



Alternate Dispatch Guidelines to Help Avoid Technician Exposure to COVID-19 at a Customer Home

(If Consumer answers **yes** to any of the [3 COVID-19 exposure questions](#))

To All U.S. AFO Field Technicians & Managers

Field Operations Specific Guidelines:

Note: Each dispatch is unique. If you are unable to determine how to proceed, contact your supervisor for further support.

Perform repair work without entering the customer's home or coming into close contact with the customer:

- Using tools available to you and conversation with the customer, try to establish if the trouble is inside the home or outside.
- If the IP/POTS trouble is outside, proceed with a normal repair, validating service is acceptable to the home and follow BAU process.
- If the line tests good to the outside of the customer's home and the trouble is isolated to the inside the home, the following guidance can be used to attempt to complete the job:
 - **For slow surf or apparent wi-fi related issues:** Ensure customer has downloaded the Smart Home Manager app; virtually walk the customer through a wifi assessment – if needed, provide the customer with an AirTie (or Multiple) to resolve any wifi issues.
 - **Other basic inside troubleshooting:** If there is a possibility to resolve other basic issues verbally walking the customer through the process (via phone, facetime, etc.), attempt to resolve the repair virtually using the customer as smart hands. E.g. remote issues, rebooting the RG, etc.
 - **Unknown issues:** Power cycle all of the CPE, check all inputs.
 - If needed, provide the customer a new RG and walk them through setup virtually or via facetime.
- Utilize text or facetime to have the customers share pictures or video of what they are seeing in the home.
- If unable to complete the job for COVID-19 issues, Jep the job using the following code and provide extensive details of work completed prior to the Jep.

E02	NDE	NATURAL DISASTER RELATED TO END USER – MAINTENANCE
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COVID-19

Perform install work without entering the customer’s home or coming into close contact with the customer:

- **For POTS:** Complete all outside work up to the home as required; have the customer test all jacks to see if the inside wiring is connected properly. If the line works, complete the job as normal.
- **For IP Internet:** Complete all outside work up to the home as required. Confirm the customer has AB Jack – if it can be found, have the customer plug in the RG. If the Customer has requested VOIP service, have the customer verify dial tone at the VOICE jack.
- **As a last resort** – Ask the customer if they are okay with a temporary install on the outside of the house. If they agree, do a complete install with all of the equipment on the outside of the house with enough slack to pass all equipment into the home via window or other opening. Jep the job to return at a later date for normal install with detailed notes about what was completed.
- **For DTV:** Complete all outside work as desired by the customer. If coax is already set up to the desired location, give the customer inside equipment and walk them through setup if possible.
- For all installs, do as much work as possible. If able to verify services are working without any temporary installation measures, complete the job as normal. If any temporary setup is needed, or work cannot be completed, Jep the job for COVID-19 related issues, provide detailed notes and Jep using the following codes

E01	NDE	NATURAL DISASTER RELATED TO END USER - INSTALLATION
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As a reminder, please:

- Wash your hands often and thoroughly. Be sure to count to 20.
- Avoid touching your eyes, nose, and mouth.
- Disinfect your workspace daily. Don’t forget your phone.
- Take care of yourself by eating well, staying hydrated and resting.
- If you start to feel sick, prepare to stay home to not pass it on.
- If you believe you or someone around you has been exposed to the coronavirus, please call your manager to inform them of the possible exposure. To reduce possible exposure to others, **DO NOT GO TO THE OFFICE**, this contact should be made by phone or email and not in person.