

THE ASSURANCE CORRECTION FILE

# SEVEN THINGS YOU MUST NOT DO WHEN THE AOC IS WRONG

## A CONTRADICTION REOPENS A CLAIM.

It does not authorize you to rewrite the provider's evidence.

01

W/!

# DO NOT TURN A DOCUMENT DEFECT INTO A COMPLIANCE VERDICT.

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A contradiction reopens affected claims. It does not, by itself, prove that the provider or customer is noncompliant.

CLASSIFY THE DEFECT. BOUND THE CLAIMS.

## 02

W/???

# DO NOT QUIETLY TRANSLATE WHAT THE PROVIDER MUST HAVE MEANT.

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Provider attestation and clarification must remain provider-authored. Preserve the disputed language and ask for a correction-grade answer.

QUOTE THE EXACT FIELD. PRESERVE THE ORIGINAL.

03

W/?

# DO NOT ASK ONLY: ARE YOU PCI COMPLIANT?

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Ask which legal entity, exact service, deployment tier, region, feature, period, and requirement activity the assurance actually covers.

ASK THE QUESTION THAT CAN CHANGE THE RECORD.

## 04

W/x

# DO NOT LET A PRODUCT FAMILY STAND IN FOR YOUR EXACT SERVICE.

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A broad service name can conceal materially different customer duties. Reconcile the contract, AOC, matrix, service documentation, and implementation.

**MATCH ENTITY + SERVICE + TIER + REGION + PERIOD.**

## 05

W/↔

# DO NOT USE CUSTOMER TESTING TO INVENT PROVIDER EVIDENCE.

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Retained customer work may reduce exposure or support another claim. It cannot manufacture evidence from a provider environment the customer cannot access.

SEPARATE RETAINED WORK FROM PROVIDER PROOF.

## 06

W/→

# DO NOT REPLACE THE FLAWED PACKET WHEN A CORRECTION ARRIVES.

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Keep the original, the contradiction, the request, the response, the correction, and the closure rationale. The chronology is part of the evidence.

VERSION THE INCIDENT. KEEP THE LINEAGE.

07

W/!!

# DO NOT SURPRISE THE COMPLIANCE- ACCEPTING ENTITY AT SUBMISSION.

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Escalate when the unresolved defect can change validation treatment, report language, eligibility, or acceptance. State what remains unsupported.

DISCLOSE EARLY. ASK FOR BOUNDED DIRECTION.

## WHAT TO DO INSTEAD

# BUILD THE CONTRADICTION FILE.

**FIND**

Preserve the exact adverse artifact and disputed field.

**MAP**

Link it to every entity, service, duty, period, and claim it can change.

**EXPLAIN**

Separate provider statement, customer fact, assessor judgment, and acceptance direction.

**REDUCE**

Perform retained customer work without pretending it proves inaccessible provider operation.

**PROVE**

Close only with attributable correction, limitation, reallocation, or withdrawal.

**USE THE FREE CONTRADICTION LEDGER**

[THECLUSTEROFWACK.COM/WACKTIONARY/THE-TPSP-ASSURANCE-PACKET-IS-WRONG-NOW-WHAT](https://theclusterofwack.com/wacktionary/the-tpsp-assurance-packet-is-wrong-now-what)