

This message is sent to all Business Partner Leaders in Fulfillment Technical Operations.

Job Aid: Bonding Validation Tool

Overview:

Available in Tech360, the Bonding Validation Tool uses machine learning and artificial intelligence to help identify key components required in proper bonding practices. The tool provides feedback to the user in real time, with the ability to store and recall results if needed.

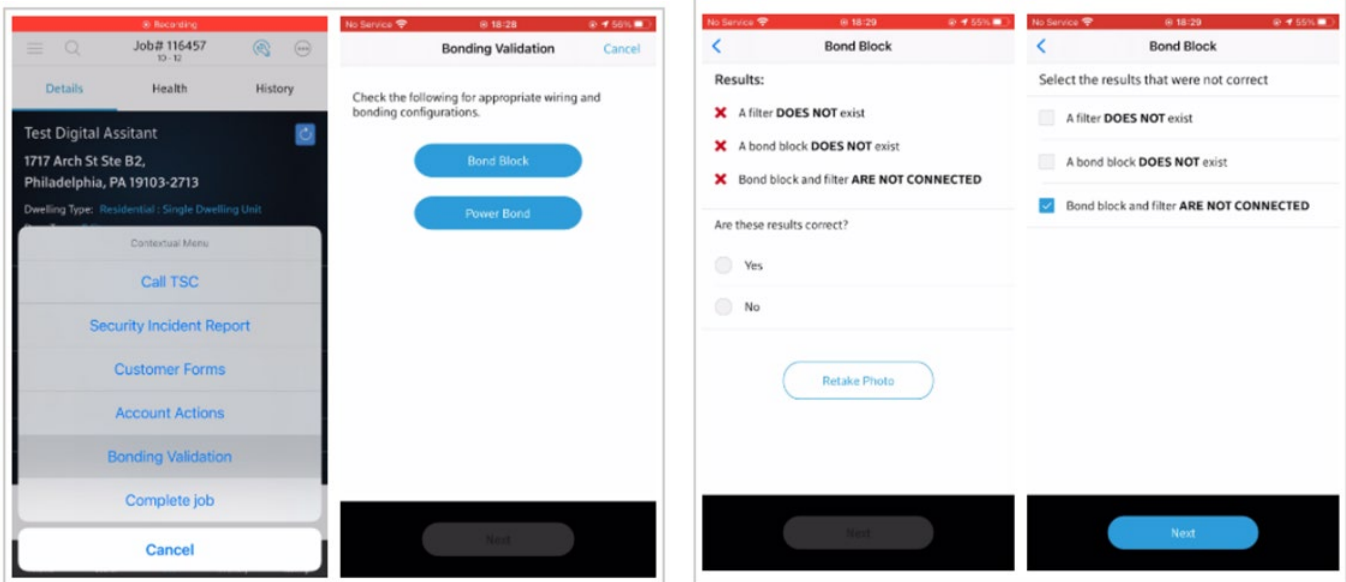
When and Where to Use the Tool

The tool is designed to be used in **Residential SDU**, **Commercial SDU** and **MDU environments**, excluding fiber drop type accounts. The process is limited to **Connect** and **Service Change** job classes only and all **One Drop submissions**.

How to Use the Tool

1. Make sure the bonding is correct and all connections and repairs have been made.
2. Use the Contextual Menu to select **Bonding Validation**.
3. Choose either **Bond Block** for validating the bond within the house box or **Power Bond**.
4. Follow the instructions to capture the image with your phone's camera.
5. Verify the response is accurate by selecting **yes** or **no**. If no, provide the additional feedback requested.
6. Repeat for the next bonding validation location.

You should not see another validation request in Wrap Up.



Other Methods to Access the Bonding Validation Tool

Account View

1. Search and select a job in **Account View**.
2. Use the Contextual Menu to select **Bonding Validation**.

One Drop

1. Select **Bonding Validation**.
2. Select **Bond Block** or **Power Bond**.
3. Submit **OneDrop**.

Wrap Up

1. Tap **Complete Job**.
2. In Wrap Up it should offer **Bond Block** and **Power Bond** validations.
3. You can either tap **Next** and go directly to exit criteria or you can perform the tests and then go to exit criteria.
4. Tap **Next** for PHT results.

Frequently Asked Questions

Q. Is there training available on the tool?

A. Yes, there is a complete training module available [here](#).

Q. Will the tool prevent me from completing a job?

A. No. Upon job closure Tech360 will verify if the tool has been used. If not, you will see a pop-up notification reminding you to complete bonding validation. You will have the option to complete bonding validation at this time or to tap **Next** and go directly to exit criteria.

Q. Will there be a compliance metric associated with the tool?

A. No. Comcast will provide reporting that will allow leaders to see all the details regarding the tool's use and findings down to individual technicians.