

# **Connect/One**

**2013**

**Technician Operations  
and  
Procedures Manual**

# Technician Operations and Procedures Manual

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## **PURPOSE & OBJECTIVES**

These procedures and regulations provide company policy, guidelines, outlines, and specifications for

Connect/One's Technician staff while installing, upgrading, repairing, replacing, or removing products and services as well as mandated protocols. In addition, this manual has been created to include assessments of the adequacy and effectiveness of the following:

- Training and qualification of personnel
- Record systems demonstrating the required installation activities
- Professional code of conduct
- Vehicle requirements
- Safety standards
- Customer service expectations
- Asset & Material guidelines
- Database utilization and proficiencies

This includes addressing programs for the following: (1) implementing commitments regarding the installation of products and services; (2) managing and providing oversight to properly ensure cable installation and related quality control specifically: drawings, procedures, and recording installation activities for important safety components.

This and other inspection procedures will be used, as needed, to provide assurance that activities are being conducted as required by authorization based commitments and Technician procedures.

### **Company policy, professionalism and technician requirements:**

The company requires adherence to all items and attachments including but not limited to: Exhibits, Acknowledgments, Forms and Diagrams, as well as policy, suggestions and procedures listed within the content of this manual. Consequently, not meeting guidelines or expectations of company and/or vendor goals or requirements, acting in direct violation of company or vendor policy, delaying, omitting or incorrectly completing any of the Attachments, Exhibits, Acknowledgments, Forms and Diagrams may result in suspension and/or immediate dismissal of employment.

It is strongly encouraged to consult your Supervisor regarding these goals.

- Technicians are to be at their local depot by 7:30 am and on their first job by 8:00 am.

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- Wear clean uniforms at all times.
- Display your company badge at all times, and ensure it is visible to the customer.
- Communicate with customers, dispatchers, and office personnel professionally at all times.
- Pre-call all customers and next all jobs within timeframe.
- Should you be running later than scheduled, contact the customer. The technician must then call their Supervisor to advise that they may not arrive within the timeframe assigned. Supervisor will determine which alternative Technician can or will assist.
- Upon arrival on site, make customer contact. Review the work order: COD's, all Win Back's, products and services to be installed, removed, upgraded, etc. If required, discuss procedure for running wires, drilling and impact to the structure (i.e. holes). If installing OV, Technician needs to inquire if customer has an alarm.
- Wipe feet on the front or back door floor mat – both inside and outside. Booties are available through your Material Order.
- In the event it is necessary to drill through asbestos, aluminum or vinyl siding, it is required that the Technician fills out a Permission to Drill Form which the customer must sign. This is available and attached to the end of this manual, labeled Exhibit J. If there is a tenant/landlord situation, the landlord must give permission in writing which must be faxed to the corporate office; fax: 203-463-4396 or submitted with the work order.
- If any problem arises while on site including changes in work order, lack of converters and/or necessary materials, damages, customer service issues, contact your Supervisor immediately. (Arrangements will be made to fulfill customers request at the time of installation).
- Alarms – test all alarms. Before and after any Optimum voice job(s). Remember to verify they are communicating properly.
- Remove all job related materials: garbage, cardboard, plastic bags, and twist-ties. Clean up both the interior and exterior workspaces. Be sure to remove dust after drilling and always take debris with you.

Technicians are required to call their Supervisor prior to leaving the field. Leaving a message is not an acceptable form of contact or communication. Issues such as "Go back's" or "Not Homed" jobs have an opportunity to be rectified toward day's end and therefore, a "Close Out Code" must be obtained from either your Supervisor or the Dispatch Department **prior to leaving the field**. Note: "Not home" jobs, which were scheduled for that day, have a "Go back" window of up to 8:00 p.m.

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## **VEHICLE & TECHNICIAN REQUIREMENTS**

Vehicles MUST be white and cannot have any visual imperfections (cracked windshield, dents, rot, etc.)

Vehicles should be neat, organized, properly stocked and clean – both inside & out. All vehicles must contain a current registration, insurance ID card and inspection sticker (if appl.). All signal, reverse, parking, tail and brake lights need to be inspected DAILY and replaced IMMEDIATELY as needed, including the yellow signal lights (when and where required). In addition, each vehicle (company or individually owned) requires two (2) vendor and two (2) Connect One Signs.

Vehicle MUST contain (either in the interior or the exterior), an independent lock box which holds the Assets securely. If your vehicle has a cap, it must have the capability to lock in addition to your lock box (which secures your Assets). Technicians not adhering to the above may be subject to dismissal by Connect/One.

Periodically, our in-house QC Connect/One inspector will conduct a scheduled and unscheduled Truck Inspection.

The attached form, Exhibit G, has been attached for your convenience. Please review its contents and stock accordingly.

### **Technician Requirements**

Signal Meter must have returning capabilities. Recommended:

1. Trilithic 860 DSPi meters or equivalent
2. Amprobe Digital Multimeter or equivalent
3. Drop Toner
4. ComSonics Sniffer Shadow or equivalent
5. Harris TS19 Ecnon Butt Set

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## **COMPANY OWNED VEHICLES**

Drivers who are provided a company vehicle will be responsible for the contents of the truck upon issuance. Our in-house QC Supervisor will periodically conduct spot inspections of your vehicle and record necessary mechanical situations, condition of the interior and integrity of use.

ANY incident or accident needs to be reported **immediately** to both Supervisor and Corporate. Your contact information will be provided to the proper authorities, if requested. Please ensure that the proper registration and insurance card is in the vehicle at all times.

## **UNIFORM REQUIREMENTS**

Under all circumstances and conditions, uniforms are to be representative of a professional working for Connect One. Dirty, ripped or wrinkled clothing is unacceptable.

- Shirts, jacket and sweatshirt. Three shirts are provided by the company at no cost. Additional uniform attire is available for purchase. For pricing acquire at main office.
- Standard slacks, Khakis (such as Dickies); blue or black only. NO Jeans!
- Footwear: Steel toe work boots, ankle high, are required with a one (1) inch heel, for safety support and grounding.
- Company ID: over the neck or hip clip. Must be visible, worn at all times during job assignment and **must be current**. Notify your Supervisor or HR within 30 days of badge expiration.
- Company logo baseball caps or hard hat only. Logo caps are available for purchase at main office.
- In winter, a plain (absent of any logos or patches) black or blue stocking cap is acceptable. Logo cap available for purchase at main office.
- Rain gear, yellow acceptable.

## **DISPATCH**

- Should you change your cell number (long or short term), please notify both your Supervisor AND Dispatch
- For "Not Homes", Technician's need to call Cablevision Dispatch (VDO) @ 866-265-2671. Select option 2 or 3
- All Technicians' are required to contact dispatch at: 203-463-4392 with any R/S (rescheduled) or X/O (canceled order) immediately upon notification except New Jersey.

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- For referrals, undergrounds, OSP, no taps, etc., Technicians' are to call their local Supervisor to receive instructions, and then contact Dispatch. Under no circumstances should Technicians contact Cablevision directly.
- Any direct numbers or extensions internally at corporate are for Supervisors & Lead Technicians exclusively. Should you call a specific extension directly, you will be transferred back into the queue.
- Every Technician has been given a set of instructions (and included in this manual) on closing out jobs and "Nexting". Please do not request for Dispatch to do these processes for you and utilize the IVR.
- **All Technicians are required to provision their own modems & HHC's. Do not call Dispatch for this task.**
- If you do not have a laptop, please ask the customer to use their computer. Should they be resistant, contact Cablevision's Dispatch for assistance. Their number is: 866-265-2671
- For Home Health Checks, Technicians are to go to:
  - <https://techassist.cablevision.com/Techassist/Login.jsp>. The user name & passport are posted every month on the main page of the Connect/One database. Another method: turn the TV to Channel 900. On the remote, click ABBA, which will bring you to the Home Health page.

## PAPERWORK COMPLIANCE

**All** Cablevision white work orders, Connect/one white Survey forms, Cod's, E911's or Win Back documents must be turned in NO LATER than 8:30 am the next day or alternatively (at the Supervisor's discretion only) at the end of each (p.m.) shift.

## WORK ORDERS

Each work order is 3 Ply and must be separated and distributed as follows:

**White: Cablevision's copy - Pink: Customer's copy - Yellow: Office Copy**

NOTE: COD's should be documented on the work order(s) and initialed by customer.

All paperwork, with the necessary referral forms (if applicable) must be completely filled out, accurate and contain the following:

- Daily cover sheet
- Signal Levels
- Amperage Levels
- Ground Levels
- Customer Signature
- Date
- Job number
- Start time & end time
- Technician number



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- Drop Certifications
- Any additional work requested by customer, requires an additional signature on the work order. Contact Dispatch who will return your call after obtaining a V-code which is added to the account. Document all the installed or removed equipment from the customer's account.

See Exhibit I for an example of an installation & trouble call work order

### NOT DONE JOBS & REFERRAL FORMS

Under no circumstances should there be a Not Done job without proper documentation. Should this situation occur, the Technician must call their Supervisor to obtain a V code, and then notify dispatch.

Any incomplete job, "Not Done's", requires one of the following three referral forms to be fully completed and submitted with work order – job specific:

- Code 8 Outside Plant Form
  - Needed when the job has a Tap Issue.
- Under Ground Referral Form
  - **New or Existing** underground needs to be replaced with an Underground Referral Form including survey map.
- Construction Referral Form – for both Construction & Design
  - Primarily used when there is no service at the location.
  - More than 300' to a Tap or New Construction.
  - Has already been to Design but needs to be built out.

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## COMPLIANCE

Technicians are required to input their work through the Connect/one database:  
**tos.connect1.us**

All work must be inputted no later than the following Monday evening for the previous week.

The Technician's work week has been structured on a Sunday through Saturday basis (for billing purposes).

## DESCRIPTIONS & INSTRUCTIONS FOR REVIEWING YOUR WORK THAT HAS BEEN INPUTTED INTO THE DATABASE

On the Connect / One website, you can view all your work submitted. The page, labeled **Billing** itemizes; the number of jobs submitted as well as the status of the jobs – pending, approved or denied.

**Pending** work means we are waiting for work orders or have not run through our Comparison Program yet.

**Denied** work is work that has been reviewed and has not been approved. To see an explanation of why the job was denied scroll over the word ("Denied") where an explanation will be listed. Should an explanation warrant further action on behalf of the Technician to reverse this denial, he has three (3) business days from the following Tuesday to submit the necessary documentation with the appropriate explanation (if necessary) for review.

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### **Not Homes, Repeats, Missed Appointments, ETA's, Pre-Calls, and IVR**

#### NOT HOME'S

On the work order, list the time you were at the property, list some distinguishing traits of the home: color of the front door, color of the house and something on the porch, in the driveway or in the yard. This identifying information needs to be called into Cablevision directly. Doors must be tagged properly.

#### REPEATS

The goal is less than 10% of all completed jobs.

A repeat is defined as a repair or replacement that occurs within 30 days of the Technician's initial installation and/or change of service.

Any repeat(s), due to Technician error, will be assessed by their Supervisor.

#### MISSED APPOINTMENTS, ETA's and PRE-CALL's

A "**Missed appointment**" rating is generated when a Technician does not "**Next**" or does not complete a job within timeframe, a requirement of every Technician. Refer to Exhibit D for detailed instructions.

Technicians are required to "PRE- CALL" each customer with an estimated time of arrival. These calls must provide an accurate ETA, be made prior to arrival to new customer's location, and must not be made later than 45 minutes prior to the timeframe expiration. We suggest you provide your cell number or your Dispatchers number to the customer on your pre-call in case you encounter delays. This will give the customer an avenue to obtain a more accurate ETA.

Any Technician receiving an ETA must submit a written explanation to their Supervisor detailing the cause and circumstance of the ETA, by 8:30 am the following morning.

#### IVR Interactive Voice Recognition

IVR averages must be NO LESS THAN 93.5%. Failure to meet these goals for any calendar month may result in the Technician's Tier Change.

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Listed below are sample "IVR" questions asked of our customers immediately upon your completion of the assignment. Please note that each question bears the same weight when tabulating the final score.

- **Did the Technician arrive within the scheduled appointment window?**
- **Did the Technician explain and demonstrate how to use our products and services?**
- **Did the Technician provide you with a Service Guide, informational pamphlets and/or brochures?**
- **Do you feel confident that your service(s) were installed or repaired correctly for this tech visit?**
- **Do you feel the Technician presented him or herself in a professional manner?**
- **Overall, how would you rate your experience with the Technician that provided your service or installation?**
- **Prior to your installation or service appointment, did you receive a call indicating when to expect the Technician to arrive?**
- **Did the Technician set up a voice or email account for you?**

Survey Sheets are provided to ensure IVR goals are continuously met and positive customer interaction is obtained.

### COMPLETED JOBS

A job is automatically completed when the asset is provisioned. This should be verified through the database. Trouble calls require a manual "Close Out", necessitating a Trouble Call Fixed Code. T/C's must be closed out by Technicians and all repeats (on Connect/one) must be called into Supervisor. See **Exhibit D**.

Each job requires a Connect/One subscriber survey form completed and returned with daily work orders.

### **Re-assigns, Home Health Checks, Quality Control, NAC'ing and Warehouse Expectations**

#### RE-ASSIGNS

Technicians do not have the authority to **swap** work orders, without prior approval from their Supervisor. In addition, Technicians must notify the Dispatch department.

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## HOME HEALTH CHECKS (HHC)

Each **Home Health Check** must receive a "Pass" on **every completed** New Connect and Win Back's installation of service(s).

Home health checks are an outside signal measurement, sent directly to the converters and/ or the modem (at the job location). The level and quality of this signal correlates directly to the customer's level of service, satisfaction, and a Technician's Repeat Rate. Signal requirements and instructions on completing a "H.H.C" are attached and itemized in **Exhibit B**.

Technicians **MUST** strive to maintain a 90% (or better) completion percentage, which is defined as the amount of jobs that are completed in any given day or month.

## QUALITY CONTROL AND GROUNDING COMPLIANCE

**All jobs** are subject to Quality Control inspections by Connect /One. An outside source or a qualified technician may conduct these QC's, are not limited to on-site surveys but DO include paperwork and vehicle inspections.

Failed QC's will be evaluated by a Supervisor based on the extent of the violation. Failed QC's may result in suspension or termination.

## WAREHOUSE EXPECTATIONS

No household garbage is to be dumped in any Connect/one dumpster.

In an effort to communicate policy; emphasizing cooperation and adherence, the following rules and regulations have been drafted for the benefit of everyone.

**EFFECTIVE IMMEDIATELY:** Every Monday morning, by 8:30 am, each Technician is mandated to return all CONVERTERS assigned to them.

- These assets are time sensitive. Regardless of when the converter was issued, we must account for each and every (converter) by close of business on Monday. All Technicians' are expected to comply with this mandate.
- Returning of Assets: Must include one power cord and one cable card. Exception: the new Samsung boxes do not have cards, but do require the return of the power cord.
- In addition, Box Swaps are expected on a **daily** basis, accepted between the hours of: 7:00am to 8:30am.
- All drop materials: fittings, wire, tie wrap, splitters, ground straps, corner clamps, etc., need to be ordered **ONCE** weekly on the db.connect1.us database by Monday, for pick up, beginning on Tuesday morning. This order should sustain each Technician for the entire week.

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- Please – DO NOT LEAVE ANY ASSETS OUTSIDE ON THE TABLES, DUMPSTERS, etc. They need to be handed specifically to the Warehouse Supervisor or an approved alternate.
- All garbage & cardboard, needs to be placed in the proper receptacle – THE DUMPSTER. Please empty the debris from the previous day's jobs, from your trucks on a daily basis.
- Parking lots are to be kept clean and free of debris.

Intentional disregard of this policy, or person(s) found using the dumpster for personal or household use, will result in a written warning, immediate suspension and/or possible termination. Thank you for your cooperation in this matter.

Compliance to these procedures benefits us all and is required at every Connect/One location.

### **MATERIAL AND SERIALIZED ASSETS**

#### **MATERIAL REQUESTS**

Effective immediately, all Technicians' must order their needed materials on line through our in-house database. Orders must be placed on a weekly basis. Should additional materials be required, authorization from your Supervisor, prior to an additional order, is required. Further, switching or swapping material within the field is prohibited without prior authorization from your Supervisor. Materials assigned are logged and monitored and each Technician will be financially liable and accountable for material(s) issued. Furthermore there will be order limitations on material orders.

#### **SERIALIZED ASSETS**

Prior to being released, each Asset(s) will be assigned to the Technician and signed for. These assets are to be kept under lock and key within your vehicle's lock box or locker. Assets included but are not limited to All Converters, Modems, Static IP's, WI-FI's, etc.; and each are assessed a specific value.

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## **DROPS, GROUNDING, AMP CLAMP GUIDE and GROUNDING PRIORITIES**

### DISCONNECTING / RECONNECTING A HOUSE DROP

When connecting / disconnecting a house drop always adhere to the following steps:

Step 1. Put on Insulating "00" gloves

Step 2. Visually and manually inspect the cable drop to determine whether it is melted

Step 3. Using your Volt/OHM/Ammeter (VOM), test the grounding conductor to determine if the current is  
equal or exceeds one (1) amp.

Step 4. If the current is equal to or exceeds one (1) amp; do not connect / disconnect. Inform your supervisor  
and/or dispatch of the condition.

Step 5. A visual inspection of the coaxial cable, power/power service and telephone grounding conductors must  
be made at both the ground block (house) and tap (pole). The Power Company and customer must be notified of any potentially hazardous condition identified in the inspection.

Step 6. Always remember to follow proper grounding procedures as outlined above.

Note: Excessive current on the drop cable is usually the result of a faulty power neutral. Any attempt to disconnect the coaxial cable drop may result in personal injury and/or damage to the customer's location.

### GROUNDING PROCEDURES

It is important to understand that electricity will always seek a state of "0" ZERO potential (ground). Therefore, it is very important that all TELECOM electrical components are properly connected and grounded. Failure to properly ground an energized source can result in the following:

- Television "Hum-Bar"
- Drop is warm to touch or melted
- Flickering house lights
- No amperage reading on Ammeter
- Visual inspection reveals loose connections

Connect One has established a specific grounding protocol that should be followed. This protocol is a priority list of sources that must be used when installing TELECOM services.

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## GROUNDING SPECIFICATIONS

- Customer electrical service grounding electrode or grounding conductor (Power Ground Rod) Split bolt **CANNOT SHARE A SPLIT BOLT.**
- Metallic cold water pipe within 5 feet of the city water service entrance (BEFORE THE WATER METER; STREET SIDE). Field side of the meter. Grounding pipe clamp or ground strap of necessary size. **CANNOT BE SHARED.**
- A metallic conduit between the load side of the electrical meter and the customer's service panel. The conduit must be continuous and metallicity connected between both panels. (Rust and paint must be scraped off to ensure the integrity of electrical connection). Ground strap or clamp of necessary size. **CANNOT BE SHARED.**
- Ground blocks **cannot** share a ground wire! Multiple drops or multi-family houses; it may be necessary to use dual or quad ground blocks in order to have all services properly grounded.

## GROUNDING TAGGING

All grounds **MUST** be tagged with an approved Ground Tag. Example:

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### **WARNING**

**Do not remove this Ground wire. Should it become loose or need to be removed, contact local Cable TV Company.**

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- This tag must be placed at the grounding source. Ground wire is to pass through hole in ground tag, not to be tie wrapped to cable.
  - If a ground is greater than 3 feet, 2 ground tags are required. One at the ground source and one at the ground block or splitter.
  - All ground tags **MUST** be clearly marked on the back of the tag, with the date the tag was installed, the amperage and the technician number that installed it.
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**Example:**

03/17/09

# 123

Amp. .111

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AMP CLAMP

Example of "OFF" Position (See Attachment)

Example of Correct Position to take a Ground Reading

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40A

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Example of a proper reading off of a Drop or Ground Wire (above .12amp and below 1.00amp).

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.34

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Example of what a reading would look like of a **non-grounded** Drop or Ground wire (Below .12amp)

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0.00

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Example of what a reading would look like if a Ground was completed but a problem may be the Customers Electric Service. (Above .99 amp). **DO NOT DISCONNECT OR REMOVE ANY WIRES!**

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02.2

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If proper grounding cannot be accomplished the installation is not to be completed and the job is to be escalated to a Supervisor.

All Groups will be responsible for Q'ing 100% of all New Reconnect, and Restart Connects to ensure that all jobs meet the grounding standard.

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Connect/One reserves the right to terminate any employee for not following grounding procedures.

## **GROUNDING TYPE WITH CODES FOR WORK ORDERS**

### **Ground Rod (GR)**

An 8' 5/8ths Ground Rod, driven into the ground, can be used as a house Ground point. Use a suitable Ground Rod attachment.

### **Outside Electric**

Outside house electric service to ground rod: use split bolt or a metallic conduit below meter pan. Use ground strap.

### **Inside Electric**

A metallic conduit between the load side electric meter and the customer's service panel when attachment is inside. Use ground strap or clamp

### **Inside Cold Water**

Cold water within 5' of the city water service entrance (not well water). Earth side of the meter using ground strap or grounding pipe clamp

### **Tips:**

- If you can't ground a job, it can't be done. Needs Supervisor approval.
- Inspect and change defective grounds at all visits.
- Think of where you are going to ground before you start the install.
- Do not ground to outside water spigots. It is not deemed an acceptable ground.
- Follow power in with drop and place ground block near power entrance.
- Never ground more than once along the run.
- Use orange ground tags (write the date of inspection and your tech # on the back). Remember you have to check at all visits
- Ground wire goes thru the Orange tags, never use tie rap to secure orange tags onto the ground wire.
- Ground blocks are to be outside though there may be times when you'll need to run the ground wire inside.
- Match grounding clamp metal to bonding point metal.
- Use # 14 gauge or larger ground wire (GW). Must be black.
- Put on all grounding hardware correctly.
- Make all attachments TIGHT.

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- Remove all paint 360 degrees around grounding area. Straps must be touching metal.
- Ground block, connectors and attachment GW must be free of paint.
- One ground wire per attachment.
- You can ground to a splitter and not use ground block.
- Make GW as short of a run as possible and no curly Q's.
- Do not put sharp bends in ground wire.
- Minimal exposure of GE around grounding screws as possible (Prevents aging).
- IF YOU ARE UNCERTAIN – CALL YOUR SUPERVISOR.

**NOTE:** In Connecticut, CL&P meters are NOT grounded; they are bonded to neutral. Grounding the top nut of the meter box **is not acceptable**. It must be the best available ground after the power meter!!!

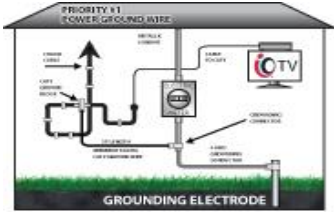
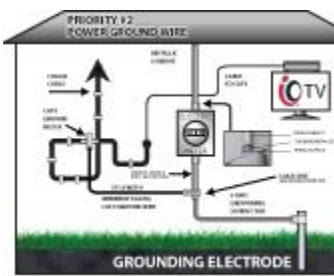
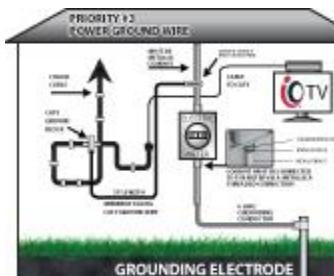
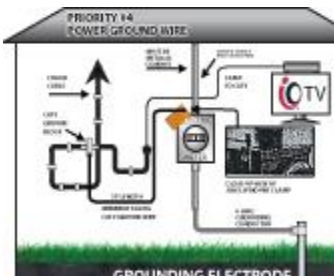
New Grounding process: The priorities need to be used in order. Example: if the tech can't use Priority 1 then use Priority 2 and so on. Priority 5 can only be used with management or Supervisor approval.

Each dwelling within a multi-family complex must be properly tagged.

When our inspectors are QC'ing your work they will fail the inspection if the proper priority is not used. This is to insure that the best ground is being used.

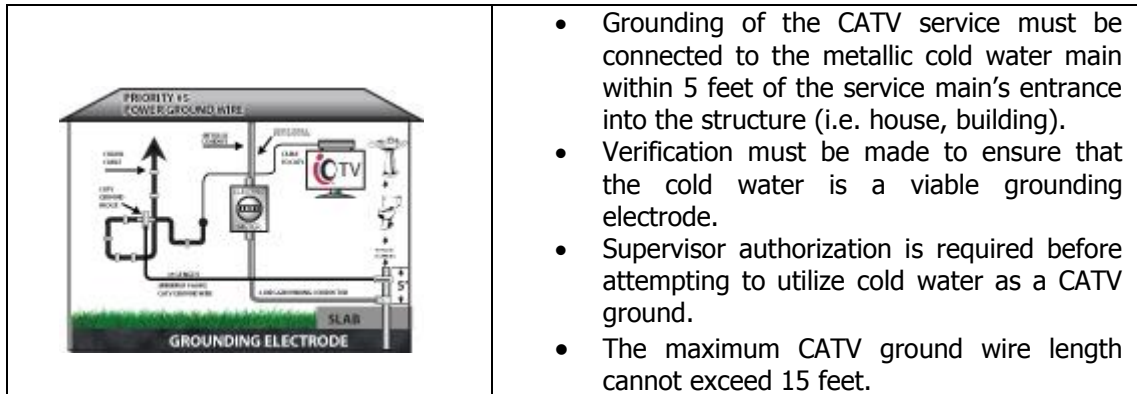
On the work order where you put the type of ground, you will now put the priority number. Example: if you use priority 1, then you write #1 under the ground portion of the work order.

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| Grounding Priorities  |  |
|---|--|
|  <p>PRIORITY #1<br/>POWER GROUND WIRE</p> <p>GROUNDING ELECTRODE</p>   | <ul style="list-style-type: none"> <li>• Grounding of CATV service must be connected to the customer's 6 AWG Grounding Conductor with a split bolt connector</li> <li>• The Maximum CATV ground wire length cannot exceed 15 feet</li> </ul>   |
|  <p>PRIORITY #2<br/>POWER GROUND WIRE</p> <p>GROUNDING ELECTRODE</p>   | <ul style="list-style-type: none"> <li>• Grounding of CATV service is connected to the load side of the electrical meter's metallic conduit with a grounding strap.</li> <li>• Metallic conduit must be connected to the meter by a metallic threaded connection that is wrench tightened.</li> <li>• Rust and paint must be scraped off the surface of the metallic conduit beneath the grounding strap to ensure the integrity of electrical connection.</li> <li>• The Maximum CATV ground wire length cannot exceed 15 feet.</li> </ul>                    |
|  <p>PRIORITY #3<br/>POWER GROUND WIRE</p> <p>GROUNDING ELECTRODE</p>  | <ul style="list-style-type: none"> <li>• Grounding of CATV service is connected to the line side of the electrical meter's metallic conduit. <u>Line Side Conduit must be metallic</u></li> <li>• Metallic conduit must be connected to the meter by a metallic threaded connection that is wrench tightened.</li> <li>• Rust and paint must be scraped off the surface of the metallic conduit beneath the grounding strap to ensure the integrity of electrical connection.</li> <li>• The Maximum CATV ground wire length cannot exceed 15 feet.</li> </ul> |
|  <p>PRIORITY #4<br/>POWER GROUND WIRE</p> <p>GROUNDING ELECTRODE</p> | <ul style="list-style-type: none"> <li>• Grounding of the CATV service must be connected to the side of the Meter pan using the <u>Side Lip Mounted Meter Bonding Clamp</u>.</li> <li>• The clamp must be attached as to not impede the function of any moveable meter pan component.</li> <li>• The connection of the clamp must be checked to ensure the mounting screw has penetrated any surface paint and/or rust.</li> <li>• The maximum CATV ground wire length cannot exceed 15 feet.</li> </ul>   |

## Technician Operations and Procedures Manual

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# Technician Operations and Procedures Manual

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## Hot Ground at the Customer's Location: New Procedure for Supervisors

This procedure is to be used by Field Technicians when they encounter a residence or business with a defective power neutral resulting in electrical current equal to or greater than one (1) Ampere on the cable ground.

All local areas must follow this new procedure, where if the Power company is the suspected source, the Supervisor must inform the customer and the Supervisor must contact the Power Company and leave his/her name and contact number.

### Included in this Training Update:

- Current Field Technician Procedure for hot ground at the customer's location
- New procedure for the local area Supervisor

Field Technician Procedure for Hot Ground at the Customer's Location

When connecting or disconnecting a coaxial drop, always adhere to the following steps:

|   |
|---|
| <b>Step 1</b> Put on Insulating "00" Gloves.  |
| <b>Step 2</b> Use your voltage detector (Tic Tracer or Foreign Voltage Detector) to identify if it is an energized line. Visually and manually inspect the cable drop to determine whether it is melted.  |
| <b>Step 3</b> Using your ammeter (Amp clamp), test the ground wire/and or drop to determine if there is current equal to or greater than one <b>(1) Ampere</b> .  |
| <b>Step 4</b> If the current is equal to or exceeds (1) Ampere, do not connect or disconnect the ground wire or coaxial drop due to the potential for personal injury (electrical shock) and/or property damage.  |
| <b>Step 5</b> Contact your Supervisor and/or Dispatch and inform them of the condition. Be aware, this is a <b>potential hazardous condition</b> that has been identified during this inspection. There is no need to alarm the customer and it may not constitute an emergency. This condition needs to be further inspected and verified by a Supervisor  |
| Be aware, this is a potential hazardous condition that has been identified during this inspection. There is no need to be further inspected and verified by a Supervisor. <ul style="list-style-type: none"><li>• Above all: Do not say anything to alarm our customers.</li><li>• Do not inflict fear by giving them too much information.</li><li>• Do not portray to the customer that amperage in excess of one (1) Ampere is an emergency, or a danger to their property.</li><li>• Do inform dispatch and document Work Order accordingly</li></ul> |

# Technician Operations and Procedures Manual

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## Installation and Service Requirements

On all visits to a customer premise, regardless of job type (new install, reconnect, COS, additional services), the Technician is expected to meet all installation, technical and service standards. All standards are documented in training manuals and updates are available from your regional contacts. Please consult these documents for current information regarding said standards, policies and process requirements. This includes but is not limited to the activities outlined below:

### Change to Activity on the Work Order

All pending customer contact work must be reviewed with the customer prior to beginning work activity. If there are any variation between what is stated on the work order and what activity the customer agrees to be performed, it must be called into (VDO) Dispatch, prior to provisioning the first piece of equipment (i.e. closing the work order). The Technician will receive a verification number and the work order shall be updated accordingly. This includes changes to products (upgrades/downgrades) and additional activity such as OV wiring/additional outlets and all converter and equipment changes. Activity that is not adjusted by (VDO)Dispatch prior to provisioning will not be considered as billable activity. Obtaining a verification number from (VDO) Dispatch and documenting on the work order serves to validate a transaction with Dispatch occurred.

### Drops

All drops need to be certified at the tap and the ground block includes signal level and CLI, per acceptable standard. All drop tags and traps will be verified, added or replaced as applicable. The ground must meet grounding standards (NEC specifications) without exception. If a drop does not meet certification or does not exist then a new drop is to be installed. This applies to all job types. A new replacement drop requires, but is not limited to a survey of the home or apartment, sub-poles, mid-spans, RG-6 messenger up to 150 feet and RG-11 over 150 feet but not to exceed 300 feet, 600 feet commercial unless approved. Including pulling cable through PVC, EMT, raceways, molding, attics, crawl spaces, proper installation of fireproof barriers through floors or walls, traps, shields, proper attachment and routing at pole and interior and exterior of unit. A multiple dwelling unit (MDU) may also require, but is not limited to all wiring from the distribution box, hallway molding, roof, tap, and wall plate and inside/outside riser per specifications. All drops will be properly identified and tagged with a bar code labeled tag. Drop identifier tag numbers and service level, tag number and color, signal levels at the tap (for new/replace drop) and CLI readings must all be documented on the work order. If a drop cannot be completed per specified standards or underground, etc, the technician must call into dispatch, a survey must be completed and a referral generated as per the referral process.

### Trap

Installation of certain levels of service requires the installation or removal of a trap. This document refers to all such activities as "placement of trap".

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## Inside Wiring

Inside wiring is defined as all newly installed or existing pre-wired cable (that conforms to specifications) and associated materials from the ground block at the side of the house to each ending cable connector that feeds signal and provides access to services in the home. Material includes, but is not limited to F-connectors, splitters, amplifiers (where warranted), wall plates (level and even with electrical or MATV), per Federal, NEC, NESC, OSHA, State, County and Local specifications. Signal levels and CLI need to be certified at each ending cable connector using an approved meter. If inside wiring does not meet certification, cannot be repaired or does not exist then new cable wiring is to be installed. Inside wiring activity includes troubleshooting back to the tap to insure adequate picture quality and operation of all devices, or providing information as to cause for an inadequate picture quality or inoperability of any device through the referral process. This must be validated by the House Health Check (HHC) process as per specification.

## Installation/Removal of Equipment

Equipment includes all types of modems, converters, smart cards and cable cards (digital and analog) supplied by Cablevision and specific to the type of service requested on the work order. All equipment needs to be installed and provisioned to the service levels requested by the customer. Video, IO (hereinafter referred to as "Video"), OOL and /or OV must be operational prior to leaving the customer's premise. Upstream and downstream capability needs to be established and confirmed for all addressable equipment.

The installation of customer specific devices such as televisions, closed caption devices, VCRs, A/B switches, DVD, DVR, audio systems, PIP, TIVO and game switches per company policy.

## For Optimum Voice – OV

All port and non-port requests identified through provisioning must be completed and verified as operational, both inbound and outbound. For phone wiring requests, all phones and associated existing working wiring (if required) that is activated must be operational and conform to phone wiring policies. The technician is required to create a voice mail account, review the OV portal and features with each customer.

## For Optimum On-Line OOL

For service must be operational. This includes installation of peripheral equipment, configuration of hardware, software and testing of functionality. All necessary troubleshooting and repairs to be completed as needed, according to specifications. Technicians are required to establish a primary email account for each customer and provide an overview of the web portal features and functionality.

All equipment removed from a customer's residence must be called into dispatch, clearly noted on the work order, properly tagged (good, bad, etc) and promptly returned to warehouse.



# Technician Operations and Procedures Manual

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## Customer Education

Customer education and demonstration must be performed for each product/service installed in accordance to the Optimum Service roadmap and training documents. Proper customer collateral is to be provided to the customer.

## Other Activities

Technicians must show within the scheduled appointment window and utilize the pre-call process. Not homes are to be verified by dispatch, a verification number provided and written on the work order. Work orders must be filled out completely and accurately as per specifications. The technician will collect all monies due and obtain a customer signature. Additional activity performed (i.e. additional converter/outlets installed) must appear on the work order with any applicable charges initialed by the customer. All changes to the original work order must be called into Dispatch; a verification number provided and be written on the work order. All check-in routing processes need to be followed including work order and cover sheet validation,

## **Job Classifications:**

**There are four (4) job classifications that define the type of work.**

### New Connect

A New Connect is defined as an install request that has never previously been installed at that exact address. These are identified in Cabledata 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 significant wiring is required.

### Reconnect

A Reconnect is defined as an install request at a location that had service provided by Cablevision, either by the current or a previous resident. Expectations are that a drop to the home or MDU exists; although a small percentage of the time it does not exist or has to be 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 very low incident of drop/wiring activity. Porting of existing OV customers is considered and OV COS.

### 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 appropriate

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standards, without compromising any other services currently provided. If the service disruption impacts other services, the Technician is responsible for restoring those services in addition to the specific request on the work order.

## Additional Services

Additional Services are job types that do not meet the above criteria such as Pole Work Only, Box Swaps (separate or same trip), Multi OV lines (separate or same trip), WiFi (separate or same trip), Phone wiring and Disconnects. Detailed descriptions are provided in the pricing definition for these jobs.

## **Product/Service Offered (Both Residential & Commercial)**

Products and services are listed as separate activities or combined in various bundled service offerings. Bundle service offerings allow for consolidated activities such as reduced travel time compared to two individual jobs and in some cases (OOL/OV) reduced provisioning time. Each individual activity or set of activities is priced separately. Services offered include Video, Digital Video, OOL, OV, Additional Outlets (separate or same trip), Box Swaps (separate or same trip), Pole Work Only, Disconnects (basic, with converter, SRO), OV wiring (separate trip), DVR install or any combination of these activities including appropriate customer education on all installed products and services. While the major product offerings (Video, Digital Video, OOL & OV) and associated bundles are clearly defined, the following are detailed descriptions for Additional Services:

### 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 service requirements and removal of applicable equipment. Due to the high percentage of downgrades that are Pole Work Only, we will continue to pay downgrades at Pole work only rates.

### Pole Work Only

Pole Work Only (PWO) is activity that only includes reconnecting or adjusting the customer's service level at the tap (including installation/removal of traps) to upgrade/downgrade customer's level of service. This includes tagging activity and compliance to specifications to the ground block. Bulk PWO work is priced separately and is independent of this activity.

### Digital Box Swap (separate trip)

Digital Box Swap separate trip is when your primary job is the exchange of a first converter, cable card, high definition or digital video recorder converter and a truck roll is required. All installation/service requirements must be validated according to standards upon completion of visit.

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### Additional Outlet (same trip)

Additional Outlet same trip is the installation of an additional outlet (existing or new) during an existing truck roll and is in addition to the primary work being performed. When the primary service being installed is a Triple Play (residential) or Digital Video (residential) with the installation of more than 3 outlets, each outlet over 3 may be billed as a Digital Box Swap same trip or Additional Outlet same trip whichever applies. [In the instance of Commercial jobs only, the Technician may bill for each video outlet installed.] Contractors will only be compensated for those outlets, above and beyond what is stated on the work order, that are initialed by the customer AND confirmed with a verification number (V-Code) OR supported by a free rate code. All installation/service requirements must be validated according to standards upon completion of visit.

### Relocate (separate trip)

This is the relocation of a drop or outlet wiring when no other work is performed and is priced the same as an Additional Outlet separate trip.

### Digital Box Swap (same trip)

Digital Box Swap same trip is the exchange of converters, cable cards, high definition or digital video recorder converters during an existing truck roll and is in addition to the primary work being performed. This will be utilized when the primary service being installed is not Video. When the primary service being installed is a Triple Play (residential) or Digital Video (residential) with the installation of more than 3 outlets, each outlet over 3 may be billed as a Digital Box Swap same trip or Additional Outlet same trip whichever applies. In the instance of Commercial jobs only, the Technician may bill for each box exchanged. All installation/service requirements must be validated according to standards upon completion of visit.

### Disconnects/SRO Disconnects

Disconnect is when the customer's service is completely terminated at the tap. Technician must remove connection and install a locking terminator on all open ports. Tie back the drop, remove the fitting and existing service level tag and attach to the work order as per specifications. Follow existing disconnect and tag policies for the local area. Retrieve all converters and collect money due when required.

### OV Phone Wiring

Activate/reconfigure existing working jacks and connect to modem as per the following specifications:

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- Phone wiring policies require the following activities and are included in the OV pricing and are not invoiced separately.
- The installation of an interconnect jack, if the interconnect is connected in a room with no existing telephone jack.
- For multiple lines, installation of an interconnect jack for each line activated.
- Cable OV modem connection to existing wiring (on either pair)
- Enable existing operational jacks (or a subset) to receive OV service
- For an MDU only, where existing wiring cannot be used or does not exist, substitute activation of existing working jacks with installation of two new working jacks, supporting new phone wire and direct connection to the modem.
- Disconnect phone wiring from telephone company side of NID or at clear demarcation block (MDU).
- Enhanced Phone Wiring at time of install requires the customer verify that their central alarm monitoring system meets specific criteria. The customer must verify the status of the alarm before and after the installation, and connect wiring according to the recommended scenarios included in the training. We do not support Class A or Fire Systems in either residential or commercial establishments. This is not priced as a separate activity.

### OV Phone Wiring (separate trip)

Repair or replace phone wiring as a Change of Service (COS). Includes repairing jacks, troubleshooting wiring and applying all applicable charges.

### OV Port Existing (separate trip)

This is an upgrade of an existing OV customer with a ported phone number. This may require provisioning and/or installation of a Modem and peripherals, to meet current configuration specifications, includes all wiring and related equipment in a business. The technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

### OV Multi-Line (separate trip) – Residential Only

This is the installation of an additional OV line to an existing OV customer. This task is used when no other OV work is being performed. This may require installation of a Modem and peripherals, to meet current configuration specifications, includes all wiring and related equipment in a business. The Technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

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### OV Multi-Line (same trip) – Residential Only

This is the installation of an additional OV line to an existing OV customer. This task is in addition to the primary job. This may require installation of a Modem and peripherals, to meet current configuration specifications, includes all wiring and related equipment in a business. The Technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

### Additional OV Modem – Residential Only

Additional OV Modem is required when the OV lines exceed the existing modem capacity and a second modem is required. This is not a billable job.

### Enhanced Phone Wiring (separate trip)

Enhanced Phone Wiring separate trip is an additional service applicable to existing OV customers only. Confirm customer has central alarm monitoring that meets criteria. The customer must verify the status of the alarm before and after the installation and connect wiring according to the recommended scenarios included in the training. We do not support Class A or Fire Systems in either residential or commercial establishments. This activity is priced the same as OV Phone Wiring separate trip.

### DVR Customer Education

This is included in the primary job and not priced as a separate activity.

### TiVo Adapter (separate trip)

This is an upgrade to an existing I.O. customer with a TiVo adapter. It includes certification of the existing drop and any incremental labor as required to complete the job.

### Equipment Pick-up (separate trip)

This is the retrieval of equipment from a customer who had downgraded or disconnected where no other work is being performed. This job cannot be billed along with any other work performed at a specific location on the same day.

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## Cable Card Installation (separate trip)

Charge for installing a Cable card including TiVo and or Television set-up including certification of the existing drop. The Technician will ensure all grounding meets NESC specifications, as required.

## **Non-Standard Work Tasks**

### New Connect RG-11 Installation > 150' over initial 150'

This service includes the incremental cost, in addition to a New Connect: job, where the placement of an aerial drop cable exceeds the initial 150' but does not exceed 600'. The Technician will ensure all grounding meets NESC specifications, as required.

### Commercial Custom Wall Fish

This activity is included in the outlet rate.

### Commercial Activity

The following job descriptions apply uniformly in all regions. It is the responsibility for all contractors to accurately select the appropriate pricing within FOCIS for the following activities:

### Commercial New Connect Video/New Connect Digital Video

This service is the same as a residential install except work is performed in a commercial establishment for the installation of 1 standard set (with 1 converter). This includes installation of a new drop and placement of a trap, as required. The Technician will ensure all grounding meets NESC specifications, as required. \*\*Non-standard installations, i.e. School, Municipal, Hotel, Motel or specialty accounts will be charged at predetermined rate according to Field Service Survey.

### Commercial New Connect BOOL

This service is the installation of Modem and peripherals, includes all wiring and related equipment in a business. The Technician will ensure all grounding meets NESC specifications, as required. This includes Static IP, Boost and Ultra, as required, installation of a new drop and placement of a trap.

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### Commercial New Connect BOOL/OV4B – Primary Line

This service is the installation of the data and phone services to a commercial establishment including Modem(s) and peripherals, to meet current configuration specifications, for Primary Phone Line. Includes all wiring and related equipment for installation to the NID and computer location. The Technician will ensure all grounding meets NESC specifications, as required. This includes Static IP, Boost and Ultra, as required, installation of a new drop, placement of a trap, as required, and any incremental labor needed to complete the job.

### Commercial New Connect Video or Digital Video/BOOL

This service is the same as a residential install except work is performed in a commercial establishment for the installation of 1 standard set (with 1 converter) Video and Modem with peripherals, includes all wiring and related equipment in a business. The Technician will ensure all grounding meets NESC specifications, as required. This includes Static IP, Boost and Ultra, as required, installation of a new drop, placement of a trap, as required, and any incremental labor needed to complete the job.

### Commercial New Connect Video or Digital Video/BOOL/OV4B – Primary Line

This service is the same as a residential install except work is performed in a commercial establishment for the installation of 1 standard set (with 1 converter) Video and Modem(s) and peripherals, to meet current configuration specifications, for Primary Phone Line. Includes all wiring and related equipment for installation to the NID and computer location. The Technician will ensure all grounding meets NESC specifications, as required. This includes Static IP, Boost and Ultra, as required, installation of a new drop, placement of a trap, as required, and any incremental labor needed to complete the job.

### Reconnect Video / Reconnect Digital

This service is the same as a residential reconnect except work is performed in a commercial establishment for the installation of 1 standard set (w/ 1 converter). This is for locations that had service provided by Cablevision, either by the current or a previous business and includes certification of the existing drop. The Technician will ensure all rounding meets NESC specifications, as required. \*\*Non-standard installations, i.e. School, Municipal, Hotel, Motel or specialty accounts will be charged at predetermined rate according to a Field Service Survey.

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## Commercial Reconnect BOOL

To reconnect Modem and peripherals, includes all wiring and related equipment in a business for the installation of Modem, to meet current configuration specifications. The technician will ensure all grounding meets NESC specifications, as required. This is for locations that had service provided by Cablevision, either by the current or a previous business and includes Static IP, BOOST, and Ultra, as required, certification of the existing drop and placement of a trap.

## Commercial Reconnect BOOL / OV4B – Primary Line

To reconnect data and phone services to a commercial establishment including Modem(s) and peripherals, to meet current configuration specifications, for Primary Phone Line. Includes all wiring and related equipment for installation to the NID and computer location. The Technician will ensure all grounding meets NESC specifications, as required. This is for locations that had service provided by Cablevision, either by the current or a previous business and includes Static IP, BOOST and Ultra, as required, certification of the existing drop, placement of a trap and any incremental labor as required to complete the job.

## Commercial Reconnect Video or Digital Video / BOOL

This service is the same as a residential reconnect except work is performed in a commercial establishment for the installation of 1 standard set (w/ 1 converter) video and Modem and peripherals, includes all wiring and related equipment in business. The technician will ensure all grounding meets NESC specifications, as required. This is for locations that had service provided by Cablevision, either by the current or a previous business and includes Static IP, BOOST and Ultra, as required, certification of the existing drop, placement of a trap and any incremental labor as required to complete the job.

## Commercial Reconnect Video or Digital Video/BOOL / OV4B – Primary Line

This service is the same as a residential reconnect except work is performed in a commercial establishment for the installation of 1 standard set (w/1 converter) video and Modem(s) and peripherals, to meet current configuration specifications, for Primary Phone Line. Includes all wiring and related equipment for installation to the NID and computer location. The Technician will ensure all grounding meets NESC specifications, as required. This is for locations that had service provided by Cablevision, either by the current or a previous business. It includes Static IP, BOOST and Ultra, as required, certification of the existing drop, placement of a trap and any incremental labor as required to complete the job.



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### Commercial Change of Service Video / Change of Service Digital

This service is the same as a residential except work is performed in a commercial establishment for the installation of 1 stand set (w/1 converter). This is for a location that currently has service provided by Cablevision. \*\*Non-standard installations, i.e. School, Municipal, Hotel, Motel or specialty accounts will be charged at predetermined rate according to a Field Service Survey.

### Commercial Change of Service BOOL

To upgrade an existing business customer with a Modem(s) and peripherals, to meet current configuration specifications, includes all wiring and related equipment in a business. The technician will ensure all grounding meets NESC specifications, as required. This is for a location that currently has video/digital service provided by Cablevision. It includes Static IP, BOOST and Ultra, as required, certification of the existing drop, placement of a trap and any incremental labor as required to complete the job.

### Commercial Change of Service OV4B – Primary Line

From the installation of phone services to a commercial establishment including installation of Modem(s) and peripherals, to meet current configuration specification, for Primary Phone Line. Includes all wiring and related equipment for installation to the NID and computer location. The Technician will ensure all grounding meets NESC specification, as required. This is for a location that currently has BOOL service provided by Cablevision and includes certification of the existing drop, placement of a trap and any incremental labor as required to complete the job.

### Commercial Change of Service BOOL/OV4B-Primary Line

For the installation of data and phone services to an existing commercial establishment including Modem(s) and peripherals, to meet current configuration specifications, for Primary Phone Line. Includes all wiring and related equipment for installation to the NID and computer location. The Technician will ensure all grounding meets NESC specification, as required. This is for locations that currently has video/digital service provided by Cablevision and includes Static IP, BOOST and Ultra, as required, certification of the existing drop, placement of a trap and any incremental labor as required to complete the job.

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### Commercial Change of Service Video or Digital Video/BOOL

This service is the same as residential Change of Service except work is performed in a commercial establishment for the installation of 1 standard set (w/1 converter) video and Modem with peripherals, to meet current configuration specifications, including all wiring and related equipment in a business. The Technician will ensure all grounding meets NESC specification, as required and includes Static IP, BOOST and Ultra, as required, certification of the existing drop, placement of a trap and any incremental labor as required to complete the job.

### Commercial Change of Service Video or Digital Video/OV4B – Primary Line

This service is the same as residential Change of Service except work is performed in a commercial establishment for the installation of 1 standard set (w/1 converter) video and phone services to a commercial establishment including installation of Modem(s) and peripherals, to meet current configuration specifications, for Primary Phone Line. Includes all wiring and related equipment for installation to the NID and computer location. The Technician will ensure all grounding meets NESC specification, as required. This is for a location that currently has BCOOL, service provided by Cablevision, including Static IP, certification of the existing drop, placement of a trap and any incremental labor as required completing the job.

### Commercial Change of Service Video or Digital Video / BOOL/OV4B – Primary Line

This service is the same as residential Change of Service except work is performed in a commercial establishment for the installation of 1 standard set (w/1 converter) video and Modem(s) and peripherals, to meet current configuration specifications, for Primary Phone Line. Includes all wiring and related equipment for installation to the NID and computer location. The Technician will ensure all grounding meets NESC specification, as required. This is for locations that currently have basic only video service provided by Cablevision and includes Static IP, BOOST and Ultra, as required, certification of the existing drop, placement of a trap and any incremental labor as required to complete the job.

### OV4B Additional Line (separate trip)

To upgrade an existing business OV customer with an additional OV line: This may require installation of a Modem and peripherals, to meet current configuration specifications, including all wiring and related equipment for a business. The Technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

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### Ultra (Upgrade Only) (same trip)

To install Ultra service at the same time OOL is installed to a business customer. This may require installation of a Modem and peripherals, including Static IP to meet current configuration specifications, including all wiring and related equipment for a business. The Technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

### Ultra (Upgrade Only) (separate trip)

To upgrade an existing business OOL customer with Ultra: This may require installation of a Modem and peripherals, including Static IP to meet current configuration specifications, including all wiring and related equipment for a business. The Technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

### Install Additional OOL Modem (No Additional Services Added) (separate trip)

To upgrade an existing business OOL customer with an additional OOL modem. This may require installation of peripherals, to meet current configuration specifications, includes all wiring and related equipment for a business. The Technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

### Static IP (separate trip)

To upgrade an existing business customer with BOOL to BOOL/Static IP: This may require installation of a Modem and peripherals, to meet current configuration specifications, includes all wiring and related equipment for a business. The Technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

### Commercial Additional Outlet (same trip – excludes phone wiring)

Install an additional outlet (existing or new) in addition to the outlets that are built into the product offerings in a commercial establishment. Product offerings include one outlet per modem and video/digital product. Validate all installation / service requirements meet standards. Contractors will only be compensated for each outlet the customer initialed and confirmed with a verification number as a charge on their bill above and beyond product offerings or supported by a free rate code. \*\* May include Municipal and schools add sets.

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### Commercial Additional Outlet (separate trip – excludes phone wiring)

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) in a commercial establishment. Validate all installation / service requirements meet standards and include certification of the existing drop and any incremental labor as required to complete the job.

### Commercial OV4B Additional Jack (same trip – phone wiring)

Includes installing a new phone jack, per the customer's request, in addition to the quantity required to meet the one-for-one jack to OV line standard in a commercial establishment. This will appear on the work order as InsideWrJackChrg. \*\* May include additional Municipal and school phone jacks.

### Commercial OV4B Additional Jack (separate trip – phone wiring)

Includes installing a new phone jack, as the only activity requester by the customer (not in combination with any activity other than OV4B Additional Jack – same trip) in a commercial establishment. This will appear on the work order as InsideWrJackChrg. \*\* May include additional Municipal and school phone jacks.

### Commercial Digital box swap same trip

Exchange of converters, cable cards, high definition or digital video recorder converters during an existing truck roll. Validate all installation / service requirements meet standards. This will only be utilized when the primary service being installed is not video or more than one outlet for video / digital products have been installed.

### OV additional Lines

Install an additional OV line at the time when OV services are installed. This task is included with the primary job or accompanied with the OV Additional Line Separate Trip. This may require installation of a Modem and peripherals, to meet current configuration specifications, includes all wiring and related equipment in a business. The Technician will ensure all ground meets NESC and specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

# **Technician Operations and Procedures Manual**

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## Indoor WiFi Installation (separate trip)

Install Indoor WiFi services in a commercial establishment. This will require the installation of a WiFi Cable Modem, Primary Access Point and Power Injectors, to meet configuration specifications, includes all wiring as required (not in combination with any other activity). Additional Access Points will be invoiced separately. The Technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

## Indoor WiFi Installation (same trip)

Install Indoor WiFi services in a commercial establishment in conjunction with OOL and or OV services. This will require the installation of a WiFi Cable Modem, Primary Access Point and Power Injectors, to meet configuration specifications, includes all wiring as required. Additional Access Points will be invoiced separately. The Technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

## Additional Indoor WiFi Access Points (same trip)

Install Indoor WiFi Points, beyond the primary, in a commercial establishment in conjunction with the original WiFi installation. This will require the installation of a secondary Access Point(s) and Power Injectors, to meet configuration specifications, includes all wiring as required. Each additional Access Points will be invoiced as a separate occurrence. The Technician will ensure all grounding meets NESC specifications. It includes certification of the existing drop and any incremental labor as required to complete the job.

## **INSTALLATION SPECS & REQUIREMENTS FOR DROPS OR GROUNDING**

Before doing any interior work, verify Drop and Ground.

### RECONNECT OR CHANGE OF SERVICE AND TROUBLE CALLS

- Signal levels for drop
- Signal levels for ground
- In nothing is in "Spec", do repairs;
- Re-run Ground
- Re-run Drop
- Correct signal issues

# **Technician Operations and Procedures Manual**

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## NEW CONNECT

If running a temporary underground drop, you must complete applicable paperwork to ensure permanent wiring/job completion. Note: regardless if it's a temporary connect, a valid ground is MANDATORY.

Underground Referral: 300 feet or less  
Design/Construction Greater than 300 feet requires Supervisor approval.

## INTERIOR WORK

- Plug in all the boxes
- Provision the modem
- Provision the boxes
- Do the Home Health Check
- Complete customer paperwork
- Write all user names, passwords, email account information, new telephone numbers – whatever is applicable, on the Welcome Booklet.
- Review all new/updated services/products with customer
- Advise they'll be receiving a follow up call from Customer Service
- Close out the job by calling the IVR
- ETA your next job thru the IVR

## LADDER QUICK REFERENCE GUIDE

### WHEN TO INSPECT YOUR LADDER

- every time you use it
- monthly written (vehicle inspections)
- every time you drop it
- Company Annual inspection
- Notify your supervisor immediately if your ladder is defective

### USE YOUR VEHICLE AS A SAFETY BARRIER

- turn wheels in (towards curb)
- use cones
- use working ahead signs if applicable

### WHEN CARRYING LADDERS

- carry from the base side
- turn with your feet (small steps) not your back
- carry feet first
- Balance the ladder
  - 4 Ladder carries

#### Vertical Carry

Short distances (10-15')

Flat terrain

No wind

#### Modified Vertical Carry

Space limited

Short distances

#### Horizontal shoulder carry

Flat terrain

No obstacles

#### Horizontal Body Belt Carry

Long distances

Rough terrain

Snow Ice

# Technician Operations and Procedures Manual

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## WHEN SETTING UP A LADDER

- If you lose control "LET IT GO"
- Keep your feet/knees away from base of ladder when extending or retracting.
- Set strand hooks for proper orientation before setting up ladder
- Reverse strand hooks for setting up on pole / side of the home
- Set up ratio 10:1
- Set up and work from the pole when possible
- set ladder 1 foot from work if on strand
- set ladder into 3 bolt clamp when possible
- hook strand hooks on strand disengage pawls and walk ladder back to 4:1 climbing ratio
- Tie ladder off to pole with rope or cinch strap
- Inspect Vertical grounds on pole before climbing

## WHEN CLIMBING A LADDER

- Wear PPE
  - o Hard hat
  - o Safety Belt
  - o Safety Strap
  - o Proper boots
  - o Safety Glasses
  - o Use FVD, if available
- Always Belt off to the strand (1-2-1 if possible)
- Set up at a 4:1 climbing ratio
- Use 3 point contact, when ascending, descending and belting off
- both hands on rails always
- do not use hands for anything but "cupping" rails
- do not talk on cell phone when ascending / descending
- keep your back straight
- climb with your legs
- maintain 3 point contact
- loop safety strap over your shoulder
- when descending/descending, use caution at fly/base transition (don't miss the rung)
- do not climb higher than the 4<sup>th</sup> rung from the top
- do not break the plane of the ladder with your belt buckle
- do not belt off on phone strand

## WHEN WORKING ALOFT

- always belt off (1-2-1 if possible)
- avoid touching strand with 2 hands
- avoid touching street lamps
- Maintain 40" clearance from power



# Technician Operations and Procedures Manual

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## MID SPANS

- Always face the ladder towards the drop (slack)
- When hanging always connect at the strand first
- When removing always remove from the house first

## REMEMBER ....

Call for a Bucket, if it is unsafe to use your ladder,

Do Not Climb in Electrical Storms (ie: Thunder / Lightning),

If you lose control of a ladder... "LET IT GO",

## Loss Control Reference Note



## Ladders



Ladders are standard equipment on most construction sites. Nearly every construction worker uses a ladder at some point or another, and many use them every day.

Unfortunately, along with such frequent use comes occasional misuse—and misuse of ladders can cause serious accidents.

Accident prevention is really a matter of good decision making. This safety note presents information that can help construction supervisors train or remind workers to make the right decisions when using ladders.

### Accident Causes and Controls

Ladder-related accidents occur for a variety of reasons, the most common of which are listed here:

1. Ladder slipped
2. Carrying material on ladder
3. Slipped on rung
4. Struck by materials
5. Handling ladder
6. Ladder broke
7. Standing on top
8. Reaching too far
9. Electric shock

Guidelines for controlling these ladder hazards are discussed below.

### Cause #1: Ladder Slipped

Accidents in which the “ladder slipped” occur more than four times as often as any other type of ladder accident. Therefore, ladder safety training should place special emphasis on controlling the hazards that can lead to ladder slippage.

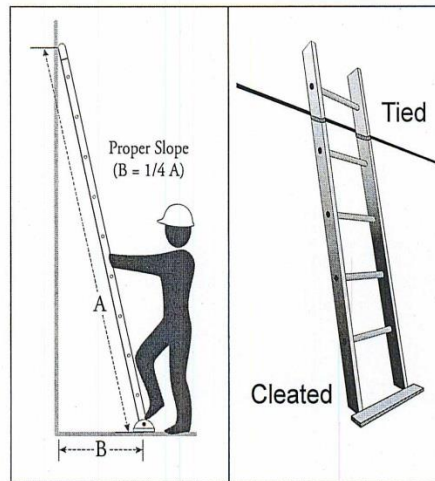


Figure 1

Figure 2

Supervisors need to teach and enforce the following practices:

- On solid, level surfaces such as concrete floors, use ladders with nonslip feet. (See Figure 1.)
- On solid wood decks and landings, nail down a cleat to keep the base of the ladder from sliding. (See Figure 2.)
- Tie off all ladders, but particularly those being used on slippery surfaces (e.g., metal sheet or plate decking; oil, grease, ice, or water on the surface), or when the support is soft or flexible (e.g., earth, planking, plywood). This can be done by securing the ladder near the top with rope or wire ties. (See Figure 2.)
- Ask a helper to hold the ladder on short-term jobs where the ladder base is in the traffic flow. Make sure the helper remains there until the job is completed. Also, redirect traffic.
- Set the ladder at the angle as shown in Figure 1. Ladders placed at low angles are more likely to slip. (See Spotlight on Research, page 3.)

## Cause #2: Carrying Material

Climbing safely up or down a ladder requires both hands. Hand-carrying tools or materials on a ladder can cause you to lose your balance and fall, or drop material on others. Tossing material down from a ladder is also hazardous. Smaller tools can be carried on a tool belt. For larger items, use a hand line to raise or lower tools and materials once you've reached the work position.

## Cause #3: Slipped on Rung

Any number of factors can impair footing on a ladder rung—grease, mud, snow, ice, water, loose handholds, hurrying, sudden use of force. Anticipate and eliminate these risks before an accident happens. Descend slowly and carefully to prevent slipping on, or missing a rung.

## Cause #4: Struck by Materials

Identify all hazards that could cause workers to be struck or knocked off a ladder. Examples include material being hoisted in the work area, or sudden movement of the material they are working on. Preplanning job assignments and good communication with equipment operators will help reduce the risk of being struck.

## Cause #5: Handling Ladder

One of every 12 severe ladder injuries happens when an individual is lifting or placing the ladder. Instruct and encourage workers to get assistance when needed. Taking down a ladder presents the same handling hazards as erecting it.

## Cause #6: Ladder Broke

Purchase ladders that meet American National Standards Institute specifications (ANSI A14.1, A14.2, and A14.5). A program of regular inspection, maintenance, and replacement will help keep ladders in safe condition. Have ladders inspected at the shop before being shipped to the job. At the beginning of each shift, have a competent person inspect for rot, knots, splits, or cracks in wooden ladders; and for bent, crimped, and damaged rails and rungs on metal and fiberglass ladders. ANSI A14.4 provides job-made ladder requirements.

## Cause #7: Standing on Top

Stepladders are the culprit in most accidents in which the injured party was "standing on top." Most workers know that it is unsafe to stand on the top of a stepladder, but many give in to the temptation anyway, often suffering serious falls.

The same goes for straight ladders—do not use the top two rungs of a straight ladder. Remind workers of this fall hazard, and correct them every time you observe them standing on top two steps or rungs.

Other stepladder hazards include using the stepladder as a straight ladder; using the stepladder when it is not fully opened with the spreader locked; and using the back side cross bracing as steps.

## Cause #8: Reaching Too Far

Instruct workers to always follow the Belly Button Rule, which is to keep the belly button (or belt buckle, if you prefer) between the ladder's side rails at all times. It may take a bit more time, but encourage them to climb down and move the ladder to a new location. Reaching too far causes falls—and one fall takes up a lot more time than moving the ladder.

## Cause #9: Electric Shock

Before anyone raises a ladder, examine the work area for electrical exposures. Ask yourself the right questions: Is that overhead wire energized? Will we be too close? Is it possible that a conductive material might hit the ladder? If it is necessary to work near an electrical hazard, have an electrician move or de-energize the electrical conductor (hazard). Workers, other than electrical workers, should keep ladders at least 10 feet (2.734 meters) away from electrical lines. Also be sure that any electrical tools to be used on the ladder are in good condition. Even a minor shock can cause a serious fall.

## General Ladder Safety

Supervisors can use these safety rules as reminders for the workers who use ladders:

- Choose a ladder length that will allow you to work without excessive stretching.
- Check for damaged rungs or side rails, and for loose, broken, or bent hardware. If you think the ladder may be defective, stay off it, and check with your supervisor. Defective ladders should be taken out of service.
- Follow the manufacturer's instructions for extension ladders and maintain an overlap of at least three feet (.914 meter) where the sections are joined.
- If the rungs are wet or slippery, clean them before you climb.

- When setting up, adjust the ladder to the proper slope of 75.5° (4:1). Using the ladder's label as a guide for measuring; set the feet one-quarter of the working length away from the wall (see Figure 1 on page 1).
- Place the ladder base on a firm footing, parallel with the wall.
- Protect the base from traffic. If you must place a ladder in front of a doorway, make sure the door is locked or guarded.
- If you intend to step off the ladder at a higher level, the top of the ladder should extend at least 36 to 42 inches (.91 to 1.1 meter) above that level and be secured.
- Open stepladders fully and lock the spreader before using them.
- Keep the areas at the top and bottom of the ladder clear to avoid tripping hazards.
- Place ladders strategically around the jobsite to provide necessary access without the need to carry them long distances.

## Spotlight on Research

A recent study conducted at the Liberty Mutual Research Institute for Safety, in Hopkinton, Massachusetts, investigated the coefficient of friction at the base of a straight ladder needed to prevent slipping. The study evaluated the effects of inclined angle, climbing speed, ladder type, contact at the top, and the user's weight.

### Design Overview

Seventeen subjects classified into three groups by body weight (light, intermediate, and heavy) performed ladder-climbing tasks under 16 different climbing conditions. For each condition, the subjects repeated the climbing tasks five times. For each trial, participants were required to climb the ladder a total of 10 steps and then descend back to the floor. A force plate was used to measure the normal and tangential ground reactions forces at the bottom of the ladder.

### Summary of Findings

- Inclined angle and climbing speed were the most critical factors affecting the coefficient of friction requirement at the bottom of the ladder.
- The required friction almost doubled when the ladder's inclined angle was flattened to 65°.
- There was an increase in the required friction as subjects increased their climbing speed from 55 to 75 steps per minute.
- The weight of the user affects the required friction; however, not to the same degree as the inclined angle or climbing speed.

**CONCLUSIONS:** According to the study's findings, inclination angle is a critical parameter affecting the friction requirement at the bottom of a straight ladder. The American National Standard ANSI A14.5-2000 recommends a 4:1 ratio (75.5° angle). Most ladder users, however, have no way measuring the angle of the ladder. Results of other studies showed that when asked to set a ladder at 75.5° without a measurement device, the resulting angle varied from 67.3° to 76.2°. The data also suggest the importance of climbing speed with respect to safety during straight ladder use. It is critical that users not rush when climbing a ladder.

Practical guidelines and training are needed to help reduce the number of fall-related injuries from straight ladders.

The illustrations, instructions and principles contained in the material are general in scope and, to the best of our knowledge, current at the time of publication. No attempt has been made to interpret any referenced codes, standards or regulations. Please refer to the appropriate code-, standard-, or regulation-making authority for interpretation or clarification. Provided that you always reproduce our copyright notice and any other notice of rights, disclaimers, and limitations, and provided that no copy in whole or in part is transferred, sold, lent, or leased to any third party, you may make and distribute copies of this publication for your internal use.

# Technician Operations and Procedures Manual

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## Exhibit A

### Provisioning Modem for Online with OOL & OV, or adding an OV Line:

If still use the TOGA system, please use the following link:

<https://install.optimum.com/jsiml/>

### **Screens once signed in:**

STEP 1:

Enter Account number

Last Name: (MUST MATCH WORK ORDER/ CABLE DATA)

Phone Number:

Click **Next**

STEP 2: Enter the MAC address of your modem (twice) and select NEXT

STEP 3: Select the Open Order from the drop down (If multiple orders are listed, use the larger number as that will be the most recent order).

STEP 4: Select the CIRCLE next to the service you are adding under SERVICE INFORMATION. As seen in the example below, select the circle next to OOL Services and then click on OOL under SELECT A MODEM PORT TO ASSIGN.

You will see the OOL turn from RED to BLACK.

Repeat these steps for any additional services (ie. OV, Boost).

STEP 5: Select the type of application (ie. Voice Only, Fax, Credit Card, Shared)

Once selected, make sure you highlight your choice (it will highlight in BLUE), before proceeding. (See below). You must highlight for each line of there are multiple OV Lines being provisioned.

Once Provisioning begins, your screen will read:

*Thank you for choosing Optimum Online/Optimum Voice. Please wait while your modem's settings are updated.*

STEP 6: It will take a few moments to run through the update. Then you will see the following screen. If you have numbers, select the blue box that will appear that says SEND PORT ACTIVATE. Wait until it turns from RED to BLACK and then select NEXT. If no numbers need to be ported, select NEXT.

STEP 7: Select NO for the following three (3) screens.

THIS PROCESS IS NOW COMPLETE.

# Technician Operations and Procedures Manual

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NOTE: If you had provisioned Optimum Voice, please check to see if you have dial tone and then try calling someone to confirm that Optimum Voice is working.

## INSTALLATION OF ROUTER

Boost Plus routers must be installed with digido software (no exceptions) if work order does not call for Boost & Router.

A Router is not included with the order.

## BATTERY BACK UP

- Install battery back up at 100% of all Commercial OOL/OV installs
- Install battery back up at 100% of all FIOS Winback installs
- Assure that battery back-up is present on all commercial T/C, COS, etc.

# Technician Operations and Procedures Manual

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## EXHIBIT B

### Home Health Checks

**Sign into:** <https://techassist.cablevision.com/TechAssist/login.jsp>

*First screen – Tech Assist –House Health Check*

Log In

Technician ID:

Username:

Password:

Tech ID: Your Tech. ID

**User name:** year (four digits) and month (two digits)

Example: 201103, (2011 and March is 03)

**Password:** changes monthly – check with Dispatch or Supervisor and is also on the home page of database

Click "Log In

Enter Account Number, click "**OK**" / enter full account number – 13 digits. Add leading zero's where needed. Ex: 0780812345607

Account number will load, pull up Customer Name and Phone number.

Click "**Check House Health**"

Same defaulted customer information will load plus the "Pass" or "Fail" status of the devices  
Review the "Status" code and review any FAIL indicators.

If a device fails, click on the number in the left hand column. i.e.: 1, 2, 3 etc.

This will bring you to the diagnostics page.

It will list, the Device #, MAC/Box #, IP address and Modem status.

Below equipment information, the Equipment Diagnostics are listed. Read each entry and address error.

Click "OK"

### **Alternative means to conduct a HHC for a modem or converter box direct thru the cable box.**

On the remote control, press: ON DEMAND

Scroll to: "Free Movies", enter

Scroll to: "A-Z", enter

Scroll to the last selection: "U-Z", enter

Press: "C" button, Press: "Info" button, Press: "C" button, Press: "Info" button

## Technician Operations and Procedures Manual

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This brings you to:

"Enter technician number"

"User name" then "Password"

Next screen: "account number", enter

Click on "House Health Check" button

Then the query process starts. This will generate either a green "pass" or red "fail" indicator.

If it fails, click on the + (plus) sign on left or click on the number which will provide a pull down screen.

Cont.

Troubleshooting:

- Signal levels
- Wiring issue
- Splitter
- Fittings

Conduct repair. Once complete, re-do HHC to see if problem is rectified or needs further troubleshooting.

If problem persists:

Signal problem: Contact Supervisor and indicate problem. He will make the judgment call and advise how you should proceed. Dependent upon the Supervisor's direction, Dispatch or the Technician may need to contact Cablevision directly to obtain a "V" code to close out the job.

Possible referral to Field Services may be required, either for a MDU (multi dwelling unit) or a plant issue.

Technician needs to note the paperwork accordingly and advise dispatch of the situation.

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# Technician Operations and Procedures Manual

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## Exhibit C

Conditions and Standards imposed on Connect/One due to non-compliance

- Non-comply work - Cost of Job plus 10%
- Uniform Violation - (Contract employees that are not in uniform as outlined) \$50.00 per tech per day
- Vehicle Violation - \$100.00 per vehicle per day, for vehicles that are not in compliance
- Chargeable Trouble Calls within 30 Days of Work - \$75.00
- Unresolved Damage Claim - Cost of Damage (any claim for damage that is not resolved within the parameters)
- Lost Vehicle Signage - \$120.00
- Missed Appointment / ETA - \$20.00
- Lost Lockbox Key - \$100.00 per key
- Missing/Lost Identification Badge - \$100.00 per badge
- Incomplete or missing Work Order Preparation/Resolution - 10% per document
- Lost Check/Money Order - Amount of check & bank fee plus 10%
- IVR (not meeting 93% - Total loss of Repeat & ETA charges)
- Repeats - Cost of Job
- Missing Asset & Charge
  - Sony - \$300.00
  - SA 1850 - \$300.00
  - Samsung - \$300.00
  - SA 4200 SD - \$300.00
  - SA 4200 HD - \$450.00
  - SA 4250 HD - \$450.00
  - SA 8300 SD (DVR) - \$600.00
  - SA 8300 HD (DVR) - \$700.00
  - Smart Cards - \$75.00
  - Cable Cards - \$75.00
  - Modems - \$100.00
  - 4 Port Modems - \$200.00
  - 12 Port Modems - \$1050.00
  - Static IP - \$1050.00
  - WiFi - \$1050.00

# Technician Operations and Procedures Manual

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## Exhibit D

### "NEXTING" JOBS

- 1) Call the IVR: 1-866-265-2671
- 2) Select 1 for the IVR
- 3) Wait for the prompt and enter your 2 digit Corp ID (ie: 08, 82, 83), followed by #
- 4) Enter your Tech ID, followed by #
- 5) Password: Enter 0000, followed by #
- 6) Select 1 to change the status of a job (Or select 2 to send a hit to a box)
- 7) When prompted, enter the job number
  - a. Example: 3A would be 3\*21, (3 for the job number, star (\*), and then A is located on the #2 button and is the (1) first letter listed. If the job number was 3B, B is the 2<sup>nd</sup> letter listed on the #2 button, so you would enter 3\*22.



- 8) If you are nexting the job, select 3. Wait for the IVR to say "THANK YOU" and now you have nexted the job.

If you need to enter in another job, select 1, then 2 and it will bring you back to the beginning where you would enter your 2 digit Corp ID.

# Technician Operations and Procedures Manual

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## Exhibit D (cont.)

### COMPLETING JOBS

- 1) Call the IVR: 1-866-265-2671
- 2) Press 0 then your tech id number
- 3) Select 1 for the IVR
- 4) Wait for the prompt and enter your 2 digit Corp ID (i.e. 08, 82, 83), followed by #
- 5) Enter your Tech ID, followed by #
- 6) Password: Enter 0000, followed by #
- 7) Select 1 to change the status of a job (Or select 2 to send a hit to a box)
- 8) When prompted, enter the job number
  - a. Example: 3A would be 3\* 21, (3 for the job number, star (\*), and then A is located on the #2 button and is the (1) first letter listed. If the job number was 3B, B is the 2<sup>nd</sup> letter listed on the #2 button, so you would enter 3\*22.



- 9) Press 1 to complete job
- 10) Tag Number is #
- 11) Outlet Number is 1#
- 12) Converter is #

If closing T/C: at this point you need to enter the T/C Fix codes; one at a time, followed by # after each one # until you hear "thank you"

Wait to hear it has been successfully updated, then that job will be completed. To close additional jobs under your Tech number, press "1" and then "1" again. Only then proceed at your job number and repeat same steps.

# Technician Operations and Procedures Manual

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## Exhibit E

### Trouble Call Fixed Codes

#### Interior – inside wiring

- 101 In Conn Wire/Splitter
- 102 In Replace House Amp
- 103 Inside Tel Wire

#### Exterior-outside wiring & replaced equipment

- 110 Outside Replace Drop
- 111 Outside Replace Drop
- 112 Outside Repair Drop
- 113 Outside Trap Error
- 114 Outside Trap Replace
- 115 Outside Disk Error (Can't be closed by IVR. Must call Cablevision Dispatch:  
866-265-2671 \*)
- 116 Outside Replace Ground Block
- 117 Outside Bad Neutral
- 130 Replaced OMS Box
  
- 131 Replaced SA Box
- 133 Replace Adapter
- 134 SD Box on HDTV
- 135 HD Box on SDTV
- 136 Replace Modem
- 139 Replaced Gateway
- 140 Replaced Cable Card
- 145 Replace Remote
- 148 Defective Customer Router 7 days
- 149 Replace Battery Backup

#### Rescue Codes

- 150 Rescue Wiring
- 151 Rescue Inst. Software
- 152 Rescue Inst. Hardware

# **Technician Operations and Procedures Manual**

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## **Equipment Replacement Codes**

- 153 Replace 4p Modem
- 154 Replace 12p Modem
- 155 Replace Static IP Router
- 156 Replace WiFi Access Point
- 157 Replace WiFi Ethernet Device
- 158 Replace 3.0 Modem
- 159 Replace Home Net Router Access Point
- 160 Preventable NTF (no trouble found)

## **Preventable Codes**

- 161 Preventable Customer Ed
- 162 Preventable Modem Box Reset
- 163 Preventable Data Error
- 164 Previous Diagnostic Customer Software
- 165 Previous Def Customer Equipment
- 166 Reset B2BUA
- 170 Replace Rem. Battery
- 171 Replace B2BUA
- 180 Reboot in WiFi AP
- 194 Refer Apt. Drop – refer to outside plant
- 195 Ref NWM Remedy – refer to construction
- 196 Ran Temp Ref UG – temp run refer
- 197 No Temp Ref UG – temp run refer

## **Referrals Only**

- 198 Referral to OSP 24 hours **CRITICAL** (V-Code required) No Phone
- 199 Referral to OSP 48 hours **NON-CRITICAL** (V-Code required) No TV and/or internet

## **Preventable Codes (cont.)**

- 279 Customer Refuse TC Chargeable
- 280 Ground in Compliance
- 281 Customer Agrees to Fee
- 282 Service Call Fee Waived

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## Secondary Codes

|     |                          |
|-----|--------------------------|
| 283 | Unable to Inspect Ground |
| 284 | Vandalism                |
| 285 | Customer Related         |
| 286 | Prior Visit Related      |
| 287 | Cablevision related      |
| 288 | Audit Related            |
| 289 | Unknown                  |
| 290 | Unauthorized – Svc       |
| 291 | Unauthorized – Equip     |
| 292 | Not Critical Call        |
| 294 | Referral-FS Super        |
| 295 | Not Home/Outside Fix     |
| 296 | Telco/Power Drop Down    |
| 297 | Previous EC Port Issue   |
| 298 | Intermittent             |
| 900 | CP Business T/C          |

## Fee Related Codes

|            |                    |
|------------|--------------------|
| 410 or 430 | Problem Code       |
| Any code   | Primary Fix Code   |
| 282        | Secondary Fix Code |
| No charge  | No Charge          |

## **SRO** - Most commonly used Fix Codes

|    |  |
|----|--|
| 79 | Verified all service is working          |
| 86 | SRO (service request orders) is complete |
| 99 | Go Back is complete *                    |
| *  | If it's a SRO 162, use code 99           |

# **Technician Operations and Procedures Manual**

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## **UNDERGROUND RELEASE FORM**



In consideration of the provision of cable services by Cablevision to my residence and with the understanding that it will be necessary to leave a service cable drop on the ground surface until such time as it is possible to place it underground, I hereby release and forever discharge Cablevision from and against all demands, actions, suits, accounts, contracts, agreements, damages and any and all claims, demands and liabilities whatsoever of every name and nature which against the said Cablevision, its employees, agents, contractors, successors, and assigns I now have or will have on account of the provision of cable services by laying of a service drop on the ground surface of my property.

In addition, I hereby agree to indemnify and hold harmless Cablevision, its employees, agents, contractors, successors and assigns from and against any and all claims and actions which hereafter may be made or instituted for the purpose of enforcing any claims for personal injury or property damage arising from the provision of cable service to my residence.

### **SIGNED AS A SEALED INSTRUMENT**

**BY:**

**DATE:**

**NAME:**

**ADDRESS:**

**CITY/TOWN:**

**PHONE #:**

# Technician Operations and Procedures Manual

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(To be provided to the customer)

Informational Letter

Dear Cablevision Subscriber,

You have received this letter because Cablevision will be installing a new underground cable wire at your residence. We at Cablevision would like to explain the process to you as well as answer some questions you may have regarding this process.

Once the technician determines that a new underground drop to your premise is required, a request and map are submitted to our underground vendors indicating the route the drop will follow. These companies are specialized in replacing underground utilities. At your request, a temporary line may be an option until the permanent line can be placed underground. You will be asked to sign a release form as a cable wire will be laying on top of your property.

Once these companies receive this request, they are required by New York State Code Rule 753, ([www.digsafelynewyork.com](http://www.digsafelynewyork.com)) and Connecticut Law Sec. 16-349 ([www.cbyd.com](http://www.cbyd.com)) to call and have your property marked out for pre-existing utilities. This means that everyone from the power company to the water company will be required to locate their underground utilities on your property with water-soluble colored spray paint or flags. This is required so that when your new underground is installed the crew will know the location of your underground utilities. In some cases our contractor may need to apply for a permit with your local town before they can proceed with any digging. Once these steps are completed the contractors are given permission to proceed and install the underground drop.

The contractors will use a minor intrusive machine to install your new underground and in some cases they may have to hand dig as well. The contractors are responsible to return your property to its original condition. Driveways and sidewalks will be bored whenever possible and in the event boring is not an option the driveway or sidewalk may need to be cut.

Please be advised it takes ***7 to 15 business*** days (weather permitting) to complete an underground install. It is up to the homeowners to have sprinklers, electric dog fences or anything that is considered private property including utilities to be marked out prior to any work being done. These companies are prepared to fix most sprinklers and electric dog fences if they are accidentally cut or damaged.



# Technician Operations and Procedures Manual

## UNDERGROUND DROP REFERRAL

|                                      |                                     |
|--------------------------------------|-------------------------------------|
| Name _____                           | Date _____                          |
| Address _____                        | Town _____                          |
| Acct # _____                         | Phone # _____                       |
| Complex _____                        |                                     |
| Nearest Cross St _____               | 2nd Cross St _____                  |
| Tech _____                           | Map # _____ Pole # _____            |
| <input type="checkbox"/> Residential | <input type="checkbox"/> Commercial |

Please check the box that best describes the reason for new drop.

|                          |   |                     |
|--------------------------|---|---------------------|
| <input type="checkbox"/> | NO Existing drop. (New Service) Capitol 1               | Has Temp (Yes) (No) |
| <input type="checkbox"/> | Existing RG 6/59 needs to be UPGRADED to RG11 Capitol 2 | Has Temp (Yes) (No) |
| <input type="checkbox"/> | Existing RG 11 that needs to be REPLACED Operational 1  | Has Temp (Yes) (No) |

|                     |                 |               |                |
|---------------------|-----------------|---------------|----------------|
| Levels at Tap _____ | Chan 2 _____    | Chan 76 _____ | Freq 603 _____ |
| Levels at G/B _____ | Chan 2 _____    | Chan 76 _____ | Freq 603 _____ |
| New Drop _____      | Total Ftg _____ | S/W Ftg _____ | D/W Ftg. _____ |

Diagram

|                            |
|----------------------------|
| Special Instructions _____ |
| _____                      |
| Supervisor Signature _____ |

\*IF ALL INFORMATION IS NOT FILLED OUT, OR FILLED OUT ILLEGIBLY, THE REQUEST WILL BE REJECTED

Rev. 3/05

# Technician Operations and Procedures Manual

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## Code 8 Outside Plant Referral

Refer to Plant Maintenance Group

Tech Number \_\_\_\_\_

Date \_\_\_\_\_

Town \_\_\_\_\_

Address of Affected Subscriber \_\_\_\_\_

Pole Number \_\_\_\_\_

Tap Value \_\_\_\_\_

Drop Length \_\_\_\_\_

Tag # \_\_\_\_\_

Explain the Problem

(missing channels, pixellation, poor picture quality, high transmit)

(low levels/high levels, poor signal to noise, etc)

---

Levels at the tap

Ch2 \_\_\_ Ch36 \_\_\_ Ch78 \_\_\_ Ch 87(603mhz) \_\_\_ Ch118 \_\_\_

Transmit level at tap \_\_\_

Levels at the ground block

Ch2 \_\_\_ Ch36 \_\_\_ Ch78 \_\_\_ Ch 87(603mhz) \_\_\_ Ch118 \_\_\_

Transmit level at ground block \_\_\_

Verified with test set      Yes \_\_\_      No \_\_\_

Are pictures watchable?      Yes \_\_\_      No \_\_\_

Work order attached?      Yes \_\_\_      No \_\_\_

Additional information

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## Outside Plant

Tech Number \_\_\_\_\_

Levels at the tap

Ch2 \_\_\_ Ch36 \_\_\_ Ch78 \_\_\_ Ch 87(603mhz) \_\_\_ Ch118 \_\_\_

Transmit level at tap \_\_\_

FIX CODES \_\_\_\_\_

# Technician Operations and Procedures Manual

## Exhibit G

### Truck Inspection Form – Page 1

Date: \_\_\_\_\_ Technician: \_\_\_\_\_ Make / model of vehicle: \_\_\_\_\_  
 Company truck \_\_\_\_\_ Tech's truck: \_\_\_\_\_ License plate: \_\_\_\_\_ EZ Pass \_\_\_\_\_  
 Odometer: \_\_\_\_\_ Last oil change mileage: \_\_\_\_\_

**Notes:**                      **Damage**                      **to**                      **vehicle,**                      **repair**                      **items,**  
**observations:** \_\_\_\_\_

| Truck Content Requirements              | Has | Needs |
|---|-----|-------|
| Amp Clamp Tester                        |     |       |
| Butt Set                                |     |       |
| Cable Caddy                             |     |       |
| Can Tool                                |     |       |
| Compression Tool for RG 6, RG 59, RG 11 |     |       |
| Clipboard                               |     |       |
| Dikes                                   |     |       |
| Drill bits:                             |     |       |
| (2) 1/4 x 18" wood & masonry            |     |       |
| (2) 1/2 x 18" wood & masonry            |     |       |
| (2) 3/8 x 18" wood & masonry            |     |       |
| Flashlight                              |     |       |
| Hammer                                  |     |       |
| Hammer drill                            |     |       |
| Hard Hat                                |     |       |
| Jumper cables                           |     |       |
| Ladder - 6'                             |     |       |
| Ladder - 28'                            |     |       |
| Lock Box (to secure Assets & Materials) |     |       |
| Red Key                                 |     |       |
| Phone Stripper / crimper                |     |       |
| Pliers                                  |     |       |

# Technician Operations and Procedures Manual

## Truck Inspection Form – Page 2

Date: \_\_\_\_\_ Technician: \_\_\_\_\_ Make / model of vehicle: \_\_\_\_\_

Company truck \_\_\_\_\_ Tech's truck: \_\_\_\_\_ License plate: \_\_\_\_\_ EZ Pass \_\_\_\_\_

Odometer: \_\_\_\_\_ Last oil change mileage: \_\_\_\_\_

**Notes:** \_\_\_\_\_ **Damage** \_\_\_\_\_ **to** \_\_\_\_\_ **vehicle,** \_\_\_\_\_ **repair** \_\_\_\_\_ **items,** \_\_\_\_\_  
**observations:** \_\_\_\_\_

|   |  |  |
|---|--|--|
| Plunger Tool  |  |  |
| Punch Down Tool                                       |  |  |
| Signal Meter w/return capabilities                    |  |  |
| Safety belt w/harness                                 |  |  |
| Safety vest   |  |  |
| Screw drivers; both Phillips and flathead             |  |  |
| Security Sleeve Tool                                  |  |  |
| Spare tire  |  |  |
| Star Key  |  |  |
| Stripper Cable: RG 6, RG 7, RG 59, RG 11              |  |  |
| System Keys   |  |  |
| T-18 Staple gun (phone wire)                          |  |  |
| Terminator Tool                                       |  |  |
| Tire Jack   |  |  |
| Toner   |  |  |
| Traffic Safety Cones (2)                              |  |  |
| Truck signs - 4 in total. (2) Connect/One (2) Optimum |  |  |
| Wire Cutters  |  |  |
| Wrench - 7/16"  |  |  |
| Work and/or Hot Gloves                                |  |  |

**TECH'S MUST MAINTAIN AND CARRY ALL TOOLS ON THIS LIST**

# Technician Operations and Procedures Manual

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## E911 and Alarm Information Agreement

### IMPORTANT INFORMATION ABOUT E911 AND OPTIMUM VOICE® SERVICE

#### Welcome to the Optimum Voice!

We welcome the opportunity to install our Optimum Voice service at your place of business today and wish to share some important information with you about our Enhanced 911 Service (E911) and service limitations.

#### Enhanced 911 Service (E911) Limitations

••Your E911 service will not operate if you move your Optimum modem to a new address without notifying Cablevision. If you do not notify Cablevision of a change in service address, the emergency service provider handling the E-911 call will see the service address on file with Cablevision. It is also possible that any 911 calls may be misdirected to the wrong emergency service provider who either may not be able to provide assistance, or may delay dispatch of emergency service personnel. If you wish to move your Optimum modem to another address, you must contact Cablevision Customer Service to ensure that E911 service will continue to work properly. Therefore, in order to have 911 calls routed correctly, the customer acknowledges responsibility to promptly notify Cablevision of any change in service address.

••If your service is disconnected by Cablevision, or if the service to your business is interrupted for any reason, you will not have access to E911.

••Optimum Voice for business will be provided with its own power supply when installed at the customer premise. If there is a local power outage at the customer premise the service will continue to work for as long as the battery is functional. Once the battery runs out of power, it will not be possible to place or receive calls including calls to emergency 911 services.

••If there is a disruption to or outage of the cable network or facilities, the Optimum Voice service will not work. The customer expressly acknowledges that in such cases it will not be possible to place or receive calls including calls to emergency 911 services.

••During the initial 72 hours of service at a customer's new address, customer may be required to provide the E911 operator with the new service address.

#### Please initial:

[ ] I acknowledge that I've read and understand the limitations regarding Optimum Voice E911 service as outlined above.

#### Security Systems

##### ••Fire Alarm, Medical Alert or High Security Alarm••

Cablevision **does not** support the use of Optimum Voice as a connection for emergency medical alert systems or high security monitoring systems (UL 681 or similar) for any service location. Cablevision **does not** support the use of Optimum Voice as a connection for fire alarm systems (UL 864 or similar) for service locations in New York City and Pennsylvania. If Optimum Voice for Business is used as a connection between fire alarm systems (UL 864 or similar) and the central station monitoring for a Subscriber service location as permitted hereunder, Subscriber agrees that it will be solely responsible for contacting its authorized central station monitored fire alarm system provider to

# Technician Operations and Procedures Manual

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test and verify that the central station monitored fire alarm system is in good working order following Cablevision's Service installation, including the testing of proper line seizure functionality and the successful transmission of signals to the supervising station.

If you have a centrally monitored security system, which is **not** a fire alarm system (except for businesses with a service location in New Jersey, New York (excluding New York City and Pennsylvania), or Connecticut), a high security monitoring system, or an emergency medical alert system, Optimum Voice will be wired so that it may be available for use with such system. Although Optimum Voice will supply a connection that will allow the operation of your existing business security system, Optimum Voice does not guarantee that any such system will be in complete operational order following the installation of Optimum Voice. As such, it is your obligation to contact your security system provider to inform them of your Optimum Voice installation and any change in phone number and to request a complete operational test of such system immediately following installation of your Optimum Voice service. In addition, it is your responsibility to test your system on a regular basis. In the event of a large-scale power outage or network outage (whether unplanned or maintenance related), your Optimum Voice service, including any security system, which uses Optimum Voice to connect to central station monitoring, will not function.

*I acknowledge receipt of this notice setting forth the limitations of the Optimum Voice service and I have signed below to confirm my understanding.*

\_\_\_\_\_  
Authorized Customer Signature

\_\_\_\_\_  
Date

# Technician Operations and Procedures Manual



1111 Stewart Avenue, Bethpage, NY 11714

2009

Dear Customer,

Welcome back! We're pleased you chose to return to the outstanding value offered by *Optimum*®

### THIS IS A REMINDER

In order for you to receive the promotional pricing for the *Optimum* service you ordered, **you must provide proof of your previous service provider from within the last 90 days.**

Please give your *Optimum* technician one of the items listed below to show proof of your previous service provider.

- Previous service provider's billing statement
- Credit or debit card statement showing previous service provider's transaction\*
- Bank statement showing previous service provider's transaction\*
- If you have arranged an installation from a different service provider, you may provide a copy of the completed installation order.

If you are unable to provide proof of your previous service provider to the *Optimum* technician today, you need to **provide proof within 30 days of your installation to any one of the following:**

**mail:** Cablevision/Quality Assurance Department  
200 Jericho Quadrangle, Jericho, NY 11753

**fax:** 516-803-6214 or 201-405-1804

**e-mail:** JerichoQA@cablevision.com

**in person:** Bring the proof to your nearest *Optimum* Store. For locations, visit [optimum.net/stores](http://optimum.net/stores).

If you are unable to provide proof or if you have any questions, please call us at **1-866-580-0517**.

**Remember, you must provide proof of your previous service provider as noted above to receive your promotion or your package price will be adjusted.**

Thank you for choosing *Optimum*, the best value in TV, High Speed Internet and Phone.

\* The credit card, debit card or bank statement must show the name of the previous service provider's product to which you subscribed.

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# Technician Operations and Procedures Manual



WWW.CABLEVISION.COM REDDING 438-7783  
STAMFORD/GREENWICH 348-9211 EASTON 452-0097  
NORWALK 847-6666  
2/01/11 11AM-2PM INSTALL YANES JIMMY 7808-509676-7  
UAL SALES ID 843 24 HARBOR ST # 1  
IM# 2035570624 BS# STAMFORD CT 06902  
EC# 9732 JOB 3A START [REDACTED] ENDTIME [REDACTED] CURRENT MONTHLY CHARGES \$  
/A: Y/N TECH# [REDACTED] JOB# [REDACTED] ADDL MONTHLY SERVICE CHARGES \$ 143.30  
PENDING SERVICES ONE-TIME INSTALL CHARGES \$  
1X 1 Free OV/OOL Ins BAL DUE AT INSTALL \$  
34 1 TP-iQG+SVOD ADD OUTLETS OVER 3 \$ 9.95 EA  
3L 1 TP&WB-OOL TOTAL A/O OVER 3 X  
3V 1 TP&WB-OV CUSTOMER INITIALS: \_\_\_\_\_  
4D 1 Use ExistingWire  
4Q 1 OOLProInstW/Vid | WRITE HFC MAC ID |  
63 2 Bring SD Box | INSIDE THIS SQUARE |  
80 1 Move Transfer | AND |  
8C 1 Xfr OV Modem | PLACE NEW MODEM |  
A0 1 PPDF | STICKER HERE |  
O4 1 Addl Outlet Inst | |  
R1 1 DVR+ | |  
WF 1 TP-PrmTrack-ACQ | |

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lug&PlayActivate 1 Add'l Outlet(Acq) A/D & Software Inst OV w/OOL  
\* 2 SD Box(Rates>) iD Gold Cust Has OVMdm  
Triple Play Rec Primary Video ConnectToExistWiring

ONVTRRS: ADD [REDACTED] REMOVE [REDACTED] OH:UG 0 IWIP:  
ODEMS: ADD [REDACTED] REMOVE [REDACTED] FT AREA: 2 |  
DS CRDS: ADD [REDACTED] REMOVE [REDACTED] IVR: |  
ROUND: [REDACTED] POLE# [REDACTED] RT: 213MAP:E-24|SI:Pick Up Equip  
MPERAGE: [REDACTED] TAP: |  
ROP CERT: P/F HHC P/F/NA TRP OOL/BB/NA|  
ORK PTS: 1B CONSTR: |H/C:  
AG: J364443 NEW TAG: |  
ODE/CENSUS: 51G008 CLI [REDACTED]  
TATUS: COMP/RESCH/NOT DONE/CANCELLED  
F LEVEL: CH2 [REDACTED] CH12 [REDACTED] CH21 [REDACTED] CH36 [REDACTED] CH78/83 [REDACTED] CH87 [REDACTED] CH116 [REDACTED]

OMMENTS: [REDACTED]  
T ZIP: [REDACTED]  
UST ID/TYPE: [REDACTED]

**OPTIMUM VOICE CUSTOMERS**  
**E911 NOTIFICATION:** In the event of a power outage, and provided you do not have battery backup on your modem, you will not have E911 service. If your service is disconnected or interrupted, you will not have E911 service. If you relocate the modem to a different address, you must notify Cablevision in advance to update E911 service. During the initial 72 hours of service at your new address, you may be required to provide the E911 operator with your new service address.  
**SECURITY AND MEDICAL ALERT SYSTEM LIMITATIONS:** You acknowledge that Cablevision does not support the use of any Optimum Voice service as a connection for (i) emergency medical alert systems, (ii) all high security monitoring systems (UL 681 or similar) or (iii) fire alarm systems (UL 864 or similar). You acknowledge that it is your sole responsibility to contact your central station monitoring provider to test and verify that your security system is in good working order and that you are responsible for any additional work required to ensure the proper operation of your security system.

**CUSTOMER ACCEPTANCE**  
Please confirm your satisfaction with installation/repair of the Optimum product/service(s) and verify all equipment prior to signing this document. Please note, charges listed above may not include franchise fees, taxes, equipment and other charges. Promotional offerings subject to terms (i.e. length of promotion) provided at time of sale. **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT ALL INFORMATION ON BOTH SIDES OF THIS WORK ORDER, INCLUDING E911 NOTIFICATION AND SECURITY AND MEDICAL ALERT SYSTEM LIMITATIONS STATED ABOVE AND GENERAL TERMS AND CONDITIONS OF SERVICE ON THE BACK, HAS BEEN READ AND AGREED TO.**

Signed [REDACTED] Date [REDACTED] QC [REDACTED] Tech Initials [REDACTED]  
DATA ENTRY



# Technician Operations and Procedures Manual



WWW.CABLEVISION.COM 438-7783 REDDING  
 847-6666 NORWALK 348-9211 STAMFORD/GREENWICH 452-0097 EASTON  
 2/01/11 1st Call TBL CALL DUNSTER CHRISTIN 7808-121230- 3  
 UAL541088 DPR ID JPC 189 FISHING TRL  
 M# 2035950500 BS# 111- / STAMFORD CT 06903  
 ECH# 9733 JOB# 3A ORDER DATE 11/29/11  
 TART [REDACTED] END TIME [REDACTED] R/A: Y / N TECH# [REDACTED] JOB# [REDACTED]

|          |   |                 |                |              |          |          |          |   |   |       |   |   |         |   |   |
|----------|---|-----------------|----------------|--------------|----------|----------|----------|---|---|-------|---|---|---------|---|---|
| 1        | 1 | 1               | 0              | 0            | 0        | 0        | 0        | 0 | 0 | 0     | 0 | 0 | 0       | 0 | 0 |
| SERVICES |   |                 |                |              |          |          |          |   |   | TASKS |   |   | HISTORY |   |   |
| C        | 1 | TP-iO           | Fam-ACQ        | PixelMultiCH | 08/29/11 | TBL CALL | COMPLETE |   |   |       |   |   |         |   |   |
| S        | 1 | OptRewardMember | Free Diagnosis | DD/NoSrv     | FreeDia  | T# 3970  |          |   |   |       |   |   |         |   |   |
| 4        | 3 | iO Box          | iO-SA          | 280          | TelPoDow | EndComp1 |          |   |   |       |   |   |         |   |   |
| O        | 1 | PPOF            |                | 01/10/11     | TBL CALL | COMPLETE |          |   |   |       |   |   |         |   |   |
| P        | 1 | TP-PrmTrackSave |                | CkCb1Box     | FreeDia  | T# 3962  |          |   |   |       |   |   |         |   |   |
| L        | 1 | TP&WB-OOL       |                | CSCReltd     | EndComp1 |          |          |   |   |       |   |   |         |   |   |
| V        | 1 | TP&WB-OV        |                | 05/29/08     | TBL CALL | COMPLETE |          |   |   |       |   |   |         |   |   |
| K        | 1 | HiDefVOD        |                | No Pix       | NoConNBS | T# 674   |          |   |   |       |   |   |         |   |   |
|          |   |                 |                | OtConn       | EndComp1 |          |          |   |   |       |   |   |         |   |   |

RIP CHARGE: RES/\$34.95 BUS/\$46.95 NO CHARGE CUST INIT

|                    |  |             |  |            |  |              |  |
|--------------------|--|-------------|--|------------|--|--------------|--|
| WRITE HFC MAC ID   |  | PRIMARY FIX |  | SECONDARY  |  | CUST INITIAL |  |
| INSIDE THIS SQUARE |  | [REDACTED]  |  | [REDACTED] |  | FOR CHARGE   |  |
| AND                |  |             |  |            |  |              |  |
| PLACE NEW MODEM    |  |             |  |            |  |              |  |
| STICKER HERE       |  |             |  |            |  |              |  |

\*\*\*\*\* EQUIPMENT \*\*\*\*\*

|       |               |    |   |     |            |    |   |
|-------|---------------|----|---|-----|------------|----|---|
| IN    | SABJNRFZ      | 6  | P | IN  | 1A662B6672 | 53 | P |
| OUT   |               |    | F | OUT |            |    | F |
| IN    | IPT2034067581 | 15 | P | IN  | SABLPNTPF  | 27 | P |
| OUT   |               |    | F | OUT |            |    | F |
| IN    | SABJNRFQJ     | 6  | P | IN  |            |    | P |
| OUT   |               |    | F | OUT |            |    | F |
| IN    |               |    | P | IN  |            |    | P |
| OUT   |               |    | F | OUT |            |    | F |
| PIIN  |               |    | P | IN  |            |    | P |
| FIOUT |               |    | F | OUT |            |    | F |

ROUND: [REDACTED] POLE# [REDACTED] IVR: [REDACTED] FTA: 2  
 MPERAGE: [REDACTED] MAP: S-22 TAP: [REDACTED] RTE: 369  
 ROP CERT: P/F/HHC P/F/NA TRP OOL/BB/NA ISI: No Sc1 Inst  
 DRK PTS: 11 CONSTR: [REDACTED]  
 AG: N467444 NEW TAG: [REDACTED]  
 ODE/CENSUS: 51H030 CLI [REDACTED] IH/C: 458 /S303C  
 TATUS: COMP/RESCH/NOT DONE/CANCELLED  
 F LEVELS: CH2 [REDACTED] CH12 [REDACTED] CH21 [REDACTED] CH36 [REDACTED] CH78/83 [REDACTED] CH87 [REDACTED] CH116 [REDACTED]  
 dunster@optonline.net  
 OMMENTS:

**OPTIMUM VOICE CUSTOMERS**  
**E911 NOTIFICATION:** In the event of a power outage, and provided you do not have battery backup on your modem, you will not have E911 service. If your service is disconnected or interrupted, you will not have E911 service. If you relocate the modem to a different address, you must notify Cablevision in advance to update E911 service. During the initial 72 hours of service at your new address, you may be required to provide the E911 operator with your new service address.  
**SECURITY AND MEDICAL ALERT SYSTEM LIMITATIONS:** You acknowledge that Cablevision does not support the use of any Optimum Voice service as a connection for (i) emergency medical alert systems, (ii) all high security monitoring systems (UL 681 or similar) or (iii) fire alarm systems (UL 864 or similar). You acknowledge that it is your sole responsibility to contact your central station monitoring provider to test and verify that your security system is in good working order and that you are responsible for any additional work required to ensure the proper operation of your security system.

**CUSTOMER ACCEPTANCE**  
 Please confirm your satisfaction with installation/repair of the Optimum product/service(s) and verify all equipment prior to signing this document. Please note, charges listed above may not include franchise fees, taxes, equipment and other charges. Promotional offerings subject to terms (i.e. length of promotion) provided at time of sale. **BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES THAT ALL INFORMATION ON BOTH SIDES OF THIS WORK ORDER, INCLUDING E911 NOTIFICATION AND SECURITY AND MEDICAL ALERT SYSTEM LIMITATIONS STATED ABOVE AND GENERAL TERMS AND CONDITIONS OF SERVICE ON THE BACK, HAS BEEN READ AND AGREED TO.**

Signed \_\_\_\_\_ Date \_\_\_\_\_ QC \_\_\_\_\_ Tech Initials \_\_\_\_\_  
DATA ENTRY

# Technician Operations and Procedures Manual

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## Exhibit J

RE: Landlord Permission Form

### Owner / Landlord Information

Name \_\_\_\_\_

Address \_\_\_\_\_ Town \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

I, \_\_\_\_\_ owner/operator of the building located at \_\_\_\_\_ gives permission to Cablevision to attach cable to the building(s) at the above address in order to provide service to the tenant name below.

\_\_\_\_\_

Tenant Name

Aerial \_\_\_\_\_ Underground \_\_\_\_\_

Cablevision agrees to indemnify and hold harmless the Owner/Manager of said premises for any damage caused by the company in the installation, operation, or removal of its equipment. Cablevision further agrees to promptly repair any damage that it may cause during installation, service, or removal of its equipment.

Date: \_\_\_\_\_

Landlord Signature: \_\_\_\_\_

**This form, upon completion, must be faxed to: 203-463-4396.  
Thank you.**

# Technician Operations and Procedures Manual

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Zaloumis Contracting Service, Inc.

315 Riggs Street, Bldg. A, Suite 6  
Oxford CT 06478  
Phone (203) 463-4392  
Fax (203) 463-4396

---

RE: Cablevision of Connecticut

## Permission to Drill Aluminum, Vinyl, and Asbestos Siding Release

I \_\_\_\_\_ who resides at: \_\_\_\_\_

Hereby acknowledge, release and forever discharge Cablevision of Connecticut, Limited Partnership or its contractors from any claim or demand whatsoever by reason of or arising from the fact that a small hole must be drilled in the siding of my house in order to install Cable Television Service (s).

It is specifically understood that these small holes will remain if and when I determine to disconnect from Cablevision and the no damage claim shall be made in connection with or arising from these holes.

Date: \_\_\_\_\_

Landlord Signature: \_\_\_\_\_

**This form, upon completion, must be faxed to 203-463-4396. Thank you.**

# Technician Operations and Procedures Manual

## EXHIBIT K – SAMPLE QC SURVEY

### OPTIMUM QUALITY CHECK REPORT

**TECHNICIAN NAME** \_\_\_\_\_ **ACCOUNT #** \_\_\_\_\_  
**TECH ID #** \_\_\_\_\_ **ADDRESS** \_\_\_\_\_  
**DATE** \_\_\_\_\_ **TOWN** \_\_\_\_\_  
**START TIME** \_\_\_\_\_ **END TIME** \_\_\_\_\_ **STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

| SERVICE INFORMATION   |     |    |
|-----------------------|-----|----|
| Check all that apply. |     |    |
| IO                    | OOL | OV |
|                       |     |    |

| PRODUCT INFORMATION   |          |             |          |
|-----------------------|----------|-------------|----------|
| Check all that apply. |          |             |          |
| Converters            |          | Modems      |          |
| Devices               | Quantity | Description | Quantity |
| SD Boxes              |          | Modems      |          |
| HD Boxes              |          | Routers     |          |
| SD DVR                |          |             |          |
| HD DVR                |          |             |          |

| Basic Inspection Check             |     |                                     |     |                             |     |                               |     |
|------------------------------------|-----|-------------------------------------|-----|-----------------------------|-----|-------------------------------|-----|
| Verify the applicable items below. |     |                                     |     |                             |     |                               |     |
| Tap Check Out                      |     | Drop Check Out                      |     | Ground Block Check Out      |     | Internal Wiring Check Out     |     |
| Description                        | Y/N | Description                         | Y/N | Description                 | Y/N | Description                   | Y/N |
| Traps/Filters                      |     | P-Hook secure                       |     | Ground Strap                |     | Internal Wiring secure        |     |
| Fittings Tight                     |     | Span Clamp Bonded                   |     | Ground Wire                 |     | Internal Wiring routed neatly |     |
| Terminators present                |     | Drop Tagged correctly               |     | Ground Tag                  |     | Fittings Tight                |     |
| Vault/Lock/Box in good condition   |     | Height/Clearance meets requirements |     | Fittings Tight              |     | Equipment Set-up properly     |     |
| Splitters in good condition        |     | Routing/Trespass                    |     | Ground Tight                |     |                               |     |
| Drop Levels Pass                   |     | Fittings Tight                      |     | Exterior of House Check Out |     |                               |     |
|                                    |     | Shields in good condition           |     | Wiring routed neatly        |     |                               |     |
|                                    |     | Tie Wraps                           |     | Wires in good condition     |     |                               |     |
|                                    |     | Boots                               |     | Holes Sealed                |     |                               |     |
|                                    |     | Drip Service Loop                   |     | CLI                         |     |                               |     |

| Equipment Configuration & Compatibility Check |   |
|---|---|
| Verify the applicable items below.            |   |
| Description                                   | # |
| Number of Remotes not configured to TV        |   |
| Number of HD Boxes not configured to TV       |   |
| Number of SD Boxes installed on HD TV         |   |
| Number of HD Boxes installed on SD TV         |   |

| HOME HEALTH CHECK LEVELS – TO BE PERFORMED BY TECHNICIAN |   |   |   |   |   |   |   |   |   |    |    |    |
|--|---|---|---|---|---|---|---|---|---|----|----|----|
| Device #   | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| Converter (C) or Modem (M)                               |   |   |   |   |   |   |   |   |   |    |    |    |
| Pass (P) or Fail (F)                                     |   |   |   |   |   |   |   |   |   |    |    |    |
| Receive Power  |   |   |   |   |   |   |   |   |   |    |    |    |
| Transmit Power   |   |   |   |   |   |   |   |   |   |    |    |    |
| Signal / Carrier to Noise Ratio                          |   |   |   |   |   |   |   |   |   |    |    |    |
| Modem Status   |   |   |   |   |   |   |   |   |   |    |    |    |

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# Technician Operations and Procedures Manual

## OPTIMUM QUALITY CHECK REPORT

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| Corrective Action  |       |          |
|--|-------|----------|
| Description (list any items replaced or repaired)                            | Entry | Comments |
| Drop Replaced =R, Drop Repaired=F  |       |          |
| Number of Outlets replaced or repaired                                       |       |          |
| Number of IO Boxes replaced / swapped  |       |          |
| Number of Modems replaced / swapped  |       |          |
| Number of Remotes re-configured to TV (Volume control needed activation)     |       |          |
| Number of HD boxes re-configured to TV (Explorer HD TV wizard set-up needed) |       |          |

| Customer Satisfaction          |     |          |
|--------------------------------|-----|----------|
| Description                    | Y/N | Comments |
| Service functioning properly   |     |          |
| Equipment functioning properly |     |          |
| Customer Education provided    |     |          |
| Collateral provided            |     |          |
| Post Call Survey Reminder      |     |          |

Drop Replacement (*indicate why drop replaced*)

Comments: \_\_\_\_\_  
 \_\_\_\_\_

Outlet replacement (*indicate why outlet(s) replaced*)

Comments: \_\_\_\_\_  
 \_\_\_\_\_

ADDITIONAL COMMENTS

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Technician Signature \_\_\_\_\_