



Lesson 27: Immediate Payment

Topic 27.5: Jacks and Wiring

March 10, 2021

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Jacks and Wiring

Preparing to Teach

**Lesson
Overview**

The following topics are included in this lesson.

Topic Name	Estimated Delivery Time
CCTP Review	30 minutes
When to Refer to Collections	15 minutes
Determine Amount Due	15 minutes
Transition to Customized Solution	30 minutes
Jacks and Wiring	15 minutes
BEASE Order Add BLC	30 minutes
Review BI Instruction Codes	15 minutes
Bill Impacts	15 minutes
Competency Check Point	15 minutes

Purpose

The purpose of this topic is to demonstrate how to determine and explain charges when jacks and wiring are involved with an order.

Objectives

After you have completed this topic, you should be able to:

- Explain the need for jacks and wiring to a customer.
- Determine the jacks and wiring charges for an order.

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Preparing to Teach, Continued

Timing

You should complete this topic within 15 minutes.



Topic	Estimated Timeframe
Introduction	1 minute
Wiring Needs	6 minutes
Determine Charges	6 minutes
Summary	2 minutes

Materials Needed

- Access to APEx

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Introduction

Topic Introduction

Sometimes an order or customer account will involve jacks and wiring.

When so, you'll need to be able to explain to the customer just what's involved, what the charges are, how these charges will appear on their bill, and why this is necessary.

It's also important to remember that these charges are never waived.

So let's take a look at how jacks and wiring may impact your conversation with a customer.

Timing

The estimated delivery time for this topic is 15 minutes.



Jacks and Wiring

Wiring Needs

Present: On any order that includes installation of a phone line, you should verify with the customer whether they have made arrangements for inside wiring.

Ask: What do we mean by “inside wiring”?

- Wiring, jacks, and associated components located inside the customer’s premises.
- In short, the physical equipment necessary to connect a customer’s phones to the demarcation point outside of their building.
- The demarcation point – or Minimum Point of Entry (MPOE) – is where the wiring and equipment becomes AT&T’s responsibility.

The customer is responsible for all wiring and equipment from their side of the demarcation point and throughout their premises to the individual phone extensions. Are they aware of this?

Ask: How do we make sure the customer knows that this is something they need to plan for?

- Ask the customer.
- How many lines are being installed?
- How many extensions?
- How will the lines be used and with what type of equipment?
- Are you aware that AT&T can install the necessary inside wiring for you?

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Jacks and Wiring, Continued

Wiring Needs (continued)

Inside wiring can be installed (or repaired) by AT&T, the customer, or a third-party vendor hired by the customer. Regardless of who does the installation, the customer owns and maintains the wiring after installation.

Installation or rewiring could include situations such as:

- Pre-wire (route wires through walls before drywall/sheetrock is installed).
- Routing wire through finished walls.
- Concealing wires along walls or above drop ceilings.
- Running exposed wires along baseboards.
- Rearrange wiring to move jacks to different locations.

Depending on what is required, the necessary wiring will fall into one of two general categories:

- Simple/flat rate.
 - o Provides two-pair wire and jacks associated with non-key telephone sets.
 - o Key telephone sets have buttons to switch between lines for call handling.
 - o If needed, extensions can be installed with each extension connected directly to the network interface by a two-pair wire.
 - o Simple/flat rate is charged based on the job to be done.
- Complex/time sensitive.
 - o Connects the common equipment or control unit with the telephone sets of a:
 - Private Branch Exchange (PBX)
 - Key Service Unit (KSU)
 - o These customers are confined to a single tenant building or to one floor of a multi-tenant building.
 - o Complex/time sensitive is charged based on time it takes to do the job.

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Jacks and Wiring, Continued

Wiring Needs
(continued)

Ask: So we've got the wiring taken care of. What are "jacks" and why are they necessary?

- Jacks are connectors that allow a customer's telecom equipment (phones, modems, computers) to hook up to their inside wire and ultimately to the AT&T network.

AT&T sells and installs only standard, modular jacks. Once installed, they become the property of the customer.

The most common types of standard jacks are:

- Single line (USOC: RJ11C)
- Two lines (USOC: RJ14C)
- 3 to 25 lines (USOC: RJ21X)

Transition: The number of lines a customer needs, and what they need those lines for, will determine their jacks and wiring requirements. Once you have discussed these requirements with the customer, you're ready to add the jacks and wiring component to the order.

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Jacks and Wiring, Continued

Determine Charges

Present: Installation charges for jacks and wiring are never waived. They appear on the customer's bill as a non-recurring charge (NRC).

How do we determine what those charges will be so that we can communicate them to the customer and add them to the order?

Instruct:

- Ask students to open the following documents in APEX:
 - o **ATT-BCSWEST-21-0154** > Southwest and West Jacks and Wiring Jack Installation and Rewire
 - o **ATT-TELCO-BCSSW-04-0115** > MRC and NRC Installation Charges
- Give students a few minutes to review the documents, pointing out that:
 - o ATT-BCSWEST-21-0154 covers “flat rates”
 - o ATT-TELCO-BCSSW-04-0115 covers “time sensitive rates”

Present: Did you notice some of the differences between how each rate type is handled? For instance:

- On SW flat rate orders, separate USOCs for jacks (RJ11C, etc.) are not used.
 - o Rather, the installation USOCs (JJK1C, etc.) combine the wiring, jacks, and labor charges under a single USOC.
- Conversely, time sensitive orders do show separate USOCs for jacks.

Become familiar with these documents. They will be the resources you will use to determine how to add jacks and wiring installation to an order that needs them.

Summary

Wrapping Up... Present:

- In this topic, we examined the options for adding jacks and wiring to orders that involve the installation of a new line.
- We also discussed the need to discuss wiring requirements with your customer, and located the resources that can help you determine the charges for that particular customer.

Ask: Are there any questions about the content we covered?

Transition: In the next topic, we're going to practice adding Business Local Calling (BLC) to an account.
