Trouble Administration Late Bonding Process

Late Bonding Process

Definition

Late Bonding is a process whereby a Carrier can create a trouble ticket for the same telephone number or Circuit ID after calling in the same trouble to Ziply Fiber's repair center. The create trouble ticket is then entered and submitted via VFO-GUI or electronic bonding.

The Late Bonding process allows the Carrier to be able to receive updates and send modifications electronically through VFO or electronic bonding.

How to Execute Late Bonding Process

Late Bonding requires action by the Wholesale Carrier as well as Ziply Fiber's internal repair service operations. This document reviews the Wholesale Carrier's process.

The Wholesale Carrier shall follow the steps below to create a trouble ticket:

Step:	Action:
1.	Log on to VFO's TA module. The trouble ticket *List* is displayed.
2.	Hover over the **Ticket** tab and select **Create Trouble Ticket** from the menu in the drop list. The **Create Trouble Ticket** initial page is opened.
3.	Follow steps for creating a trouble ticket based on the service type (e.g. POTS, circuits designed or non-designed).
4.	When the create request is received by Ziply Fiber and it is found that there is already an open ticket, then Ziply Fiber returns *"Ticket Already Exists"* reject response, which will include the Agent Ticket ID. The State of the ticket will then change to **Late Bonding** with Status **New**.
5.	When Ziply Fiber receives the request and already has the ticket created by the repair CSR or COT, a response will be returned containing all of the information on the Carrier's ticket. The ticket will be updated with all of the information in the response. The **state** and **status** will be updated to reflect what was returned on **Retrieve Trouble Info Response.** *Note*: The ticket is now electronically bonded; the Wholesale Carrier will receive status, updates, notifications from Ziply Fiber and the user can now modify the ticket if needed.