Citizens
Bringing it all together

Service Quality Standards

OBJECTIVE

The Service Quality Standards outlined in this document are to be used to shape Technician habits in order to achieve a more efficient, consistent and customer focused standard of service.

OVERVIEW

This guideline will serve as a uniform set of standards and requirements which will be utilized to guide technician etiquette and practices while interacting with customers and while working at a customer premise.

GENERAL GUIDELINES

Technician Presentation

1. Dress to impress and be very polite and courteous. There is a good chance that you will be one of the only Citizens representative that the customer may ever meet.
2. Citizens issued ID Badge must be kept on your person or at minimum, in your installation vehicle at all times when on "Active Duty". Badge must be immediately produced and shown to any customer requesting identification.
3. Never enter a customer premise without boot covers on your shoes. Weather, ground conditions and cleanliness of residence is irrelevant. We will always wear boot covers in every house, every day.

Customer Management

1. Manage the customer expectations closely and advocate for a design that benefits each party equally.
2. Keep safety, customer preferences/concerns, quality of installation and time management at the forefront of your thoughts during the entire process.
3. Work with an unreasonable customer to eliminate wild expectations and/or unwarranted concerns. Do this by remaining courteous and professional while you educate and reassure.
4. When providing estimates for additional work, always attempt to overestimate by a small margin. Make sure you under promise and over deliver. An installation completed under budget will make the customer feel that they received good value.

SPECIFIC GUIDELINES

Prior to Arrival

1. Prior to arrival at residence, contact customer and let them know your ETA (allow for ½ hour notice if possible).
2. Pull service order or trouble ticket on CDG, assign to self and review entire task in detail. Save ticket PDF or email ticket to self to ensure you have all required documentation on hand (very important when no connectivity is available at residence).
3. Make certain that all necessary tools, equipment and materials are stocked on your installation vehicle.
4. Inspect your clothing and appearance. Make changes if required. Stop and use the restroom prior to arriving at customers house.

Arrival at Residence

1. Upon arrival at residence, enter driveway slowly with caution and avoid driving in yard or damaging plants, trees, pavers, borders, mulch beds, etc.
2. If at all possible do not block customer owned vehicles, garage doors or outbuildings.
3. From your vehicle, briefly look around the exterior of home and commit to memory the layout, construction materials, NID location, etc. Do not "walk" the exterior at this time.
4. Gather required paperwork, boot covers and equipment and proceed directly to the main entrance of the residence (the door that appears to be the primary point of entry).
5. Ring door bell or knock and immediately place boot covers over shoes. When customer arrives at door; identify yourself by name, company and reason for visit.
   Example: "Hello, my name is Clutch Cable with Citizens Telephone. I am here to install your high-speed DSL internet service".

Interior Site Survey

1. Discuss installation/trouble with customer in detail prior to beginning any work.

2. Walk interior of home with customer to gain knowledge of floor plan, construction type, customer expectations and wishes.
3. Discuss the proposed or preferred locations for the Modem, Wireless Router, STB, Termination Jacks, etc.
4. Educate customer on interior delivery technologies; existing customer house wiring, Ethernet over Power (EOP), wireless routers, etc.

Exterior Site Survey

1. Request that customer walk with you (if they are physically able) to look at exterior service delivery and scope of work. Take them to the NID (or ground buss on analog system) and explain where Citizens Plant ends and Customers house wire begins. Help them understand who is responsible for each segment of the circuit.
2. Discuss cabling and Point of Entry (POE) requirements. If drilling is required for a new POE, discuss possible locations, diameter of holes and wall bushings with customer.

Prepare Installation & Repair Reference Sheet (IRS)

1. After interior and exterior of residence have been surveyed with customer, excuse yourself and take a few minutes to populate the IRS with the agreed upon plan. Be clear and detailed on the plan of installation and make certain to include all locations where drilling will be performed. Complete the required sketch to help identify proposed cabling routes, locations of equipment and any items not considered to be part of a "standard installation" to include wall fish, excessive cabling, use of EoP, etc.
2. Present the IRS to the customer and thoroughly review together. Make adjustments if required. Once customer is in agreement with all details, capture the required Pre-Service & Cost Acceptance customer initials. Do not proceed with any portion of the installation until customer initials are captured. NOTE: The person signing this document must be at least 18 years old, have authority to do so and be of sane mind.

During Installation

1. The customer or customer representative must remain onsite at the residence or property at all time during the installation. If a customer must leave the property temporarily during install, the Technician must exit the residence and work on exterior scope or wait in vehicle until customer returns to site. Do not agree to wait for more than 30 minutes in these rare cases. Pull off job and reschedule the install if the down time will exceed 30 minutes.
2. Install shoe covers every time you enter the customers home. Take them off at the door if you have to go to the van/truck. Organize tool bags so that you are taking what you need on the first trip in. Keep your entry/exit of the residence to an absolute minimum.
3. Work to complete the install in a diligent and efficient manner. Be very aware of your time on-site. Most customer would never tell you but they would much rather you finish your job quickly and move on so they can get back to their lives.
4. Keep work area clean and safe. Be aware and alert for small children/pets. If you have any concerns regarding safety, politely ask the customer to keep children away from the work area or restrain bothersome or aggressive animals.
5. If working aerial on a ladder or in a bucket truck, DO NOT allow other coworkers, customers or animals to stand or "hangout" in the drop zone. A hammer or pair of pliers dropped from 15' can severely injure or kill a human/animal on impact.

Post Installation

1. Ensure that all work areas are clean and left in better condition than they were when you arrived. Use Citizens supplied mini-vacuum and wet towel wipes to remove all drywall dust, cable scraps, zip tie tales, wood shavings, etc.
2. Make certain that you have picked up and loaded all tools, ladders, trash, and excess materials into your vehicle.
3. Physically review the installation with the customer and show equipment locations, cable paths, etc.
4. Review the operation and troubleshooting techniques for all devices with the customer(s). Allow them to ask questions and encourage that they take notes. Make certain that you spend ample time on this step in order to eliminate associated trouble calls (example: how do I retrain my remote control or... oops, I didn't realize I had the TV on the wrong input).
5. Educate customer on the 24/7 Citizens Call Center, provide the phone number and let them know when to use. Discuss trouble ticket procedures and work to set reasonable expectations on service call timeframes.
6. If you installed a new "additional" service for an existing customer or if you are troubleshooting, make certain that you test ALL services (to include ones you did not install/troubleshoot) to ensure that ALL services are working properly prior to departure.
7. Present the IRS for the final required "Post-Service Acceptance signature". Once executed, your installation is complete.
8. Thank the customer for their patronage and ask them if there is anything else we can do to be of service.
9. Prior to leaving residence, make certain that the CDG ticket for the installation/repair is fully noted and closed.
10. When backing, turning and existing the property, be very aware of children, animals and objects.

RESOLUTION OF THE BOARD OF DIRECTORS OF CITIZENS TELEPHONE COOPERATIVE

RESOLUTION: At a meeting of the Board of Directors of **Citizens Telephone Cooperative**, hereafter referred to as the Board, which was held on **July 7, 2009**, and the following resolution was unanimously passed:

BE IT RESOLVED, that the **Citizens Telephone Cooperative** FACT Act Red Flag Identity Theft Prevention Program, hereafter referred to as the Program, was created in response to the requirements of the Red Flag Rules established by the Department of the Treasury, Federal Reserve System, Federal Deposit Insurance Corporation, Department of the Treasury, National Credit Union Administration, and Federal Trade Commission, which implemented Section 114 of the Fair and Accurate Credit Transactions Act of 2003:

1. That the Red Flag Rules require each financial institution or creditor to develop and implement a written Identity Theft Prevention Program to detect, prevent, and mitigate identity theft in connection with the opening of certain accounts or certain existing accounts;
2. That a FACT Act Red Flag Identity Theft Prevention Manual has been prepared to address the Program requirements of **Citizens Telephone Cooperative**;
3. That the initial Program has been reviewed by the Board;
4. That the Board has assigned specific responsibility for the Program's implementation to **(Rita Turpin, Human Resources Manager)**; and
5. That the Board will review reports prepared by staff regarding compliance of the Program at least annually.

BE IT FURTHER RESOLVED, that the Board will approve any future material changes to the Program as necessary to address changing identity theft risks.

IN WITNESS WHEROF, I have affixed my name as Secretary of said **Citizens Telephone Cooperative**, this **7th** day of **July, 2009**.

Shelby Quesenberry, Secretary

SECRETARY
CITIZENS TELEPHONE COOPERATIVE

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