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Subject: RKL (Remote Key Loading) Support Process Reminder
Importance: High

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Attn: NEE Service Managers and DSS Subcontractors

Please note these are the escalation steps that must be followed by technicians when they encounter problems replacing SPOT displays:

1. If technicians encounter any RKL issues, they must follow the Standard Escalation Support Model **BEFORE** they replace a SPOT - the technician must call TAC for assistance (800) 743-7501
2. If technicians have an issue that they suspect is RKL related, they need to attempt to RKL again, then they need to follow the Standard Escalation Support Model **BEFORE** they replace a SPOT - the technician must call TAC for assistance (800) 743-7501
3. If technicians have an RKL issue, and TAC has exhausted all troubleshooting options and the tech is told they need to swap the display (if RKL is not possible), technicians must insist on an SR from TAC to replace the SPOT. The SR is not automatically issued and must be obtained from TAC. The SR must be noted in the call text and all paperwork or GVR will not replace the part

Thank you,
Nama Namasivayam