make a new appointment for the technician's intervention please click here <https://:.....> and follow the instructions.

Thank you

(\*\*) SMS confirmation text sent by 11:59pm if the EC makes the new appointment by 20:00 on day X via the Virtual Agent

Dear Name and Surname, The new appointment with the technician is set for DD/MM/YYYY. The intervention will start within the time slot hh.mm - hh.mm.

Thank you

## Prices

A fee of 350.00 euro (excluding VAT) is due upon signing the application form.

 FiberCop