

CCS

C2M.CCB

3.3.2.3a Terminate Contracts and Stop Premise-Based Service

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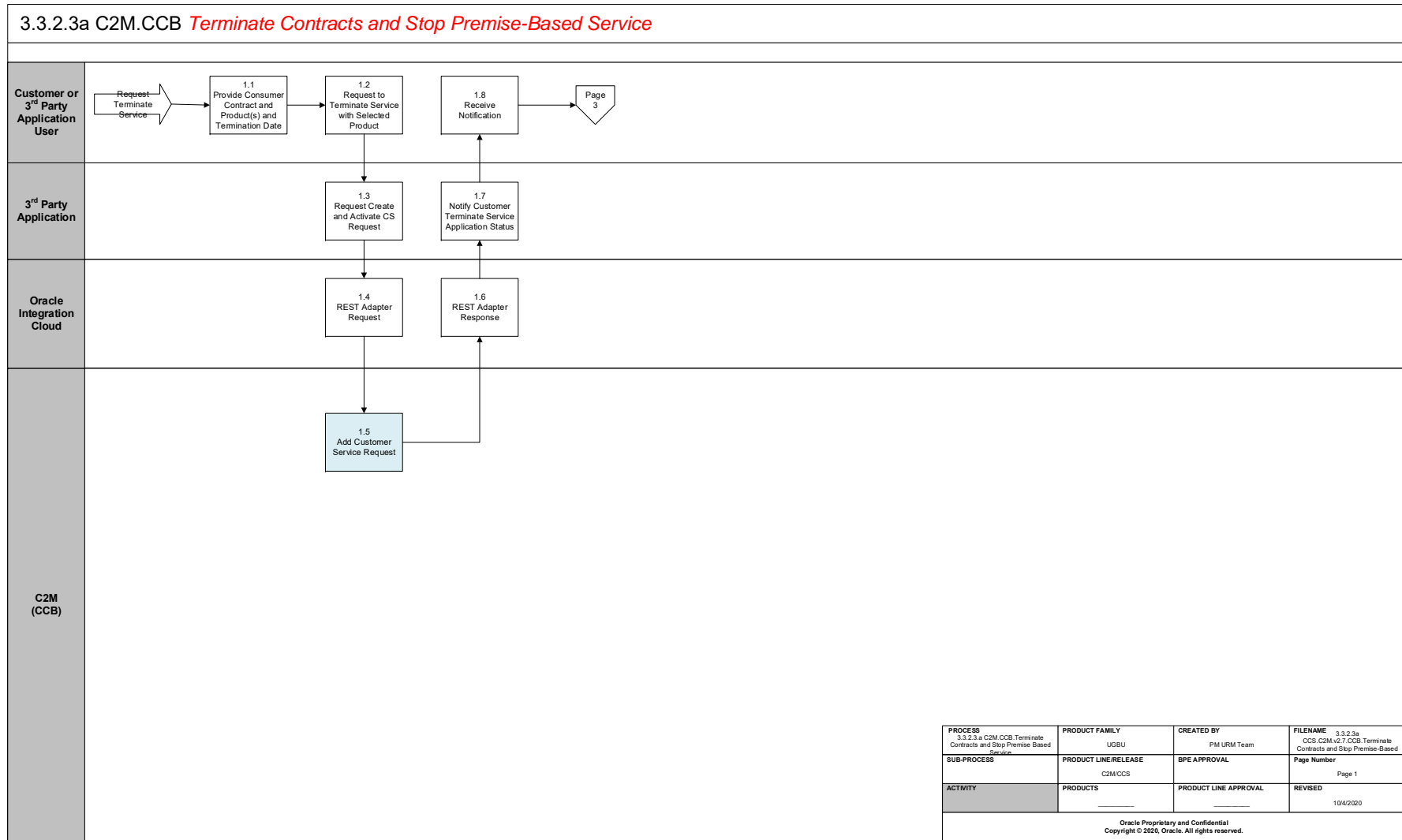
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Brief Description

Business Process: 3.3.2.3a C2M.CCB.Terminate Contracts and Stop Premise-Based Service
Process Type: Sub-Process
Parent Process: 3.3.2 C2M.Manage Service Agreement and Contracts
Sibling Processes: 3.3.1.1.a C2M.CCB.Establish Person and/or Account; 5.1.5.1a C2M.CCB.Manage Metered Site; 3.3.2.5 C2M.CCB.Manage Consumer Contracts; 3.4.1.1 C2M.Manage Customer Contacts

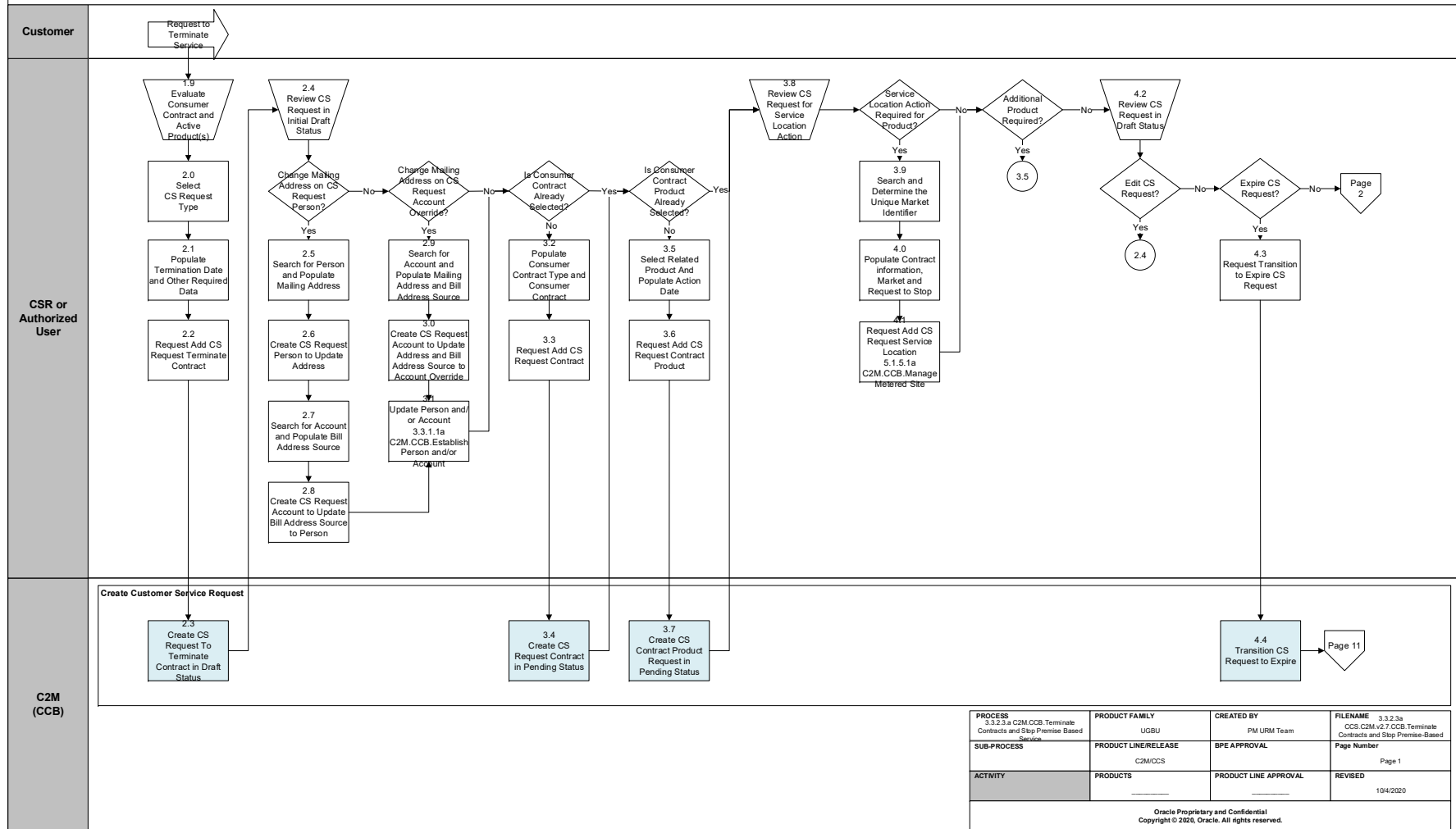
This business process takes place when customers contacts the service provider to terminate their service contract. An authorized user evaluates the customer's request and initiates Customer Service Request to terminate their contract and stop services.

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3.3.2.3a C2M.CCB *Terminate Contracts and Stop Premise-Based Service*

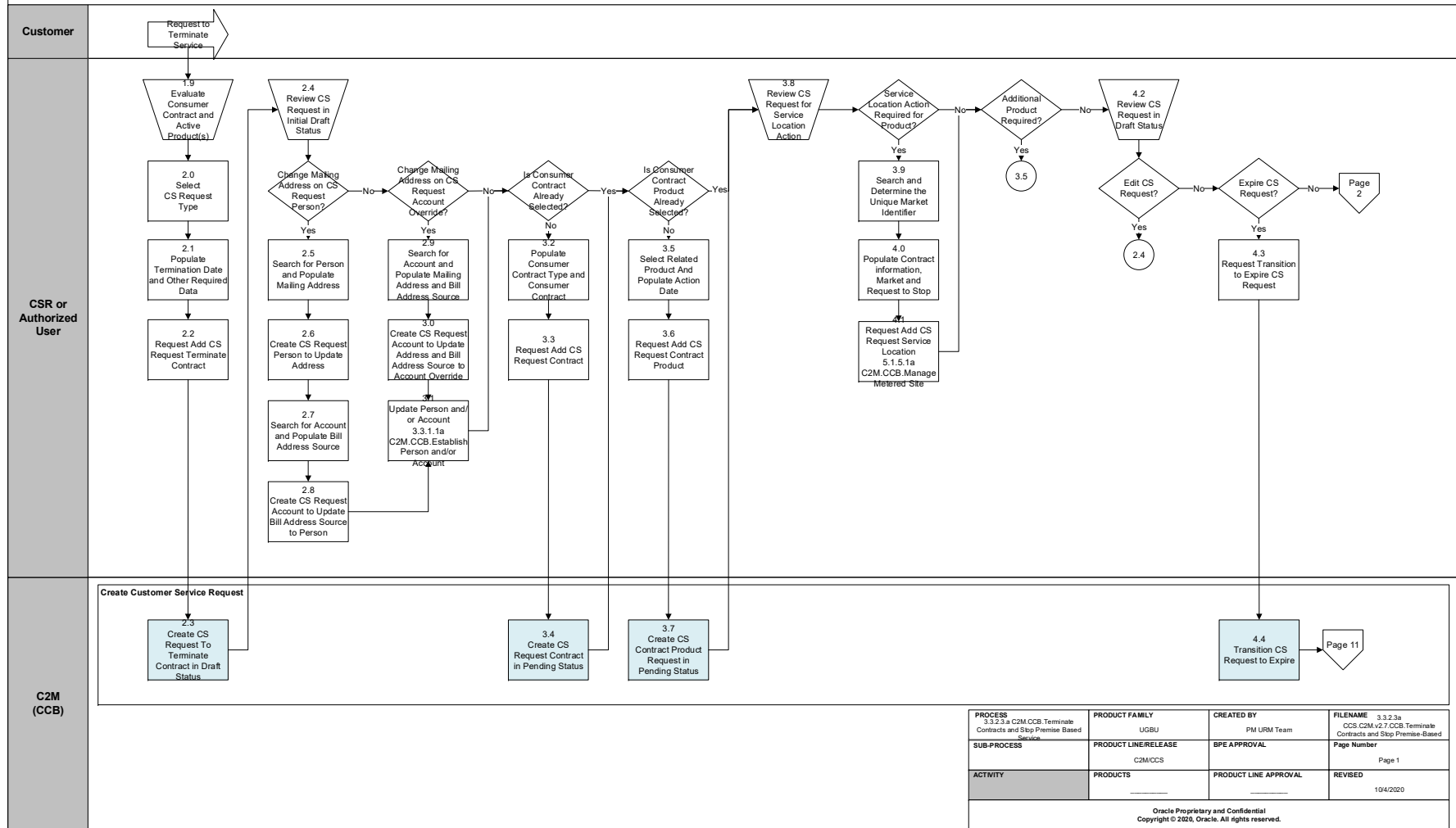


PROCESS 3.3.2.3a C2M.CCB.Terminate Contracts and Stop Premise-Based Service	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 3.3.2.3a C2M.v2.7.CCB.Terminate Contracts and Stop Premise-Based
SUB-PROCESS	PRODUCT LINE/RELEASE C2M/CCS	BPE APPROVAL	Page Number Page 1
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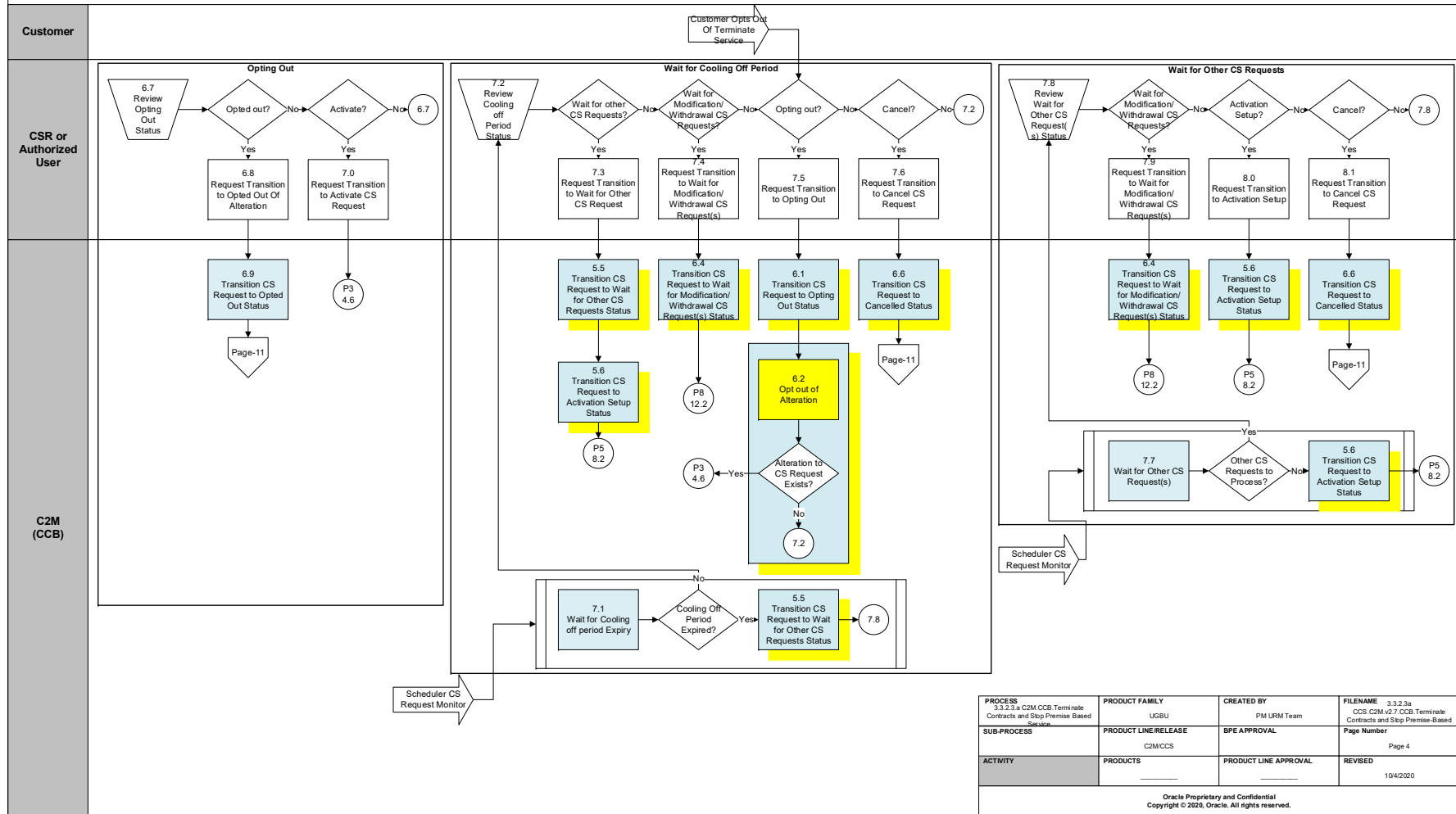


PROCESS 3.3.2.3a C2M.CCB.Terminate Contracts and Stop Premise-Based Service	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 3.3.2.3a CCB C2M v2.7.CCB.Terminate Contracts and Stop Premise-Based
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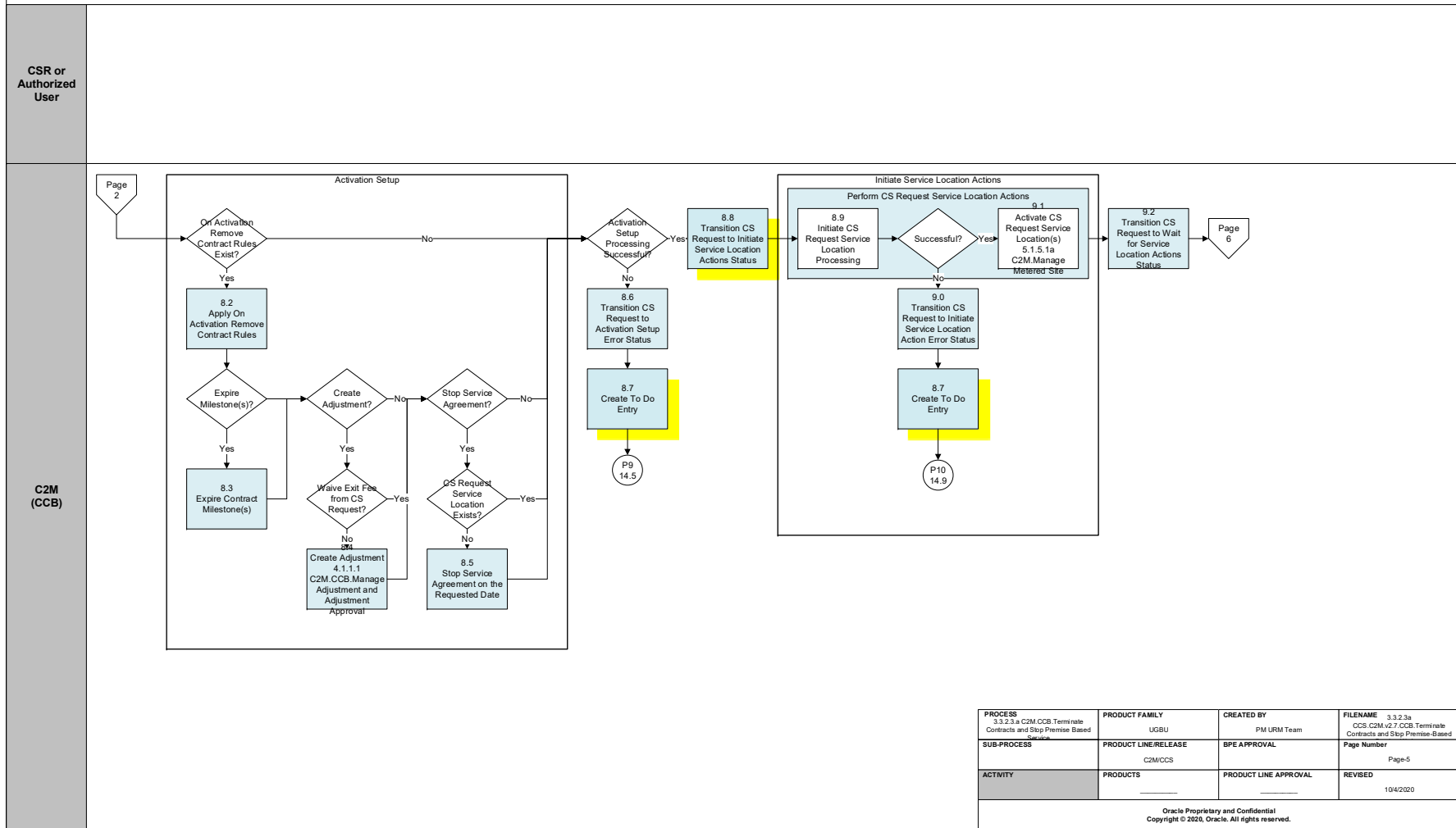


PROCESS 3.3.2.3a C2M.CCB Terminate Contracts and Stop Premise Based Service	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 3.3.2.3a C2M.v27.CCB Terminate Contracts and Stop Premise-Based
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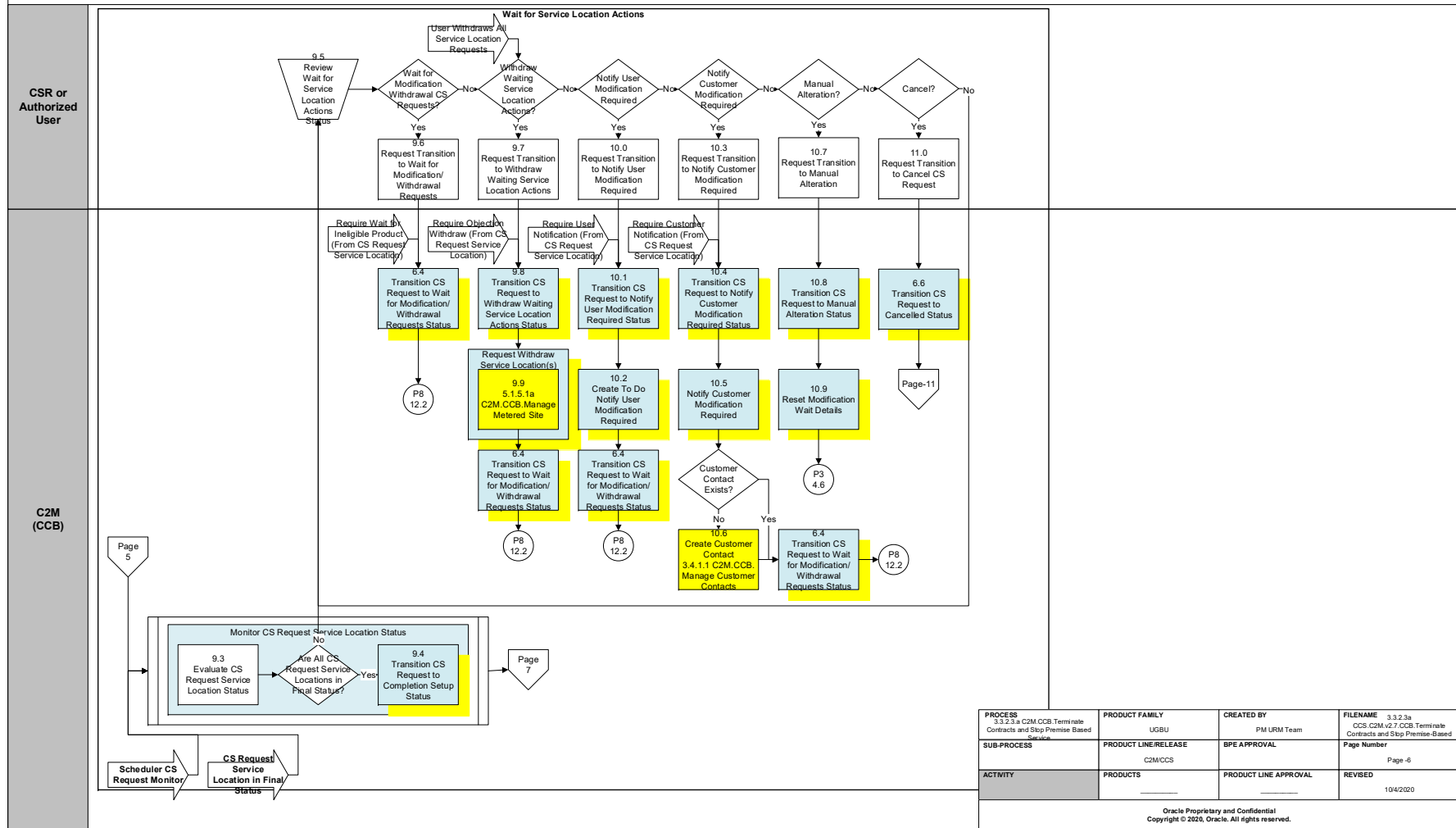
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3.3.2.3a C2M.CCB *Terminate Contracts and Stop Premise-Based Service*



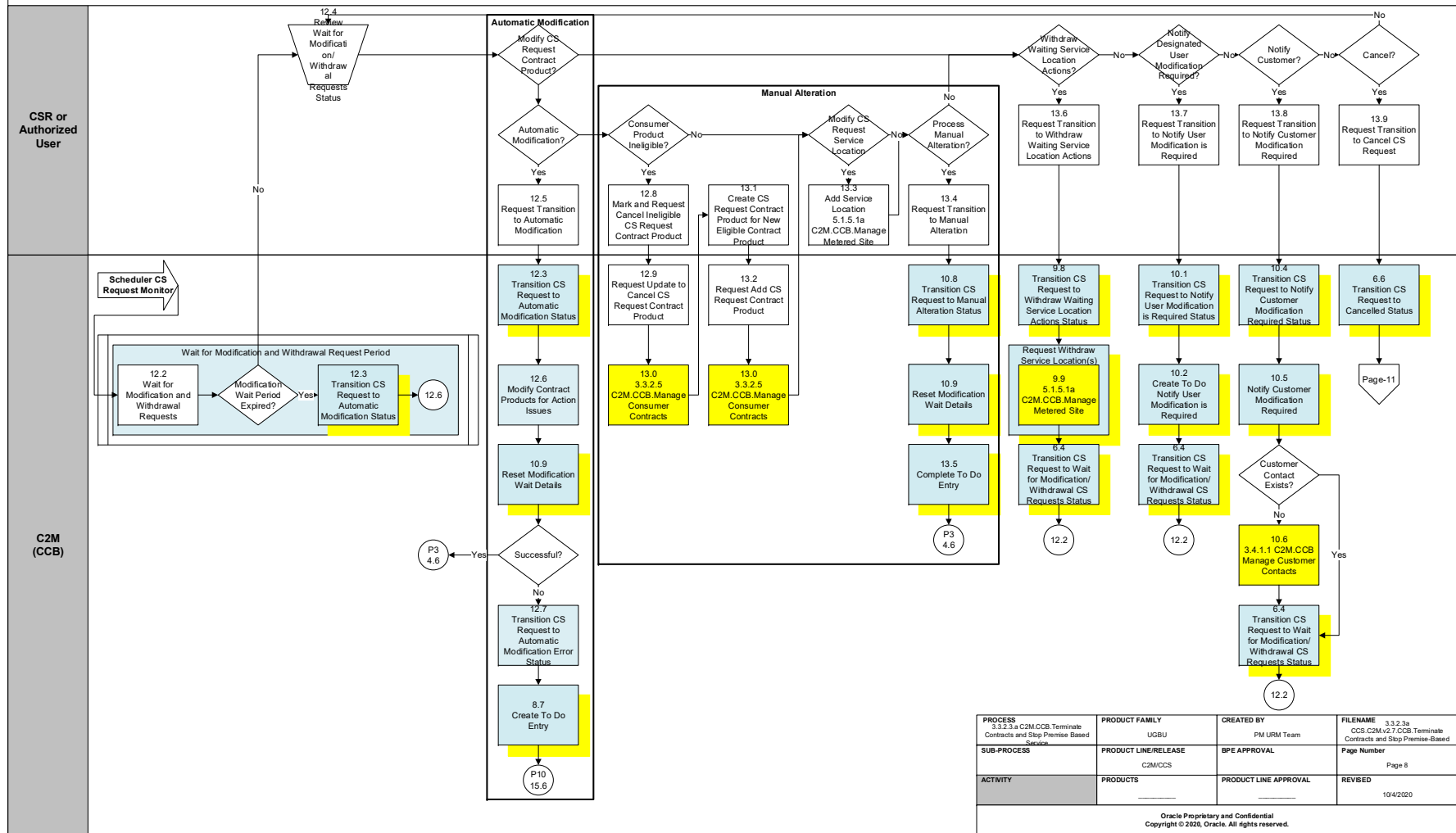
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3.3.2.3a C2M.CCB *Terminate Contracts and Stop Premise-Based Service*



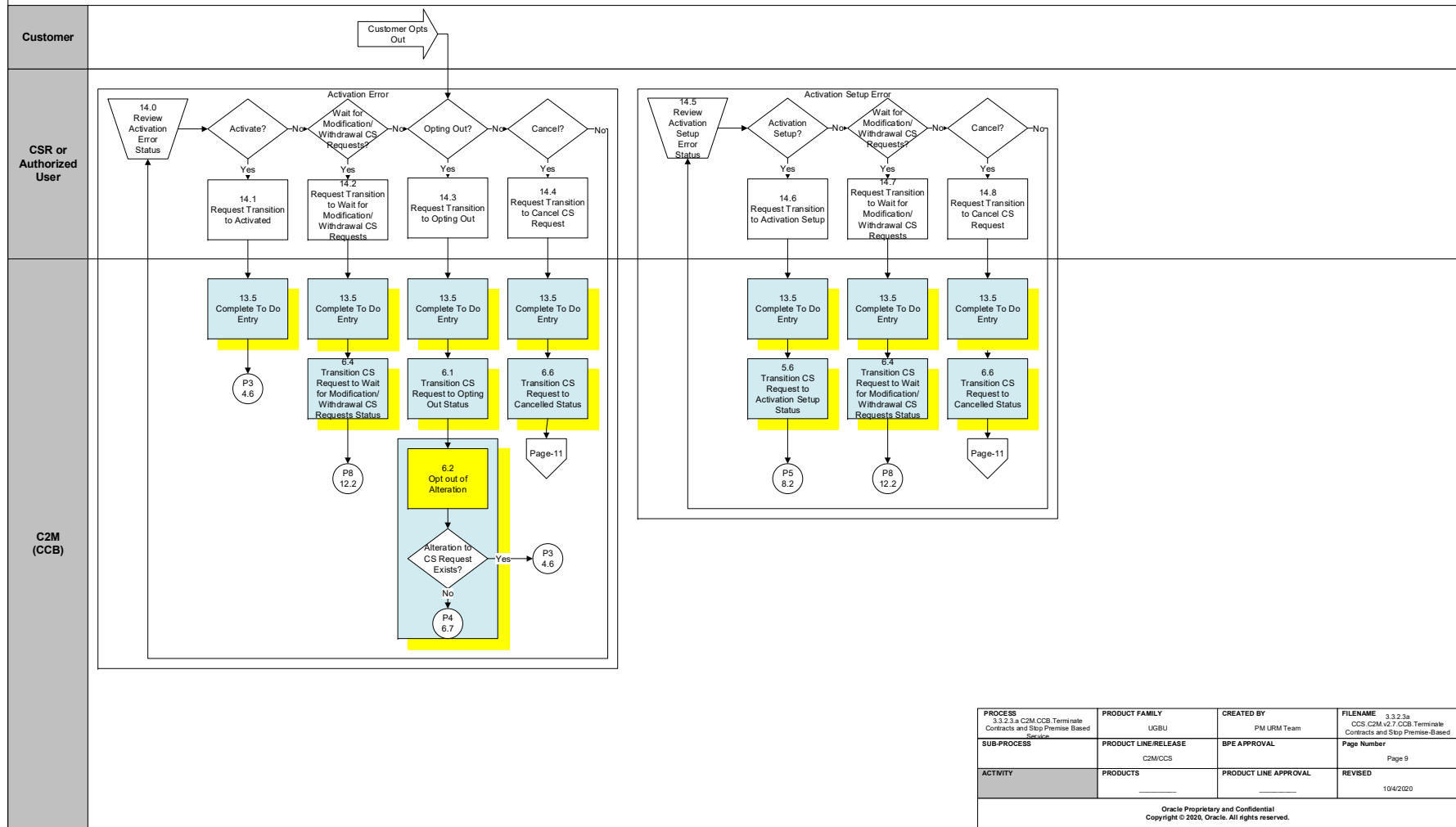
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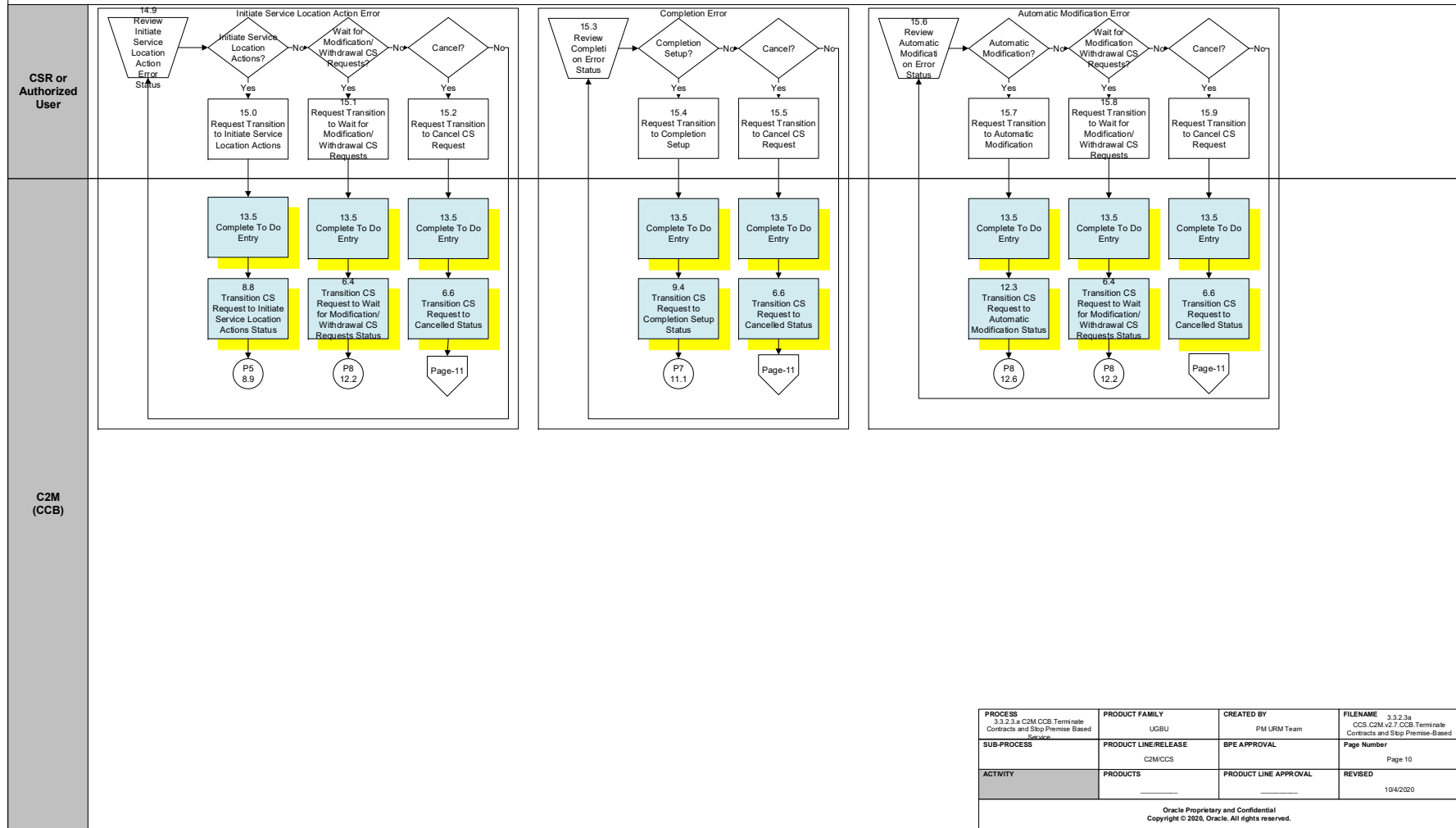
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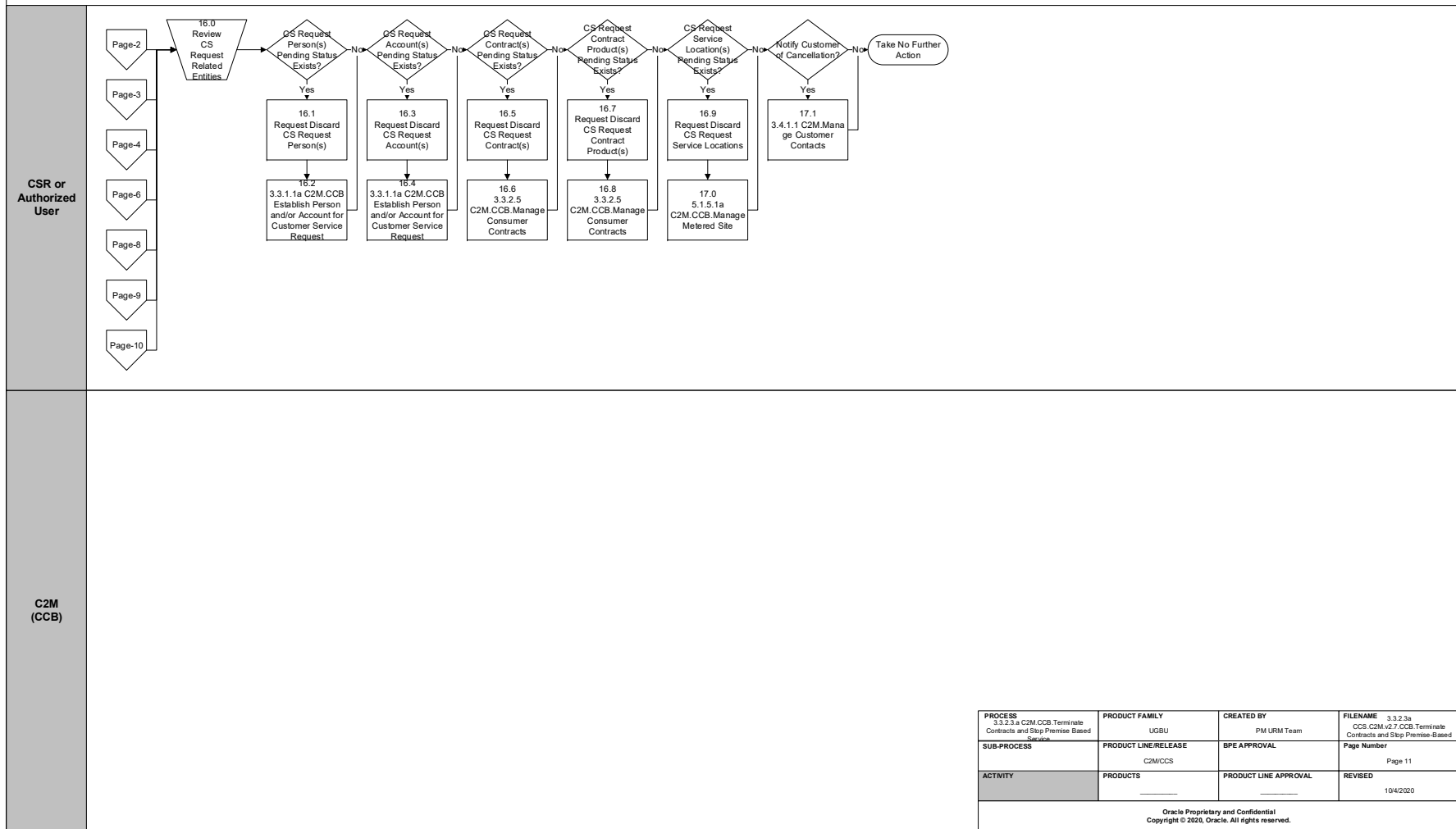
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3.3.2.3a C2M.CCB *Terminate Contracts and Stop Premise-Based Service*



PROCESS 3.3.2.3a C2M.CCB Terminate Contracts and Stop Premise Based Service	PRODUCT FAMILY UGBU	CREATED BY PM URM Team	FILENAME 3.3.2.3a CCS_C2M.v27_CCB_Terminate Contracts and Stop Premise-Based
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Detail Business Process Model Description

1.1 Provide Consumer Contract and Product(s) and Termination Date

Actor/Role: Customer or 3rd Party Application User

Description:

The Customer or a 3rd Party Application User will provide the Consumer Contract and Product(s) and Termination Date to request to terminate service.

1.2 Request to Terminate Service with Selected Product

Actor/Role: Customer or 3rd Party Application User

Description:

The Customer or a 3rd Party Application User will request to terminate service for the selected product.

1.3 Request Create and Activate CS Request

Actor/Role: 3rd Party Application

Description:

The 3rd Party Application will trigger to create a CS Request.

1.4 REST Adapter Request

Actor/Role: Oracle Cloud Integration

Description:

The Oracle Cloud Integration will capture the CS Request and pass it to the C2M system.

1.5 Add Customer Service Request

Actor/Role: C2M(CCB)

Description:

Based on the customer information, supply information and selected product, a new CS Request will be created in the C2M(CCB).

Available Plug-In(s)

C1-AddCoChRe - Add Contract Change Request
--

Business Object

C1-ContractChangeRequest (Contract Change Request Root)

C1-ChangeContChangeRequest (Change Contract)
--

Entities to Configure:

Customer Service Request Type

1.6 REST Adapter Response

Actor/Role: Oracle Cloud Integration

Description:

The Oracle Cloud Integration will respond with the information of the newly created CS Request.

1.7 Notify Customer Terminate Service Application Status

Actor/Role: 3rd Party Application

Description:

The 3rd Party Application will notify the Customer or the Application User about the newly created CS Request.

1.8 Receive Notification

Actor/Role: Customer or 3rd Party Application User

Description:

The Customer or a 3rd Party Application User will receive notification about the successful creation of a CS Request.

1.9 Evaluate Consumer Contract and Active Product(s)

Actor/Role: CSR or Authorized User

Description:

A CSR or Authorized User receives a request to terminate a Consumer Contract. The user searches for the Consumer Contract using any of the person attributes on the [Consumer Contract Query](#) page and notes the Consumer Contract ID, Premise ID, Service Point, and Registration Point. (The Service Point can be derived from the Premise.)

2.0 Select CS Request Type

Actor/Role: CSR or Authorized User

Description:

A CSR or Authorized user will select the appropriate Customer Service Request Type to terminate the Consumer contract using the [Select Customer Service Request Type](#) page.

2.1 Populate Termination Date and Other Required Data

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized user will use the [Customer Service Request - Terminate Contract](#) page to populate the Termination Date, Waive Exit Fee and Customer Service Request Error Handling.

2.2 Request Add CS Request to Terminate Contract

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized user clicks the Save button on the [Customer Service Request - Terminate Contract](#) page.

2.3 Create CS Request to Terminate Contract in Draft Status

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates the Customer Service Request in Draft status. This request will be used to orchestrate the termination of the Consumer Contract and the update of the Mailing address (if required).

Available Plug-In(s)

C1-CHGREQINF - Contract Change Request Information
C1-VALCHGREQ - Contract Change Request Root Validation

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

2.4 Review CS Request in Initial Draft Status**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized user will verify the initial Customer Service Request information and whether the customer's Mailing Address needs to be changed.

2.5 Search for Person and Populate Mailing Address**Actor/Role:** CSR or Authorized User**Description:**

If a customer's Mailing Address needs to be changed to the Person address, a CSR or Authorized user will use the [Contract Change Request Person](#) page to search for the person and populate the new mailing address.

2.6 Create CS Request Person to Update Address**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized user clicks the Save button on the [Contract Change Request Person](#) page.

2.7 Search for Account and Populate Bill Address Source**Actor/Role:** CSR or Authorized User**Description:**

If a customer's Mailing Address needs to be changed to the Person address, a CSR or Authorized user will use the [Contract Change Request Account](#) page to search for the account and populate the bill address source.

2.8 Create CS Request Account to Update Bill Address Source to Person**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized user clicks the Save button on the [Contract Change Request Account](#) page.

2.9 Search for Account and Populate Mailing Address and Bill Address Source**Actor/Role:** CSR or Authorized User**Description:**

If a customer's Mailing Address needs to be changed to the Account Override address, a CSR or Authorized user will use the [Contract Change Request Account](#) page to search for the account and populate the mailing address and the bill address source.

3.0 Create CS Request Account to Update Address and Bill Address Source to Account Override

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized user clicks the Save button on the [Contract Change Request Account](#) page.

3.1 Update Person and/or Account

Actor/Role: CSR or Authorized User

Description:

Refer to 3.3.1.1a C2M.Establish Person and/or Account for details on updating the Person and/or Account.

3.2 Populate Consumer Contract Type and Consumer Contract

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized user will use the [Contract Change Request Contract](#) page to select the Consumer Contract Type and populate the Consumer Contract ID to be terminated.

3.3 Request Add CS Request Contract

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized user clicks the Save button on the [Contract Change Request Contract](#) page.

3.4 Create CS Request Contract in Pending Status

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates the Customer Service Request Contract business object in Pending status.

Available Plug-In(s)

C1-TRACONCRQ - Process Customer Service Request Contracts to Add/Update Contracts

Business Object

C1-ContractChangeReqContRoot (Contract Change Request Contract Root)
C1-ChangeContChangeRequest (Change Contract)

3.5 Select Related Product and Population Action Date

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized user queries the Consumer Contract Product using the [Contract Change Request Contract Product](#) page and then updates the Requested Action Date/Time.

3.6 Request Add CS Request Contract Product

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized user clicks the Save button on the [Contract Change Request Contract Product](#) page.

3.7 Create CS Contract Product Request in Pending Status

Actor/Role: C2M(CCB)

Description:

C2M(CCB) creates the Customer Service Request Contract Product business object in Pending status.

Available Plug-In(s)

C1-TRAPROCRQ - Process Customer Service Request Products to Add/Update Products

Business Object

C1-ContractChangeReqCnProdRoot (Contract Change Request Contract Product Root)
C1-ChangeContChangeRequest (Change Contract)

3.8 Review CS Request for Service Location Action

Actor/Role: CSR or Authorized User

Description:

A CSR or Authorized user determines if the Market needs to be notified of the contract termination.

3.9 Search and Determine the Unique Market Identifier

Actor/Role: CSR or Authorized User

Description:

A CSR or Authorized user will use the [Consumer Contract Query](#) page to search for the Consumer Contract and note the Registration Point ID and Market.

4.0 Populate Contract information, Market and Request to Stop

Actor/Role: CSR or Authorized User

Description:

A CSR or Authorized User will use the [Customer Service Request Service Location](#) page to select the Market and CS Request Service Location Action, then uses the [Contract Change Request Service Location](#) page to populate the Service Point ID, Registration Point ID, Premise ID, and Consumer Contract ID.

4.1 Request Add CS Request Service Location

Actor/Role: CSR or Authorized User

Description:

Refer to 5.1.5.1a C2M.Manage Metered Site for details on updating the Service Location.

4.2 Review CS Request in Draft Status

Actor/Role: CSR or Authorized User

Description:

A CSR or Authorized User will review the CS Request, currently in a Draft Status. If required, the user can make changes to different entities such as CS Request Person/ Account /Contract/Contract Product and CS Request Service Location.

4.3 Request Transition to Expire CS Request

Actor/Role: CSR or Authorized User

Description:

During the review, the CSR or Authorized User can request to expire the CS Request.

4.4 Transition CS Request to Expire Status

Actor/Role: C2M(CCB)

Description:

The CS Request will be transitioned to Expire Status. All the entities within the CS Request will then be Discarded.

4.5 Request Transition to Activate CS Request

Actor/Role: CSR or Authorized User

Description:

After the review, the CSR or Authorized User can request to activate the CS Request.

4.6 Transition CS Request to Activate Status

Actor/Role: C2M(CCB)

Description:

The CS Request will transition from a Pending to an Activated Status.

Available Plug-In(s)

C1-CHGREQINF - Contract Change Request Information
C1-VALCHGREQ - Contract Change Request Root Validation

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

4.7 Set Activation Date

Actor/Role: C2M(CCB)

Description:

The Activation Date will be set on the CS Request.

Available Plug-In(s)

C1-SETACTDT - Set Activation Date

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

4.8 Process CS Request Person**Actor/Role:** C2M(CCB)**Description:**

The CS Request Person will be transitioned to the Process state to create a Person. Refer to 3.3.1.1a C2M Establish Person and/or Account for Customer Service Request process for more details.

Available Plug-In(s)

C1-TRAPERCRQ - Process Customer Service Request persons to Add/Update Persons

Business Object

C1-ContractChangeReqPersonRoot (Contract Change Request Person Root)
C1-ChangeContChangeRequest (Change Contract)

4.9 Process CS Request Account**Actor/Role:** C2M(CCB)**Description:**

The CS Request Account will be transitioned to the Process state to create an Account. Refer to 3.3.1.1a C2M Establish Person and/or Account for Customer Service Request process for more details.

Available Plug-In(s)

C1-TRAACCCRQ - Process Customer Service Request Accounts to Add/Update Account
--

Business Object

C1-ContractChngeReqAccountRoot (Contract Change Request Account Root)
C1-ChangeContChangeRequest (Change Contract)

5.0 Process CS Request Contract**Actor/Role:** C2M(CCB)**Description:**

The CS Request Contract will be transitioned to the Process state to create a Consumer Contract. Refer to 3.3.2.5 C2M.Maintain Consumer Contracts process for more details.

Available Plug-In(s)

C1-TRACONCRQ - Process Customer Service Request Contracts to Add/Update Contracts

Business Object

C1-ContractChangeReqContRoot (Contract Change Request Contract Root)
C1-ChangeContChangeRequest (Change Contract)

5.1 Process CS Request Contract Product**Actor/Role:** C2M(CCB)**Description:**

The CS Request Contract Product(s) will be transitioned to the Process state to create Consumer Contract Product(s). Refer to 3.3.2.5 C2M.Maintain Consumer Contracts process for more details.

Available Plug-In(s)

C1-TRAPROCRQ - Process Customer Service Request Products to Add/Update Products

Business Object

C1-ContractChangeReqCnProdRoot (Contract Change Request Contract Product Root)
C1-ChangeContChangeRequest (Change Contract)

5.2 Transition CS Request to Activation Error Status**Actor/Role:** C2M(CCB)**Description:**

If there are any errors encountered during the processing of the CS Request Person, CS Request Account, Cs Request Premise, Cs Request Contract or CS Request Contract Product, the CS Request will transition to an Activation Error status.

5.3 Create To Do Entry**Actor/Role:** C2M(CCB)**Description:**

When the CS Request transitions to the Activation Error status, it will create a To Do for Customer Service Request.

Available Plug-In(s)

C1-CSRERRTD - Create To Do for Customer Service Request

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

5.4 Transition CS Request to Wait for Cooling Off Period Status**Actor/Role:** C2M(CCB)**Description:**

If a Cooling Off Period has been defined on the CS Request Type, The CS Request will be transitioned to the Wait for Cooling off Period status. If there is no requirement for to wait for a cooling off period, a custom algorithm can be created to transition the CS Request to the Wait for Cooling Off Period status, Wait for Other CS Request status and Activation Setup Status

5.5 Transition CS Request to Wait for Other CS Requests Status**Actor/Role:** C2M(CCB)**Description:**

If the end of the cooling off period is met, the CS Request transitions to Wait for Other CS Requests status

5.6 Transition CS Request to Activation Setup Status

Actor/Role: C2M(CCB)

Description:

The CS Request is transitioned to the Activation Setup status.

5.7 Review CS Request in Activate Status

Actor/Role: CSR or Authorized User

Description:

If the custom auto transition to wait for cooling off period is not configured, the CSR or Authorized User can review the CS Request which will currently be in Activate status and determine whether to transition the CS Request to the following statuses:

- Wait for Cooling Off Period
- Wait for Other CS Requests
- Opting Out
- Wait for Modification/Withdrawal Requests
- Cancel

5.8 Request Transition to Wait for Cooling Off Period Status

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can request to transition the CS Request to Wait for Cooling Off Period status.

5.9 Request Transition to Wait for Other CS Requests Status

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can request to transition the CS Request to Wait for Other CS Requests status.

6.0 Request Transition to Opting Out Status

Actor/Role: CSR or Authorized User

Description:

If the customer decides to opt out of the new service request, the CSR or Authorized User can request to transition the CS Request to the Opting Out status.

6.1 Transition CS Request to Opting Out Status

Actor/Role: C2M(CCB)

Description:

The CS Request will transition to Opting Out status.

6.2 Opt out of Alteration

Actor/Role: C2M(CCB)

Description:

The CS Request is checked to determine if it can be transitioned to the Opting Out Status or automatically transition back to the Activate status if an alteration to the CS Request Contract, CS Request Contract Product or CS Request Service Location exists

Available Plug-In(s)	C1-OPTOUT - Opting Out of Alteration
Business Object	C1-ContractChangeRequest (Contract Change Request Root) C1-ChangeContChangeRequest (Change Contract)

6.3 Request Transition to Wait for Modification/Withdrawal Requests

Actor/Role: CSR or Authorized User

Description:

As part of the preprocessing of the CS Request when a product becomes ineligible, the CSR or Authorized User can request to transition the CS Request to Wait for Modification/Withdrawal Requests status.

6.4 Transition CS Request to Wait for Modification/Withdrawal Requests Status

Actor/Role: C2M(CCB)

Description:

The CS Request will transition to Wait for Modification/Withdrawal Requests status.

6.5 Request Transition to Cancel CS Request

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can request to transition the CS Request to Cancelled status.

6.6 Transition CS Request to Cancelled Status

Actor/Role: C2M(CCB)

Description:

The CS Request will transition to Cancelled status.

6.7 Review Opting Out Status

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can review the CS Request in Opting Out status and transition the CS Request to the Opted Out status or return back to the Activated Status

6.8 Request Transition to Opted Out Of Alteration

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can request to transition the CS Request to the Opted Out status.

6.9 Transition CS Request to Opted Out Status

Actor/Role: C2M(CCB)

Description:

The CS Request will transition to Opted Out status.

7.0 Request Transition to Activate CS Request

Actor/Role: CSR or Authorized User

Description:

If the CSR or Authorized User decides not to Opt Out, the user can proceed the return the CS Request to the Activate status by requesting to transition the CS Request to Activate status.

7.1 Wait for Cooling off period Expiry

Actor/Role: C2M(CCB)

Description:

The CS Request monitors the cooling off period expiry. If the cooling period expires, it will transition to the next default status.

Available Plug-In(s)

C1-CHKCOOLOF Check CS Request Cooling Off End Date/Time
--

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

Background Process

F1-GEN-BOMON - Transition to Default Next Status (Script)
--

7.2 Review Cooling off Period Status

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can review the CS Request in Cooling off Period status and determine whether to transition the CS Request to the following statuses:

- Wait for Other CS Request
- Wait for Modification/Withdrawal Requests
- Opting Out
- Cancel

7.3 Request Transition to Wait for Other CS Request

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Cooling off Period status, the CSR or Authorized User can bypass the Cooling Off Period and request to transition the CS Request to Wait for Other CS Request status.

7.4 Request Transition to Wait for Modification/Withdrawal Requests**Actor/Role:** CSR or Authorized User**Description:**

While the CS Request is in Cooling off Period status, as part of the preprocessing of the CS Request when a product becomes ineligible, the CSR or Authorized User can bypass the Cooling Off Period and request to transition the CS Request to Wait for Modification/Withdrawal Requests status.

7.5 Request Transition to Opting Out Status**Actor/Role:** CSR or Authorized User**Description:**

While the CS Request is in Cooling off Period status, if the customer decides to opt out of the new service request, the CSR or Authorized User can request to transition the CS Request to Opting Out status.

7.6 Request Transition to Cancel CS Request**Actor/Role:** CSR or Authorized User**Description:**

While the CS Request is in Cooling off Period status, the CSR or Authorized User can request to transition the CS Request to Cancel status.

7.7 Wait for Other CS Request(s)**Actor/Role:** C2M(CCB)**Description:**

The CS Request monitors whether there are other CS Requests in progress. If there are no other CS Requests, it will transition to the next default status.

Available Plug-In(s)

F1-AT-RQ - Transition to Default Next Status (Script)

Business Object

C1-ContractChangeRequest (Contract Change Request Root)

C1-ChangeContChangeRequest (Change Contract)

Background Process

F1-GEN-BOMON - Transition to Default Next Status (Script)

7.8 Review Wait for Other CS Request(s) Status**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User can review the CS Request in Wait for Other CS Request(s) status and determine whether to transition the CS Request to the following statuses:

- Wait for Modification/Withdrawal Requests
- Activation Setup
- Cancel

7.9 Request Transition to Wait for Modification/Withdrawal Requests

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Wait for Other CS Request(s) status, as part of the preprocessing of the CS Request when a product becomes ineligible, the CSR or Authorized User can request to transition the CS Request to Wait for Modification/Withdrawal Requests status.

8.0 Request Transition to Activation Setup

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Wait for Other CS Request(s) status, the CSR or Authorized User can bypass the Wait for Other CS Requests status if there are no other associated CS Requests and request to transition the CS Request to Activation Setup status.

8.1 Request Transition to Cancel CS Request

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Wait for Other CS Request(s) status, the CSR or Authorized User can request to transition the CS Request to Cancel status.

8.2 Apply On Activation Remove Contract Rules

Actor/Role: C2M(CCB)

Description:

If there are 'On Activation - Remove' Contract Rules configured, they will be applied here during the Activation Setup process.

Available Plug-In(s)

C1-APCRLARPR - Apply Contract Rule Activation Remove For Contract Products
--

Business Object

C1-ConsumerContractRule (Consumer Contract Rule)
C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

Entities to Configure:

Consumer Contract Rule
Consumer Contract Product
Consumer Contract Product Component

8.3 Expire Contract Milestone(s)

Actor/Role: C2M(CCB)

Description:

If there is a need to expire Contract Milestone(s), they can be expired here during the Activation Setup process.

Available Plug-In(s)

C1-CCRuleRemoveContMilestone - Remove Contract Milestone
--

Business Object

C1-ConsumerContractRule (Consumer Contract Rule)
C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

Entities to Configure:

Consumer Contract Milestone Type
Consumer Contract Rule
Consumer Contract Product
Consumer Contract Product Component

8.4 Create Adjustment**Actor/Role:** C2M(CCB)**Description:**

If the 'On Activation - Remove' contract rule for the creation of an Adjustment is configured and the CS request's Waive Exit Fee is not checked, an Adjustment will be created. Refer to 4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval process for more details.

Available Plug-In(s)

C1-EXTFEEADJ - Apply Contract Rule - Add Early Exit Fee Adjustment
--

Business Object

C1-CCRuleAddEarlyExitFeeAdjmt (Add Early Exit Fee Adjustment)
C1-ConsumerContractRule (Consumer Contract Rule)
C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

Entities to Configure:

Service Agreement
Adjustment Type
Consumer Contract Rule
Consumer Contract Product
Consumer Contract Product Component

8.5 Stop Service Agreement on the Requested Date**Actor/Role:** C2M(CCB)**Description:**

If the 'On Activation - Remove' contract rule for stopping a Service Agreement is configured and a CS Request Service Location does not exist, the Service Agreement will be stopped on the requested date of the CS request.

Available Plug-In(s)

C1-STCNCPSA - Stop-Cancel Service Agreement for Contract Product
--

Business Object

C1-StopCancelContractProductSA (Stop or Cancel Service Agreement for a Contract Product)
C1-ConsumerContractRule (Consumer Contract Rule)
C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

Entities to Configure:

Service Agreement
Consumer Contract Rule
Consumer Contract Product
Consumer Contract Product Component

8.6 Transition CS Request to Activation Setup Error Status

Actor/Role: C2M(CCB)

Description:

If the Activation Setup process was not successful, the CS Request will transition to Activation Setup Error status.

8.7 Create To Do Entry

Actor/Role: C2M(CCB)

Description:

When the CS Request transitions to Activation Setup Error status, it will create a To Do for Customer Service Request.

Available Plug-In(s)

C1-CSRERRTD - Create To Do for Customer Service Request

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

8.8 Transition CS Request to Initiate Service Location Actions Status

Actor/Role: C2M(CCB)

Description:

If the Activation Setup process was successful, the CS Request will transition to Initiate Service Location Actions status.

8.9 Initiate CS Request Service Location Processing. Group: Perform CS Request Service Location Actions

Actor/Role: C2M(CCB)

Description:

The Initiate Service Location Actions status will try to start the processing for CS Request Service Location.

Available Plug-In(s)

C1-TRASLACRQ - Perform the related CS Request Service Locations Action
--

Business Object

C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)
C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

9.0 Transition CS Request to Initiate Service Location Action Error Status

Actor/Role: C2M(CCB)

Description:

If the CS Request Service Location processing cannot be initiated, CS Request will transition to Initiate Service Location Action Error status.

9.1 Activate CS Request Service Location(s). Group: Perform CS Request Service Location Actions

Actor/Role: C2M(CCB)

Description:

If the CS Request Service Location processing was successfully initiated, CS Request Service Location will be transitioned from a 'Pending' to 'Perform Action' Status to start the CS Request Service Location processing. Refer to 5.1.5.1a C2M.Manage Metered Site process for more information.

9.2 Transition CS Request to Wait for Service Location Actions Status

Actor/Role: C2M(CCB)

Description:

While the CS Request Service Location is being processed, the CS Request will transition to Wait for Service Location Actions status to wait for all CS Request Service Location(s) to be processed

9.3 Evaluate CS Request Service Location Status

Actor/Role: C2M(CCB)

Description:

During the Wait for Service Location Actions status, the CS Request will monitor the Status of CS Request Service Locations.

Available Plug-In(s)

C1-TRNSCSR - Monitor and transition Customer Service Request
--

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)
C1-CsrSvcLocMarketProcessRoot (Contract Service Location Market Process Root)

Background Process

F1-GEN-BOMON - Transition to Default Next Status (Script)
--

9.4 Transition CS Request to Completion Setup Status

Actor/Role: C2M(CCB)

Description:

If all the CS Request Service Locations are in a 'Final' Status Condition, the CS Request will transition to the Completion Setup status.

9.5 Review Wait for Service Location Actions Status

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can review the CS Request while it is in Wait for Service Location Actions status and determine whether to transition the CS Request to the following statuses:

- Wait for Modification/Withdrawal Requests
- Withdraw Waiting Service Location Actions
- Notify User Modification Required
- Notify Customer Modification Required
- Manual Alteration
- Cancel

9.6 Request Transition to Wait for Modification/Withdrawal Requests

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Wait for Service Location Actions status, as part of the preprocessing of the CS Request when a product becomes ineligible, the CSR or Authorized User can request to transition the CS Request to Wait for Modification/Withdrawal Requests status.

9.7 Request Transition to Withdraw Waiting Service Location Actions

Actor/Role: CSR or Authorized User

Description:

If the CSR or Authorized User determines that the CS Request Service Location Actions are no longer required, the CSR or Authorized User can request to transition the CS Request to Withdraw Waiting Service Location status. This will attempt transition all the CS Request Service Locations to a 'Request Withdraw' status where applicable

9.8 Transition CS Request to Withdraw Waiting Service Location Actions Status

Actor/Role: C2M(CCB)

Description:

The CS Request will transition to Withdraw Waiting Service Location Actions status.

9.9 Request Withdraw Service Location(s)**Actor/Role:** C2M(CCB)**Description:**

When the CS Request transitions to Withdraw Waiting Service Location Actions status, it will pass a request to transition the associated CS Request Service Location(s) to a 'Request Withdraw' Status. Refer to *5.1.5.1a C2M.Manage Metered Site* process for more information.

10.0 Request Transition to Notify User Modification Required**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User can request to transition the CS Request to Notify User Modification Required status. This transition is typically performed by the CS Request Service Location when user modification is required where the CS Request Service Location is Objected, Rejected or Consumer Product is no longer eligible

10.1 Transition CS Request to Notify User Modification Required Status**Actor/Role:** C2M(CCB)**Description:**

The CS Request will transition to Notify User Modification Required status.

10.2 Create To Do Notify User Modification Required**Actor/Role:** C2M(CCB)**Description:**

When the CS Request transitions to Notify User Modification Required status, it will create a To Do.

Available Plug-In(s)	C1-NTUSRMODR - Notify User Modification is Required
Business Object	C1-ContractChangeRequest (Contract Change Request Root) C1-ChangeContChangeRequest (Change Contract)
Entities to Configure:	To Do Type To Do Role
Background Process	F1-GEN-BOMON - Transition to Default Next Status (Script)

10.3 Request Transition to Notify Customer Modification Required**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User can request to transition the CS Request to Notify Customer Modification Required status. This transition is typically performed by the CS Request Service Location when customer modification is required where the CS Request Service Location is Objected, Rejected or Consumer Product is no longer eligible

10.4 Transition CS Request to Notify Customer Modification Required Status**Actor/Role:** C2M(CCB)**Description:**

The CS Request will transition to Notify Customer Modification Required status.

10.5 Notify Customer Modification Required**Actor/Role:** C2M(CCB)**Description:**

In order to notify the customer, either a Customer Contact or a Notification can be created.

Available Plug-In(s)	C1-NTCUSTMOD - Notify Customer Modification is Required
Business Object	C1-ContractChangeRequest (Contract Change Request Root) C1-ChangeContChangeRequest (Change Contract)
Entities to Configure:	Customer Contact Type Customer Contact Class Notification Type
Background Process	F1-GEN-BOMON - Transition to Default Next Status (Script)

10.6 Create Customer Contact**Actor/Role:** C2M(CCB)**Description:**

In order to notify the customer using a customer contact, refer to 3.4.1.1 *C2M.Manage Customer Contacts* process for more information.

10.7 Request Transition to Manual Alteration**Actor/Role:** CSR or Authorized User**Description:**

When a CSR or Authorized User is notified through a To Do that a modification is required, once the modifications have been performed, the CSR or Authorized User can request to transition the CS Request to Manual Alteration status.

10.8 Transition CS Request to Manual Alteration Status**Actor/Role:** C2M(CCB)**Description:**

The CS Request will transition to Manual Alteration status.

Available Plug-In(s)

C1-RSTMODWT - Reset Modification Wait Details
C1-ConAltPre Basic Contract Alteration UI Map Pre-Processing
C1-CSRequestAlteration Customer Service Request Contract Product Details
C1-ConAltPos Basic Contract Alteration UI Map Post-Processing

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

10.9 Reset Modification Wait Details**Actor/Role:** C2M(CCB)**Description:**

This algorithm type is used to reset the elements used in the wait for modification processing:

- Modification Wait Until Date/Time
- Modification To Do Entry Created
- Modification Customer Notification Sent status.

Available Plug-In(s)

C1-RSTMODWT - Reset Modification Wait Details

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

11.0 Request Transition to Cancel CS Request**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User can request to transition the CS Request to a Cancelled status.

11.1 Evaluate Contract Product Component Rules**Actor/Role:** C2M(CCB)**Description:**

When the CS Request is in Completion Setup Status, the system evaluates the Consumer Contract Product and Consumer Contract Product Component Contract eligibility criteria in order to determine if the Consumer Contract Product is still valid for the CS Request Service Location(s) that were processed.

11.2 Apply On Completion Remove Contract Rules**Actor/Role:** C2M(CCB)**Description:**

If there are 'On Completion – Remove' Contract Rules configured, they will be applied here during the Completion Setup process.

Available Plug-In(s)	C1-APCRLCRPR - Apply Contract Rule Completion Remove For Contract Products
Business Object	C1-ConsumerContractRule (Consumer Contract Rule) C1-ContractChangeRequest (Contract Change Request Root) C1-ChangeContChangeRequest (Change Contract)
Entities to Configure:	Consumer Contract Rule Consumer Contract Product Consumer Contract Product Component
Background Process	F1-AT-RQ - Transition to Default Next Status (Script)

11.3 Create Adjustment**Actor/Role:** C2M(CCB)**Description:**

If the 'On Completion – Remove' contract rule for the creation of an Adjustment is configured and the CS request's Waive Exit Fee is not checked, an Adjustment will be created. Refer to *4.1.1.1 C2M.CCB.Manage Adjustment and Adjustment Approval* process for more details.

Available Plug-In(s)	C1-EXTFEEADJ - Apply Contract Rule - Add Early Exit Fee Adjustment
Business Object	C1-CCRuleAddEarlyExitFeeAdjmt (Add Early Exit Fee Adjustment) C1-ConsumerContractRule (Consumer Contract Rule) C1-ContractChangeRequest (Contract Change Request Root) C1-ChangeContChangeRequest (Change Contract)
Entities to Configure:	Service Agreement Adjustment Type Consumer Contract Rule Consumer Contract Product Consumer Contract Product Component

11.4 Send Request for Final Meter Read to MTM

Actor/Role: C2M(CCB)

Description:

The assumption is that if a Final Meter Read is required, a custom process will be developed to send a request for the final meter read to MTM.

11.5 Process and Send Market Message

Actor/Role: MTM or a Third Party Market Communication Application

Description:

The assumption is that MTM or a Third Party Market Communication Application processes market message(s)/ response.

11.6 Process Request and Send Response

Actor/Role: Market

Description:

The assumption is that MTM or a Third Party Market Communication Application processes market message(s)/ response.

11.7 4.2.1.1 C2M.MDM.Upload Device Measurements. Group: Create IMD

Actor/Role: C2M(CCB)

Description:

Once the Final Meter Read is received from MTM or a Third Party Market Communication Application, an IMD is created. Refer to 4.2.1.1 C2M.MDM.Upload Device Measurements process for more information.

11.8 4.2.1.2 C2M.MDM.Manage VEE and VEE Exceptions. Group: Create IMD

Actor/Role: C2M(CCB)

Description:

Once the Final Meter Read is received from MTM or a Third Party Market Communication Application and an IMD is created, the IMD will be subject to VEE. Refer to 4.2.1.2 C2M.MDM.Manage VEE and VEE Exceptions process for more information.

11.9 Stop Service Agreement on the Requested Date

Actor/Role: C2M(CCB)

Description:

If the 'On Completion - Remove' contract rule for stopping a Service Agreement is configured, the Service Agreement will be stopped on the requested date of the CS request.

Available Plug-In(s)

C1-STCNCPSA - Stop-Cancel Service Agreement for Contract Product
--

C1-StopCancelContractProductSA (Stop or Cancel Service Agreement for a Contract Product)
--

C1-ConsumerContractRule (Consumer Contract Rule)
--

C1-ContractChangeRequest (Contract Change Request Root)

Business Object

C1-ChangeContChangeRequest (Change Contract)

Entities to Configure:

Service Agreement
Consumer Contract Rule
Consumer Contract Product
Consumer Contract Product Component

12.0 Transition CS Request to Completion Setup Error Status**Actor/Role:** C2M(CCB)**Description:**

If there are any issues during the Completion Setup process, the CS Request will transition to Completion Setup Error status.

12.1 Transition CS Request to Completed Status**Actor/Role:** C2M(CCB)**Description:**

If there no issues during the Completion Setup process, the CS Request will transition to Completed status.

12.2 Wait for Modification and Withdrawal Requests**Actor/Role:** C2M(CCB)**Description:**

During this status, the CS Request waits until a specified modification wait period for all withdrawal requests to be complete, it will then transition the CS Request to the next default state.

Available Plug-In(s)

C1-WTMDWTHRQ - Wait for Modification and Withdrawal Requests

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

Background Process

F1-GEN-BOMON - Transition to Default Next Status (Script)

12.3 Transition CS Request to Automatic Modification Status**Actor/Role:** C2M(CCB)**Description:**

If the modification wait period expires, the CS Request transitions to the Automatic Modification status.

12.4 Review Wait for Modification/Withdrawal Requests Status**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User can review the CS Request in Wait for Modification/Withdrawal Requests status and determine whether to transition the CS Request to the following statuses:

- Automatic Modification
- Manual Alteration
- Withdraw Waiting Service Location Actions
- Notify User Modification Required
- Notify Customer Modification Required
- Cancel

12.5 Request Transition to Automatic Modification**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User can bypass the modification wait period and request to transition the CS Request to Automatic Modification status.

12.6 Modify Contract Products for Action Issues**Actor/Role:** C2M(CCB)**Description:**

This algorithm modifies the Customer Service Request to accommodate the impact of the market process having failed or a won registration point's metering being different from expected. The algorithm supports action issues related to Registration Points.

Available Plug-In(s)

C1-MODCPAI - Modify Contract Products for action issues

Business Object

C1-ContractChangeRequest (Contract Change Request Root)

C1-ChangeContChangeRequest (Change Contract)

Background Process

F1-AT-RQ - Transition to Default Next Status (Script)

12.7 Transition CS Request to Automatic Modification Error Status**Actor/Role:** C2M(CCB)**Description:**

If Automatic Modification is not successful, the CS Request will transition to Automatic Modification Error status.

12.8 Mark and Request Cancel Ineligible CS Request Contract Product**Actor/Role:** CSR or Authorized User**Description:**

When an ineligible Consumer Product is encountered, the CSR or Authorized User can mark the CS Request Contract Product as cancelled and request to cancel the Ineligible CS Request Contract Product.

12.9 Request Update to Cancel CS Request Contract Product

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User requests an update to process the Cancelled CS Request Contract Product.

13.0 3.3.2.5 C2M.Maintain Consumer Contracts

Actor/Role: C2M(CCB)

Description:

Refer to 3.3.2.5 C2M.Maintain Consumer Contracts process.

13.1 Create CS Request Contract Product for New Eligible Contract Product

Actor/Role: CSR or Authorized User

Description:

Once the ineligible Consumer Contract Product is cancelled, the CSR or Authorized User can create a new CS Request Contract Product for New Eligible Contract Product in a Pending status

13.2 Request Add CS Request Contract Product

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can Request Add CS Request Contract Product.

13.3 Add Service Location

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can add a CS Request Service Location to the CS Request if required for a CS Request Contract Product. Refer to 5.1.5.1a C2M.Manage Metered Site process for more details.

13.4 Request Transition to Manual Alteration

Actor/Role: CSR or Authorized User

Description:

Once all of the user modifications are complete, the CSR or Authorized User can Request Transition to Manual Alteration.

Available Plug-In(s)

C1-UPDATEALT - Update Customer Service Request Alteration Switch
C1-ConAltPre Basic Contract Alteration UI Map Pre-Processing
C1-CSRequestAlteration Customer Service Request Contract Product Details
C1-ConAltPos Basic Contract Alteration UI Map Post-Processing

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

13.5 Complete To Do Entry**Actor/Role:** C2M(CCB)**Description:**

During the Manual Alteration Status, after the Reset Modification Wait Details, the To Do entry will be completed.

Available Plug-In(s)

F1-TODOCOMPL - Generic To Do Completion

Business Object

C1-ContractChangeRequest (Contract Change Request Root)
C1-ChangeContChangeRequest (Change Contract)

13.6 Request Transition to Withdraw Waiting Service Location Actions**Actor/Role:** CSR or Authorized User**Description:**

If the CSR or Authorized User determines that the CS Request Service Location Actions are no longer required, the CSR or Authorized User can request to transition the CS Request to Withdraw Waiting Service Location status. This will attempt transition all the CS Request Service Locations to a 'Request Withdraw' status where applicable

13.7 Request Transition to Notify User Modification Required**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User can request to transition the CS Request to Notify User Modification Required status. This transition is typically performed by the CS Request Service Location when user modification is required where the CS Request Service Location is Objected, Rejected or Consumer Product is no longer eligible

13.8 Request Transition to Notify Customer Modification Required**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User can request to transition the CS Request to Notify Customer Modification Required status. This transition is typically performed by the CS Request Service Location when customer modification is required where the CS Request Service Location is Objected, Rejected or Consumer Product is no longer eligible

13.9 Request Transition to Cancel CS Request**Actor/Role:** CSR or Authorized User**Description:**

The CSR or Authorized User can request to transition the CS Request to Cancelled status.

14.0 Review Activation Error Status

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can review the CS Request in Activation Error status and determine whether to transition the CS Request to the following statuses:

- Activate
- Wait for Modification /Withdrawal Requests
- Opting Out
- Cancel

14.1 Request Transition to Activated

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Activation Error status, the CSR or Authorized User can request to transition the CS Request back to the Activated status.

14.2 Request Transition to Wait for Modification/Withdrawal Requests

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Activation Error status for a modification to the CS Request, the CSR or Authorized User can request to transition the CS Request to Wait for Modification/Withdrawal Requests status.

14.3 Request Transition to Opting Out Status

Actor/Role: CSR or Authorized User

Description:

If a customer requests to opt out of the new service request, the CSR or Authorized User can request to transition the CS Request to Opting Out status.

14.4 Request Transition to Cancel CS Request

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Activation Error status, the CSR or Authorized User can request to transition the CS Request to Cancelled status.

14.5 Review Activation Setup Error Status

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can review the CS Request in Activation Setup Error status and determine whether to transition the CS Request to the following statuses:

- Activation Setup
- Wait for Modification /Withdrawal Requests
- Cancel

14.6 Request Transition to Activation Setup

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Activation Setup Error status, the CSR or Authorized User can request to transition the CS Request back to the Activation Setup status.

14.7 Request Transition to Wait for Modification/Withdrawal Requests

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Activation Setup Error status for a modification to the CS Request, the CSR or Authorized User can request to transition the CS Request to Wait for Modification/Withdrawal Requests status.

14.8 Request Transition to Cancel CS Request

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Activation Setup Error status, the CSR or Authorized User can request to transition the CS Request to Cancelled status.

14.9 Review initiate Service Location Action Error Status

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can review the CS Request in Initiate Service Location Action Error status and determine whether to transition the CS Request to the following statuses:

- Initiate Service Location Actions
- Wait for Modification /Withdrawal Requests
- Cancel

15.0 Request Transition to Initiate Service Location Actions

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Initiate Service Location Actions Error status, the CSR or Authorized User can request to transition the CS Request back to the Initiate Service Location status.

15.1 Request Transition to Wait for Modification/Withdrawal Requests

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Initiate Service Location Action Error status for a modification to the CS Request, the CSR or Authorized User can request to transition the CS Request to Wait for Modification/Withdrawal Requests status.

15.2 Request Transition to Cancel CS Request

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Initiate Service Location Actions Error status, the CSR or Authorized User can request to transition the CS Request to Cancelled status.

15.3 Review Completion Setup Error Status

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can review the CS Request in Completion Setup Error status and determine whether to transition the CS Request to the following statuses:

- Completion Setup
- Cancel

15.4 Request Transition to Completion Setup

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Completion Setup Error status, the CSR or Authorized User can request to transition the CS Request back to the Completion Setup status.

15.5 Request Transition to Cancel CS Request

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Completion Setup Error status, the CSR or Authorized User can request to transition the CS Request to Cancelled status.

15.6 Review Automatic Modification Error Status

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can review the CS Request in Automatic Modification Error status and determine whether to transition the CS Request to the following statuses:

- Automatic Modification
- Wait for Modification /Withdrawal Requests
- Cancel

15.7 Request Transition to Automatic Modification Status

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Automatic Modification Error status, the CSR or Authorized User can request to transition the CS Request to Automatic Modification status.

15.8 Request Transition to Wait for Modification/Withdrawal Requests

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Automatic Modification Error status for a modification to the CS Request, the CSR or Authorized User can request to transition the CS Request to Wait for Modification/Withdrawal Requests status.

15.9 Request Transition to Cancel CS Request

Actor/Role: CSR or Authorized User

Description:

While the CS Request is in Automatic Modification Error status, the CSR or Authorized User can request to transition the CS Request to Cancelled status.

16.0 Review CS Request Related Entities

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User must review the CS Request Related Entities when the CS Request has been cancelled

16.1 Request Discard CS Request Person(s)

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can request to discard the CS Request Person(s).

16.2 3.3.1.1a C2M Establish Person and/or Account for Customer Service Request

Actor/Role: CSR or Authorized User

Description:

Refer to *3.3.1.1a C2M Establish Person and/or Account* process.

16.3 Request Discard CS Request Account(s)

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can request to discard the CS Request Account(s).

16.4 3.3.1.1a C2M Establish Person and/or Account for Customer Service Request

Actor/Role: CSR or Authorized User

Description:

Refer to *3.3.1.1a C2M Establish Person and/or Account* process.

16.5 Request Discard CS Request Contract(s)

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can request to discard the CS Request Contract(s).

16.6 5.1.5.1a C2M.Manage Metered Site

Actor/Role: CSR or Authorized User

Description:

Refer to *5.1.5.1a C2M.Manage Metered Site* process.

16.7 Request Discard CS Request Product(s)

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can request to discard the CS Request Contract Product(s).

16.8 3.3.2.5 C2M.Maintain Consumer Contracts

Actor/Role: CSR or Authorized User

Description:

Refer to *3.3.2.5 C2M.Maintain Consumer Contracts* process.

16.9 Request Discard CS Request Service Location(s)

Actor/Role: CSR or Authorized User

Description:

The CSR or Authorized User can request to discard the CS Request Service Location(s).

17.0 5.1.5.1a C2M.Manage Metered Site

Actor/Role: CSR or Authorized User

Description:

Refer to *5.1.5.1a C2M.Manage Metered Site* process.

17.1 3.4.1.1 C2M.Manage Customer Contacts

Actor/Role: CSR or Authorized User

Description:

Refer to *3.4.1.1 C2M.Manage Customer Contacts* process.

Test Documentation related to the Current Process

ID	Document Name	Test Type

Document Control

Change Record

Date	Author	Version	Change Reference
07/09/2020	Hala Nabi Mark Berry	Initial draft	
07/16/2020	Angus MacKenzie		Review, comments
07/20/2020	Hala Nabi		updates
07/30/2020	Jeremy Quan		Review, updates
07/31/2020	Rachelle Alegado	Revised version	Functional updates
08/09/2020	Galina Polonsky		Reviewed, Approved

Attachments

Consumer Contract Query Page:



Consumer Contract
Query.docx

Select Customer Service Request Type Page:



Select Customer
Service Request Type.

Customer Service Request - Terminate Contract Page:



Customer Service
Request - Terminate C

Contract Change Request Person Page:



Contract Change
Request Person.docx

Contract Change Request Account Page:

Account source is Person:



Contract Change
Request Account with

Account source is Account Override:



Contract Change
Request Account with

Contract Change Request Contract Page:



Contract Change
Request Contract.doc

Contract Change Request Contract Product Page:



Contract Change
Request Contract Prox

Customer Service Request Service Location Page:



Customer Service
Request Service Locat

Contract Change Request Service Location Page:



Contract Change
Request Service Locat