BUSINESS PARTNER COMMUNICATIONS





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.

® Recording	No Service 🗢 🐵 18:28 🐵 🕈 56% 💷)	No Service 🌩 🛞 18:29 🔊 4 55% 🔳	No Service 💎 @ 18:20 @ 4 55% 🖷
≡ Q Job#116457 (S) ⊕	Bonding Validation Cancel	< Bond Block	< Bond Block
Details Health History	Check the following for appropriate wiring and	Results:	Select the results that were not correct
Test Disital Assistant	bonding configurations.	X A filter DOES NOT exist	A filter DOES NOT exist
Test Digital Assitant 🛛 🛃 1717 Arch St Ste B2, Philadelphia, PA 19103-2713	Bond Block	A bond block DOES NOT exist Bond block and filter ARE NOT CONNECTED	A bond block DOES NOT exist
Dwelling Type: Residential : Single Dwelling Unit	Power Bond	Are these results correct?	Bond block and filter ARE NOT CONNECTED
Contextual Menu		Yes	
Call TSC			
Security Incident Report		No	
Customer Forms		Retake Photo	
Account Actions			
Bonding Validation			
Complete job			
Cancel	Next	Mext	Next

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 <u>here</u>.

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.