Third Party Verification (3PV) Process Update

Effective – April 22, 2024

kinetic

Third Party Verification (3PV) Process Update

What: April 22nd , we will transition to our new 3PV vendor from the temporary 3PV process that has been in effect.

When: April 22, 2024

Why: We have completed onboarding our new 3PV Vendor

Who: Consumer and SMB Acquisition Customers adding voice and porting their number to Kinetic

Third Party Verification (3PV) – Process Update

- Effective April 22, Agents will begin utilizing our new 3rd Party Verification vendor.

- Third Party Verification is **required** for all Winback orders.

- When a customer requests to port their service to Windstream, Agents **must** verify the request by calling the Third-Party Verification provider by calling **501-232-9919**, with the customer on the line.

- The service order should be started prior to obtaining third party verification process.

- Agent should select "PORT IN" on the customer information page of Sales Quest and fill out the customer detail for current provider.

- Agents should note the third-party verification confirmation number in the notes of the service order prior to order submission **or** a COS form can be submitted once the order is completed.

- **Once the customer is connected the, agent must drop off the line.**

Important Links:

WINBack Orders: https://winfo.windstream.com/allref/support_systems/contact_numbers/resale_winbacks.htm#1

FCC Slamming Rules Guidelines:
https://winfo.windstream.com/allref/Billing/Long_Distance/Equal_Access/fcc_revised_slamming_rules.htm#Requirements

Third Party Verification (3PV) – Steps and Scripting

Agent Process

Automated System: "Thank you for calling the third-party verification for Windstream. Representative, please enter your Employee/Agent ID. Please enter the assigned Center ID:"

Agent: Enter the Assigned Center ID: **D2D Should use option 1**

Automated System:
"If this is a Business Account, Press 1. For Residential, press 2"
"Enter the customer's telephone number"
"To verify Local Service, press 1 for Yes, 2 for No"
"To verify Local Long-Distance Service, press 1 for Yes, 2 for No"
"To verify Out of State Long-Distance Service, press 1 for Yes, 2 for No"
"To verify Local Freeze, press 1 for Yes, 2 for No"
"To verify Local Long-distance Freeze, press 1 for Yes, 2 for No"
"To verify Out of State Freeze, press 1 for Yes, 2 for No"

Agent: Respond appropriately to questions above related to your customer

Automated System: "Are there any other numbers? Press 1 for yes, or 2 for no"

Automated System: "Your verification number is....."

Agent: Be prepared to capture your verification number to add to your order

Automated System: "Please bring customer online then press the star key."... 5 second pause (wait music)

Third Party Verification (3PV) – Steps and Scripting

Agent Process – Customer on the line

Access number: 501-232-9919		
Function	**Script**	
Customer Verifications 1 - Customer on line		
Connect customer	"Please bring customer online then press the star key"...5 second pause (wait music)	
Intro	Hello and thank you for using the Windstream verification system provided by Voicestamps. Our conversation will be recorded. I will be verifying the authorization for services on your recent order for telephone service. This process should take just a few minutes. We appreciate your patience!" "Please say your first and last name at the tone. Press pound when finished" "Please Say the billing name on the account at the tone. Press pound when finished" "Please say the billing address that is associated with this account, including city, state and zip code at the tone. Press pound when finished" "Please tell me your position with this company at the tone. Press pound when finished" *if Business* "Are you at least 18 years of age and authorized to make decisions for this telephone account? Press 1 for 'yes', or 2 for 'no'" "For further protection and confirmation of your identity, please state your birth date, for example, January 13th, 1958 at the tone. Press pound when finished" "Who is your current long distance company?"	

Agent Process – Customer on the line - continued

Access number: 501-232-9919		
Function	Script	
Customer Verifications - Customer on line		
Bus Intro	Hello and thank you for using the Windstream verification system provided by Voicestamps. Our conversation will be recorded. I will be verifying the authorization for services on your recent order for telephone service. This process should take just a few minutes. We appreciate your patience!"	
	"Please say your first and last name at the tone. Press pound when finished"	
	"Please Say the billing name on the account at the tone. Press pound when finished"	
	"Please say the billing address that is associated with this account, including city, state and zip code at the tone. Press pound when finished"	
	"Please tell me your relationship to the subscriber of this telephone service."	
	"Are you at least 18 years of age and authorized to make decisions for this telephone account? Press 1 for 'yes', or 2 for 'no'"	
	"For further protection and confirmation of your identity, please state your birth date, for example, January 13th, 1958 at the tone. Press pound when finished"	
	"Who is your current long distance company?"	
Auth Change	"The nain number that you are verifying is_____" "To repeat the number, press 1, for the next number press 2 to exit press 8." "The next number that you are verifying is_____" "There are no more numbers" If this is correct, Press 1 for 'yes', or 2 for 'no'" "Windstream will now become your provider on this telephone number. Do you authorize this change?"	
Auth Freeze	"Do you authorize Windstream to add a preferred carrier freeze to your account at no additional *if freeze is selected* charge?"	
Complete Verification	"To complete this verifcation, press 1 Press 1 for 'yes', or 2 for 'no'"	

: Internal

Third Party Verification (3PV) – Steps and Scripting

Agent Process – Customer on the line - continued

Error Failure	
Look up Call Num	"The order was unable to be verified. n/a Your reference number is.... Please contact Windstream at 1-800-347-1991 for further assistance"
Wrap	"Thank you for choosing Windstream. This concludes the verification process. If you need any further assistance from Windstream, please call 1-800-347-1991