

Connect/One Billing for Cablevision

Billing:

Connect/One pays employees weekly with a Sunday-Saturday work week. The distribution of pay checks occurs on day set by each area. See your local area manager for scheduled pay day.

For field technicians who are paid on a piece rate basis, the pay schedule is as follows:

- Week One: The technician is in the field installing equipment and completing work orders.
- Week Two: Work orders from Week One are processed and quality inspections for work completed during Week One occurs.
- Week Three: Field Technicians receive payment on Saturday.

Example: Work completed during the week ending 04/30/2011 is paid on Saturday 05/14/2011.

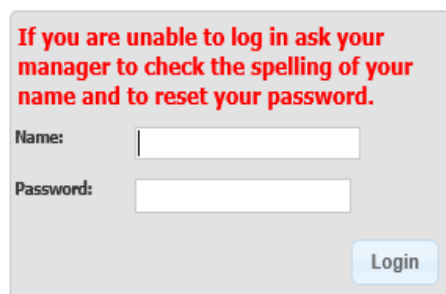
All of your billing is completed through the use of our Online Billing System. You are able to access the billing site using any computer that is connected to the internet.

The address to the Web Page is:

tos.connect1.us

You are assigned a user name and password by Connect/One when you are hired. This user name and password will give you access to your technician info. Contact your area manager if you do not know your username and/or password.

After entering the web page into your browser, you will see the image below. This is where you enter your username and password.



If you are unable to log in ask your manager to check the spelling of your name and to reset your password.

Name:

Password:

Login

If you encounter any errors please click [here](#).

Connect/One Billing for Cablevision

CONNECT/ONE

John Test
you have 0 unread messages
Log out

Home Inventory Routes Billing

Welcome to the Connect/One Administration System

Your email address is **John.Test@connect1.us**. to view your webmail click here

the pop3 mail server is: **mail.connect1.us**

the smtp mail server is: **mail.connect1.us**

Your email user name is your full email address.

Navigate the menus above to perform your required tasks.

If you encounter any errors please click here.

Current Tech Assist Credentials	
login id:	201302
password:	35299

After logging in, you will see the Connect/One home page (shown above). This page has useful information to aid you in your job as well as retrieve emails.

House Health Check Information:

- Current Tech Assist Credentials for House Health Check (HHC)
- Login ID
- Password

Email Information:

- Your Connect/One email address
- Pop3 server which is used to enter into your phone or outlook to retrieve emails
- SMTP server which is used to enter into your phone or outlook to send emails

At the top right of the page you will see number of new emails if any have been received.

From here you will be able to navigate to the Inventory, Route and Billing Page. For the purpose of this section of training, we will be discussing the Billing tab.

All billing must be completed each night after your route has been completed for the day.

- You must obtain and end route verification code from Connect/One dispatch which states all your jobs have been closed out.
- You must complete your billing either back at your respective warehouse at the computers provided or on your personal computer at home.
- All paperwork must be handed in and completed the following day. If you are off, there are night drop boxes for your convenience at each location.

Connect/One Billing for Cablevision

CONNECT/ONE

John Test
you have 0 unread messages
Log out

Home Inventory Routes Billing

Bill for Job

If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.

Select an Account: -- SELECT ONE --

OR

Customer Email:

Enter Account Number:

Job Number:

Job Date:

Time Frame: 8-11

Job Type: residential

After you have successfully logged in and clicked on the billing tab you will see the page above.

Here you will be able to verify all information is correct on jobs performed and bill correctly for them to be processed for payment.

It is also stated at the top of the page:

- If the job you are trying to bill for is not in the drop down, please call Connect/One's dispatch to re-assign the job to your name.

You can also enter it manually which would include the following:

- Account number
- Job date
- Time frame
- Job type
- Services performed

Connect/One Billing for Cablevision

The screenshot shows the 'CONNECT/ONE' logo at the top left. In the top right corner, it says 'John Test' and 'you have 0 unread messages' with a 'Log out' link. Below the logo is a navigation bar with 'Home', 'Inventory', 'Routes', and 'Billing' tabs. The main content area is titled 'Bill for Job' and contains a paragraph of instructions: 'If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.' Below this is a form with the following fields: 'Select an Account:' with a dropdown menu showing '- SELECT ONE -' and '2013-03-08 - 1a - 0780612345607'; 'OR'; 'Customer Email:' with an empty text box; 'Enter Account Number:' with an empty text box; 'Job Number:' with an empty text box; 'Job Date:' with an empty text box; 'Time Frame:' with a dropdown menu showing '8-11'; and 'Job Type:' with a dropdown menu showing 'residential'.

In the section labeled **Select an Account**, you will see a drop down box. Once you have checked the drop down box, you will see all jobs that have not been billed for to date.

Here you will verify the date, job number and account of the job you are attempting to bill for and then select that job. After selected, all of the pertinent information pertaining to that job will auto fill the remaining sections. (See Figure Below)

The screenshot shows the 'CONNECT/ONE' logo at the top left. In the top right corner, it says 'John Test' and 'you have 0 unread messages' with a 'Log out' link. Below the logo is a navigation bar with 'Home', 'Inventory', 'Routes', and 'Billing' tabs. The main content area is titled 'Bill for Job' and contains a paragraph of instructions: 'If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.' Below this is a form with the following fields: 'Select an Account:' with a dropdown menu showing '2013-03-08 - 1a - 0780612345607'; 'OR'; 'Customer Email:' with an empty text box; 'Enter Account Number:' with a text box containing '0780612345607'; 'Job Number:' with a text box containing '1a'; 'Job Date:' with a text box containing '2013-03-08'; 'Time Frame:' with a dropdown menu showing '8-11'; and 'Job Type:' with a dropdown menu showing 'residential'. Below these fields is a section titled 'Services Performed:' with 'Classification:' set to 'New Connect' and 'Service:' set to 'Video'. There is an 'Add Service' button next to the 'Service:' field. A 'Submit' button is located at the bottom right of the form.

Connect/One Billing for Cablevision

CONNECT/ONE

John Test
you have 0 unread messages
Log out

Home Inventory Routes Billing

Bill for Job

If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.

Select an Account: 2013-03-08 - 1a - 0780612345607

OR

Customer Email:

Enter Account Number: 0780612345607

Job Number: 1a

Job Date: 2013-03-08

Time Frame: 3-11

Job Type:

Services Performed: all day

Classification: first call

Service: Video

If entering manually: (see figure above)

- Enter and verify the **Account Number**
- Enter and verify the **Job Number**
- Use drop down calendar to select the **Job Date**
- Use drop down box to select and verify the **Time Frame** of the job

Again, verify that all information is correct and then move on to selecting the Job Type.

Connect/One Billing for Cablevision

The screenshot shows the 'CONNECT/ONE' web application interface. At the top, there is a navigation menu with 'Home', 'Inventory', 'Routes', and 'Billing' tabs. The 'Billing' tab is active. In the top right corner, the user is identified as 'John Test' and has '0 unread messages'. Below the navigation menu, the main content area is titled 'Bill for Job'. A message states: 'If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.' Below this message is a form with the following fields: 'Select an Account:' with a dropdown menu showing '2013-03-08 - 1a - 0780612345607'; 'OR'; 'Customer Email:' with an empty text input; 'Enter Account Number:' with a text input containing '0780612345607'; 'Job Number:' with a text input containing '1a'; 'Job Date:' with a text input containing '2013-03-08'; 'Time Frame:' with a dropdown menu showing '8-11'; 'Job Type:' with a dropdown menu showing 'residential' and 'commercial'; 'Services Performed:' with a dropdown menu showing 'New Connect'; 'Classification:' with a dropdown menu showing 'New Connect'; and 'Services:' with a dropdown menu showing 'Video' and an 'Add Service' button. A 'Submit' button is located at the bottom right of the form.

The next section we will be looking at is **Job Type**. Here you will be able to select either Residential or Commercial.

Residential: Pertaining to private residences, multifamily housing, apartments, condominiums or a residential neighborhood. This refers to all Installs, reconnects, change of services, disconnects or special request orders that are in a residential account.

Commercial: Commercial property includes office buildings, industrial property, medical centers, hotels, malls, retail stores, farm land, warehouses and garages. This refers to all Installs, reconnects, change of services, disconnects or special request orders that are in a commercial account.

Connect/One Billing for Cablevision

CONNECT/ONE

John Test
you have 0 unread messages
Log out

Home Inventory Routes Billing

Bill for Job

If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.

Select an Account: 2013-03-08 - 1a - 0780612345607

OR

Customer Email:

Enter Account Number: 0780612345607

Job Number: 1a

Job Date: 2013-03-08

Time Frame: 8-11

Job Type: residential

Services Performed:

Classification: New Connect
Reconnect
Change of Service
Additional Services

Service: Add Service

Submit

The next section we will address is the Classification drop down. Here you will be able to choose between four categories.

- **New Connect:** A new connect is defined as an install request that has not previously been installed at the exact address. These are identified in Cable-data as a 01 account. Expectations are that the customer does not have a drop into the home or inside wiring and the job is priced under the assumption that significant wiring is required. Will need verification code from supervisor for all new connects and documented on the work order.
- **Reconnect:** A reconnect is defined as an install request at a location that had service provided by cablevision, either by the current or previous resident. Expectations are that the drop to the home or MDU exists; although a small percentage of the time it does not exist or has been replaced. Inside wiring is likely to need to be serviced. This is priced to reflect a lower incident of install/repair wiring activity.
- **Change of service:** A Change of Service (COS) is defined as a current customer who has requested a change in their current service. These changes can vary but expectations are that the customer has an active drop to the home, active inside wiring, although on rare occasions the drop or more frequently the inside wiring has to be replaced. This job is priced with a very low incident of drop/wiring activity. Porting of existing OV customers is considered an OV COS.
- **Additional Services:** Consists of all other installation procedures such as pole work only, additional add outlets, converter swaps, boost plus, OV wiring, trouble calls and special request orders.

Connect/One Billing for Cablevision

Once your job classification has been successfully entered you will need to provide the corresponding **Service** provided. You will need to select from the drop down box labeled **Service**. This will determine the rate you will be paid for the work performed. (See image, definitions and examples below)

The screenshot shows the 'Bill for Job' form in the Connect/One system. The form is titled 'Bill for Job' and includes a note: 'If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.' The form fields are as follows:

- Select an Account: 2013-03-08 - 1a - 0780612345607
- OR
- Customer Email: [Empty]
- Enter Account Number: 0780612345607
- Job Number: 1a
- Job Date: 2013-03-08
- Time Frame: 8-11
- Job Type: residential
- Services Performed: New Connect
- Classification: New Connect
- Service: [Dropdown menu open with options: Video, Digital Video, OOL, OOL/OV, Video/OOL, Video/OOL/OV, Digital Video/OOL, Digital Video/OOL/OV]

A 'Submit' button is located at the bottom right of the form.

Classification: New Connect: A new connect is defined as an install request that has not previously been installed at the exact address. These are identified in Cable-data as a 01 account. Expectations are that the customer does not have a drop into the home or inside wiring and the job is priced under the assumption that significant wiring is required. Will need verification code from supervisor for all new connects and documented on the work order.

Service (Service Performed):

- **Video:** (Not Used)
- **Digital Video:** New connect with the installation of up to three standard/high definition digital or DVR converters.
- **OOL (Optimum Online):** New connect with installation of Optimum Online Service.
- **OOL/OV (Optimum Online/Optimum Voice):** New connect with installation of Optimum Online and Optimum Voice services.
- **Video/OOL/OV:** Not Used
- **Digital Video/OOL:** New connect with installation of up to three converters and Optimum Online service.
- **Digital Video/OOL/OV:** New connect with installation of up to three converters, Optimum Online and Optimum voice.

Connect/One Billing for Cablevision

CONNECT/ONE

John Test
you have 0 unread messages
Log out

Home Inventory Routes Billing

Bill for Job

If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.

Select an Account: 2013-03-08 - 1a - 0780612345607

OR

Customer Email:

Enter Account Number: 0780612345607

Job Number: 1a

Job Date: 2013-03-08

Time Frame: 8-11

Job Type: residential

Services Performed:
Classification: Reconnect

Service: Video

- Digital Video
- OOL
- OOL/OV
- Video/OOL
- Video/OOL/OV
- Digital Video/OOL
- Digital Video/OOL/OV

Add Service

Submit

Classification: Reconnect: A reconnect is defined as an install request at a location that had service provided by cablevision, either by the current or previous resident. Expectations are that the drop to the home or MDU exists; although a small percentage of the time it does not exist or has been replaced. Inside wiring is likely to need to be serviced. This is priced to reflect a lower incident of install/repair wiring activity.

Service (Service Performed):

- **Video:** Not Used
- **Digital Video:** Reconnect with the installation of up to three standard/high definition digital or DVR converters.
- **OOL (Optimum Online):** Reconnect with installation of Optimum Online Service.
- **OOL/OV (Optimum Online/Optimum Voice):** Reconnect with installation of Optimum Online and Optimum Voice services.
- **Video/OOL:** Not Used
- **Video/OOL/OV:** Not Used
- **Digital Video/OOL:** Reconnect with installation of up to three converters and Optimum Online service.
- **Digital Video/OOL/OV:** Reconnect with installation of up to three converters, Optimum Online and Optimum voice.

Connect/One Billing for Cablevision

CONNECT/ONE

John Test
you have 0 unread messages
Log out

Home Inventory Routes Billing

Bill for Job

If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.

Select an Account: 2013-03-08 - 1a - 0780612345607

OR

Customer Email:

Enter Account Number: 0780612345607

Job Number: 1a

Job Date: 2013-03-08

Time Frame: 8-11

Job Type: residential

Services Performed:

Classification: Change of Service

Service: Video

If you encounter any errors please click here.

Classification: Change Of Service (COS): A Change of Service (COS) is defined as a current customer who has requested a change in their current service. These changes can vary but expectations are that the customer has an active drop to the home, active inside wiring, although on rare occasions the drop or more frequently the inside wiring has to be replaced. This job is priced with a very low incident of drop/wiring activity. Porting of existing OV customers is considered an OV COS.

Connect/One Billing for Cablevision

CONNECT/ONE

John Test
you have 0 unread messages
Log out

Home Inventory Routes Billing

Bill for Job

If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.

Select an Account: 2013-03-08 - 1a - 0780612345607

OR

Customer Email:

Enter Account Number: 0780612345607

Job Number: 1a

Job Date: 2013-03-08

Time Frame: 8-11

Job Type:

- Video
- Digital Video
- OOL
- OV
- OOL/OV
- Video/OV
- Video/OOL/OV
- Digital Video/OOL
- Digital Video/OV
- Digital Video/OOL/OV
- Cable Card Sep Trip
- OV Phone Wiring Only (COS Sep Trip)
- Downgrade
- Relocate - Sep Trip
- Video/OOL

Services Performed:

Classification:

Service:

[Add Service](#)

Classification: Change Of Service (COS) Service (Service Performed):

- **Video:** Not used
- **Digital Video:** When adding or upgrading a converter to an account that currently has service.
- **OOL:** When adding Optimum Online service to an account that currently has service
- **OOL/OV:** When adding Optimum Online and Optimum Voice to an account that currently has service.
- **Video/OV:** Not Used
- **Video/OOL/OV:** Not Used
- **Digital Video/OOL:** When adding a converter and Optimum Online to an account that currently has service.
- **Digital Video/OV:** When adding a converter and Optimum Voice to an account that currently has service.
- **Digital Video/OOL/OV:** When adding a converter, Optimum Online and Optimum voice to an account that currently has service.
- **Cable Card Sep Trip:** Not Used
- **OV Phone Wiring Only (COS Sep Trip):** Activate/reconfigure existing working jacks and connect to modem per cablevision specifications.

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- **Downgrade:** A customer may request services to be removed from their account. Downgrade activity would include all pole work activity, confirming any remaining services on the account meet Cablevision service requirements and removal of applicable equipment. Due to the high percentage of downgrades that are pole work only, Cablevision will continue to pay downgrades at pole work only rates.
- **Relocate – Sep Trip:** When you are there to perform relocation only of an outlet or wire for a customer that currently has service.
- **Video/OOL: Not used**

Connect/One Billing for Cablevision

CONNECT/ONE

John Test
you have 0 unread messages
Log out

Home Inventory Routes Billing

Bill for Job

If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.

Select an Account: 2013-03-08 - 1a - 0780612345607

OR

Customer Email:

Enter Account Number: 0780612345607

Job Number: 1a

Job Date: 2013-03-08

Time Frame: 8-11

Job Type: residential

Services Performed:

Classification: Additional Services

Service: Multiline Sep Trip

If you encounter any errors please click here.

Classification: Additional Service: Consists of all other installation procedures such as pole work only, additional add outlets, converter swaps, boost plus, OV wiring, trouble calls and special request orders.

Classification: Additional services: Consists of all other installation procedures such as pole work only, additional add outlets, converter swaps, boost plus, OV wiring, trouble calls and special request orders.

Service (Service Performed):

- **Multiline Sep Trip:** Install an additional OV line to an existing OV customer with no other services to be performed. This may include installation of a second OV modem.
- **Additional Outlet Sep Trip:** Install an additional outlet (existing or new) to a customer's existing service as the only activity requested by the customer (not in combination with any activity other than additional outlet – same trip) Validate all installation/service requirements meet Cablevision standards.
- **Digital Box Swap Sep Trip:** Exchange of first converter when a truck roll is required. Validate all installation/service requirements meet cablevision standards
- **Trouble Call:** A trouble call is defined as a request to fix a current service that is not operating correctly. The technician is required to provide a solution to restore that service to Cablevision standards, without compromising any other services currently provided. If the service disruption impacts other Cablevision services, the technician is responsible for restoring those services in addition to the specific request on the work order.

Connect/One Billing for Cablevision

- **Pole Work Only:** Activity that only includes reconnecting or adjusting the customer's service level at the tap. Includes tagging activity and compliance to Cablevision specifications to the ground block. Bulk PWO is priced separately and is independent of this activity.
- **Multiline Same Trip:** Installation of an OV second line to an existing OV customer in addition to a primary service being installed.
- **Digital Box Swap Same Trip:** Exchange of converters during an existing truck roll. Validate all installation/service requirements meet Cablevision standards. This will only be utilized when the primary service being installed is not video or more than three outlets for digital products have been installed.
- **Additional Outlet same Trip:** Install an additional outlet (existing or new) to a customer's existing service in addition to a primary service being installed.
- **Additional OV Modem:** Installation of a second OV modem for multiline installation as well as second OOL installation. To be used in conjunction with primary service installation.
- **Disconnect:** Completely terminate service at the tap. Remove connection and install a locking terminator on all open ports. Tie back the drop, take picture of existing and disco tag and email to corresponding offices. (See local manager for info)
- **SRO Disconnects:** Completely terminate service at the tap. Remove connection and install a locking terminator on all open ports. Tie back the drop, take picture of existing and disco tag and email to corresponding offices. (See local manager for info)
- **OV-Port Existing:** Not used
- **Pick up Equipment – Sep Trip:** This will be used to pick up equipment only.
- **Tivo Adapter – Sep Trip:** Not Used

Connect/One Billing for Cablevision

- **Boost-Plus Same Trip Promo:** In conjunction with the OOL install and boost plus. This task is for the installation of a wireless router and corresponding software only per cablevision specification. Software must be installed on at least one computer in the customer's home.

Connect/One Billing for Cablevision

CONNECT/ONE

Home Inventory Routes Billing

John Test
you have 0 unread messages
Log out

Bill for Job

If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.

Select an Account: 2013-03-08 - 1a - 0780612345607

OR

Customer Email:

Enter Account Number: 0780612345607

Job Number: 1a

Job Date: 2013-03-08

Time Frame: 8-11

Job Type: residential

Services Performed:

Classification: New Connect

Services: Digital Video/OOL/OV [Add Service](#)

Digital Video/OOL/OV [delete](#)

[Submit](#)

If you encounter any errors please click here.

After successfully selecting the job classification and service you must click on the add service button to the left. This will drop it down below the initial service selected and allow you to select any more additional services. (see images above and below)

CONNECT/ONE

Home Inventory Routes Billing

John Test
you have 0 unread messages
Log out

Bill for Job

If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.

Select an Account: 2013-03-08 - 1a - 0780612345607

OR

Customer Email:

Enter Account Number: 0780612345607

Job Number: 1a

Job Date: 2013-03-08

Time Frame: 8-11

Job Type: residential

Services Performed:

Classification: Additional Services

Services: BoostPlus Same Trip Promo [Add Service](#)

Digital Video/OOL/OV [delete](#)

Additional Outlet Same Trip [delete](#)

Multiline Same Trip [delete](#)

BoostPlus Same Trip Promo [delete](#)

[Submit](#)

Connect/One Billing for Cablevision

• Successfully billed job.

CONNECT/ONE

John Test
you have 0 unread messages
Log out

Home Inventory Routes Billing

Bill for Job

If the job you are trying to bill for is not in the drop down, please call dispatch and ask them to re-assign the job to your name or you must enter all the information manually. This includes the account number, job date, job number, and time frame.

Select an Account: -- SELECT ONE --

OR

Customer Email:

Enter Account Numbers:

Job Number:

Job Date:

Time Frame: 8-11

Job Type: residential

Services Performed:

Classifications: New Connect

Services: Video

If you encounter any errors please click here.

Once you have successfully entered all information for the job (Account #, job #, job date, time frame, job type, classification and service) you will need to select the submit button at the lower right corner of the page to complete the billing for the job. (See green portion in image above)