



DENVER INTERNATIONAL AIRPORT

Telecommunications Tenant Services Program Customer Order Process Guide

Order Process:

Step1. The interested party contacts the DIA Service Desk at 303-342-2012 or ServiceDesk@flydenver.com to request the Telecom Tenant Services documentation.

Step2. The DIA Service Desk obtains the requesting parties contact information for distributing the TTS documentation as requested.

Step3. The customer reviews the documentation and either calls the Service Desk back with questions or completes the documentation and returns to the Service Desk for entry into the system.

Step4. The Service Desk notifies the TTS Technical Coordinator that a new order has been received and provides the number assigned to the order.

Step5. The TTS Technical Coordinator takes ownership of the order.

Step6. The customer is contacted to verify order information and obtain additional information as necessary to complete the order process.

Step7. Staff is assigned as necessary dependant upon services ordered.

Step8. Customer technical requirements meeting is scheduled with customer and required staff to obtain order requirements for voice, high speed internet and WiFi services.

Step9. Staff work orders are updated as necessary to include the technical requirements for configuring/programming of systems to complete the order.

Step10. A site survey to verify infrastructure needs is scheduled with the customer by the CCD Project Manager.



DENVER INTERNATIONAL AIRPORT

Telecommunications Tenant Services Program Customer Order Process Guide

Order Process Continued:

Step11. The CCD PM updates the order documentation and provides a Sales estimate to customer via fax or email.

Step12. The customer receives the sales estimate for infrastructure, reviews, calls CCD PM for any clarification or questions, signs the document and returns to CCD Dispatcher for processing.

Step13. CCD Dispatcher receives the signed sales estimate and places the document for CCD approval and sign off.

Step14. The order is then placed into the dispatch bucket for assignment to a technician.

Step15. The order is assigned a technician for installation of infrastructure.

Step16. Infrastructure cabling is completed by the technician and all documentation is returned to the dispatcher for entry into the system and all other staff is notified.

Step17. The customer is contacted to schedule test and turn up of services.

Step18. Test and turn up is completed with the customer and the customer accepts the services as complete.

Step19. End of process.