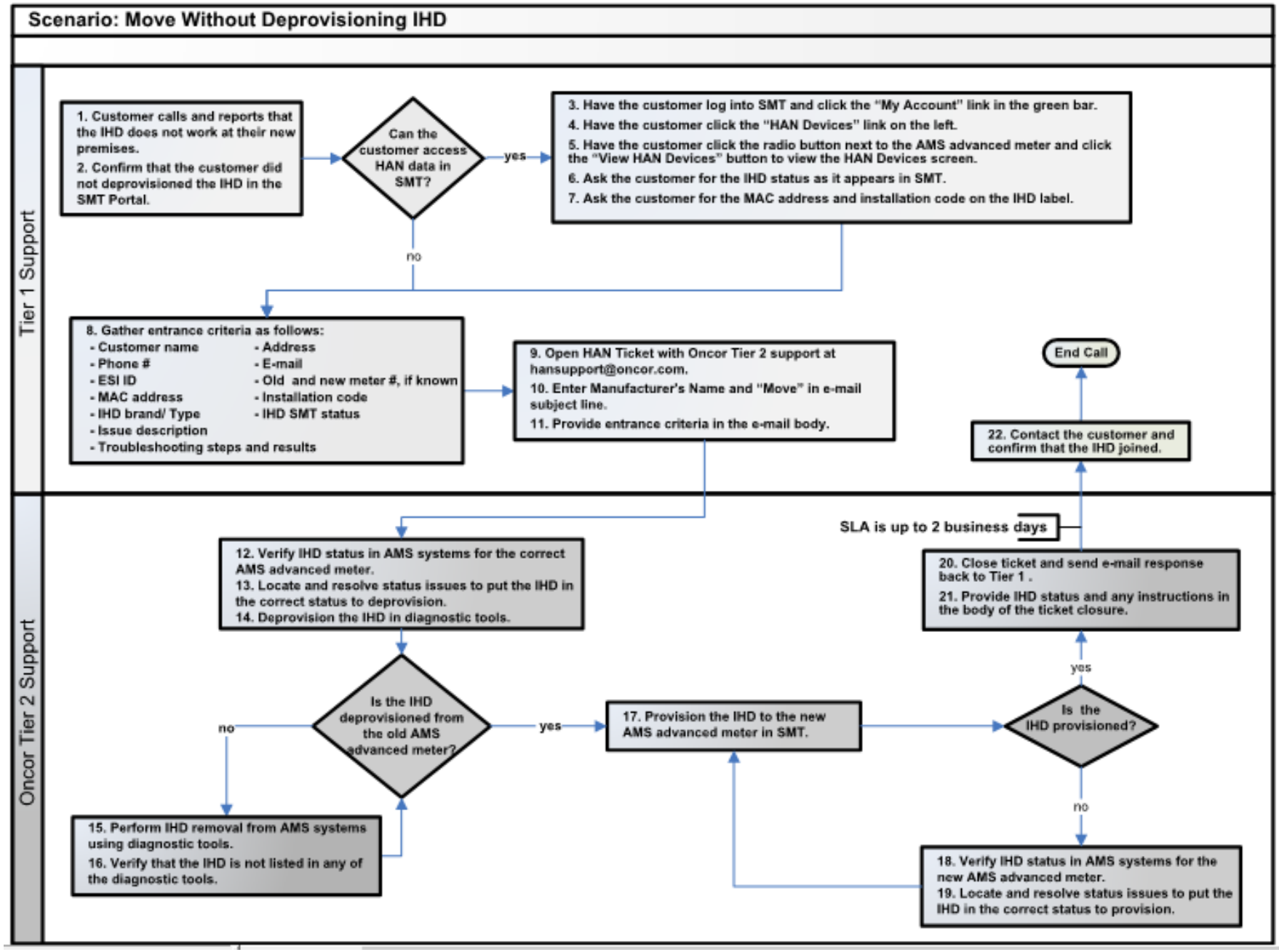
Scenario: Move Without Deprovisioning IHD
Tier 1 Support
1. Customer calls and reports that the IHD does not work at their new premises.
2. Confirm that the customer did not deprovisioned the IHD in the SMT Portal.
Can the customer access HAN data in SMT?
yes
3. Have the customer log into SMT and click the "My Account" link in the green bar.
4. Have the customer click the "HAN Devices" link on the left.
5. Have the customer click the radio button next to the AMS advanced meter and click the "View HAN Devices" button to view the HAN Devices screen.
6. Ask the customer for the IHD status as it appears in SMT.
7. Ask the customer for the MAC address and installation code on the IHD label.
no
8. Gather entrance criteria as follows:
- Customer name
- Phone #
- ESI ID
- MAC address
- IHD brand/ Type
- Issue description
- Troubleshooting steps and results
- Address
- E-mail
- Old and new meter #, if known
- Installation code
- IHD SMT status
9. Open HAN Ticket with Oncor Tier 2 support at hansupport@oncor.com.
10. Enter Manufacturer's Name and "Move" in e-mail subject line.
11. Provide entrance criteria in the e-mail body.
End Call
22. Contact the customer and confirm that the IHD joined.
Oncor Tier 2 Support
SLA is up to 2 business days
12. Verify IHD status in AMS systems for the correct AMS advanced meter.
13. Locate and resolve status issues to put the IHD in the correct status to deprovision.
14. Deprovision the IHD in diagnostic tools.
20. Close ticket and send e-mail response back to Tier 1 .
21. Provide IHD status and any instructions in the body of the ticket closure.
yes
Is the IHD deprovisioned from the old AMS advanced meter?
no
yes
17. Provision the IHD to the new AMS advanced meter in SMT.
Is the IHD provisioned?
no
15. Perform IHD removal from AMS systems using diagnostic tools.
16. Verify that the IHD is not listed in any of the diagnostic tools.
18. Verify IHD status in AMS systems for the new AMS advanced meter.
19. Locate and resolve status issues to put the IHD in the correct status to provision.