National Installation Bulletin

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Overview

Launch of MPEG 4 Receiver Swap Program

Update

The objective of the MPEG 4 Receiver Swap project is to replace all MPEG 2 receivers (models 6100, 9200) installed at customers' premises with MPEG 4 receivers. This will allow Bell to switch all HD broadcasting to the more efficient MPEG 4 encoding, freeing up satellite capacity and allowing Bell to launch 43 new SD channels.

Details

The MPEG 4 Receiver Swap project will be split into two phases:

Phase I (October 23 - December 11, 2011)

- Customers with MPEG 2 receivers will be sent a letter offering the upgrade to the MPEG 4 equivalent model(s). Customers will be encouraged to replace their receiver equipment themselves, and will be given an opportunity to have a Bell TV technician perform the swap should they wish. Self-installation is the default.
- Pre-activated MPEG 4 replacement receivers will be shipped to customers directly for both self-installation and service calls. Boxes shipped to the customer will be labeled to indicate they are for MPEG 4 Swap receivers.
- If customer chooses the professional install option, an OMC warranty service call will be created (booked 10 days out) to roll a truck to replace the MPEG 2 receivers.
- Techs will see a "MPEG4=Yes" swap indicator on order details to clearly identify them as Swap related orders. This information will be included on DD reports and technicians' DART or SEFAS (Special Instructions will include the note "MPEG=Yes").
- DD-1 call outs will be conducted by Bell to confirm equipment receipt and remind customers of the appointment.

What Technicians Need To Know:

Equipment/Activation

- Replacement receiver models being shipped directly to customers are outlined below:

MPEG 2 receiver	MPEG 4 equivalent shipped to customer
6100	6131
9200 - One room solution	9241
9200 - Two room solution	9242*

* Once 9242 stock is exhausted, a 9241+ 5900 will be shipped to the customer instead (only for two room solution)

- To start programming a 'hit' to pre-activated receiver(s) can be sent using an automated IVR (**1 866 337 4617**):
  - ✓ Select Language
  - ✓ Enter phone # associated to TV account
  - ✓ IVR advises: "This is for loss of programming or red guide"
  - ✓ Then asks if want to synchronize programming – tech must say "**Yes" or "No"**
  - ✓ If tech says "**No"** – Tech is transferred to live person
  - ✓ If tech says **"Yes" –** A message advising that the receiver has been synchronized and should receive programming within 15 minutes to 2 hours.

- On completion of a swap please leave the old model 6100/9200 receivers with the customer

Compensation/Coding

- As per normal process, use the 'XCWS' on the OMC work order in DART/SEFAS and EVS
- Bell will manually top up the compensation to the rate of a repair service call ("XCOS") and also pay for any additional charges such as secondary receiver installation, mileage, etc. To qualify you must perform the following in EVS:
  - **Use a dedicated code in EVS called "SWAP" on each MPEG4 OMC order**
  - **Input any additional charges in EVS only – DO NOT code them out in DART/SEFAS or the customer will be incorrectly billed.**

Phase II (December 12, 2011 – July 31, 2012)

- Customers with MPEG 2 receivers will be offered a professional installation of MPEG 4 receiver(s).
- Technicians will be using receivers from their own equipment float to swap these receivers in Phase II.
- Further information will be provided on Phase II closer to the launch date in December.

FAQ

Exception Processes

- **Defective receiver**

If customer's replacement receiver is defective on tech arrival, the tech should process a TechRMA as per existing process.

- **Incorrect Order**

If the order is incorrect (e.g. it was created as an installation, EOP, or a non-MPEG 4 service call), the tech should contact the Order Mod queue (866-855-3633 Option 2) and have the order corrected. Failure to do so will impact compensation for the job and result in undue billing of the customer.

- **No receiver**

If the replacement equipment has not arrived yet at the customer's premises, the tech should NOT use a receiver from his truck, as a receiver is already being shipped to the customer. Techs should only use their own stock for defective receivers as noted above.

QUESTIONS?

Please contact your manager or email us at info@qxtechnology.com