

*"Every job is a self-portrait of the person who does it.  
Autograph your work with excellence"*

2023 revision

<b>Buildable Main SOW Codes (Only one can be selected &amp; able to add secondary codes)</b>	
<b>R.A.1</b>	<b>BOX SWAP/TRUCK ROLL/ETC</b>
R.B.1.	Four (4) Product (CDV / HSD / VID / XH) Connect *
R.C.1.	Three (3) Product (HSD / VID / XH) Connect *
R.D.1.	Three (3) Product (CDV / VID / XH) Connect *
R.E.1.	Three (3) Product (CDV / HSD / XH) Connect *
R.F.1	3 Product connect (Video + HSD + CDV)
R.G.1.	Two (2) Product (VID / XH) Connect *
R.H.1.	Two (2) Product (HSD / XH) Connect *
R.I.1.	Two (2) Product (CDV / XH) Connect *
R.J.1	2 Product (Video + HSD)
R.K.1	2 Product (Video + CDV)
R.L.1	2 Product (HSD + CDV)
R.M.1	1 Product (Video)
R.N.1	1 Product (HSD) <b>NOTE:</b> XFINITY FLEX (INTERNET ONLY TO STREAM TV)
R.O.1	1 Product (CDV)

<b>Standalone Codes (nothing else can be added - including travel time)</b>	
<b>R.T.2.</b>	<b>Miscellaneous - POE Filter / Make Hot</b>
<b>R.T.6.</b>	<b>Miscellaneous - Leakage / Proactive Visit</b>
R.T.7.	Proactive Visit
R.T.8	Service Call (WORK ORDER HAS TO BE CODED AS TROUBLE CALL)
<b>R.T.12</b>	<b>LG- Survey - Residential / Commercial Premise (NEW)</b>
R.T.16.	MDU/REWIRE
R.T.17.	Miscellaneous SRO
R.Q.2	Tech recovery / <b>outlets &amp; equip</b> included
R.Q.3.	SELF INST PLUS RC
R.Q.4.	SELF INST PLUS RC

<b>Boxes (can be added to installs and change of services)</b>	
<b>VID EQUIPMENT</b>	
E.A.1	Non X1 Device (DTA's & DCT's)
E.B.5.	Wired X1 device
E.B.6.	Wireless X1 platform device (no a/o included)
<b>HSD EQUIPMENT</b>	
E.A.11.	<b>xFI Pods Wireless</b>
E.C.5.	Gateway
E.B.1	Customer owned modem
E.B.4.	Flex Platform Device (X16)
<b>OUTLETS</b>	
R.S.1.	This is the only outlet that can be billed on a resi job AND it can only be billed if the purpose for the work order was to create outlets <b>(Once equipment is added, those outlets are included in that equipment)</b>
R.S.3.	Wallfish (used only with EPON inst) resolution code <b>F41</b>

<b>Extras</b>	
R.R.1	AERIAL DROP (same trip)- <b>302 resolution code</b> must be used / not paid on new connects <b>(As of 10/21 pictures must be uploaded to Penguin in order for this to be paid out )</b>
R.R.2.	This is for an outside aerial (separate trip) job when the tech is sent out to only hang a new drop. The <b>302 resolution code</b> MUST be used otherwise Comcast pays nothing on this job.
R.R.4	TEMP DROP <b>U44-resolution code</b> must be used, tech also needs to schedule a drop bury / not paid on new connects. <b>(As of 10/21 pictures must be uploaded to Penguin in order for this to be paid out)</b>
R.R.6	<b>H09-AMP</b> (In Florida 3 pieces of wired equipment must exist / Big South - the requirement is 4 pieces of equipment)
R.R.8.	EPON AERIAL (ETHERNET OPTICAL NETWORK)

## **THINGS TO REMEMBER**

**\*\*\* If two jobs are done on the same day on the same account, Comcast only pays what closes first.**

**\*\*\* Nothing is paid when a job is cancelled, door tagged, no access or Not home - DO NOT BILL**

**\*\*\* On bulk accounts the video is already connected so RA1 would be billed.**

**\*\*\* On bulk accounts where internet is included, the internet is connected so RA1 would be billed.**

**\*\*\*If you are sent out to just do a drop, RR2(STANDALONE CODE) -is the correct code to bill (RESOL CODE 302). If you are billing for a drop on a RECONNECT or CHANGE OF SERVICE, RR1 is the correct code(RESOL CODE 302)**