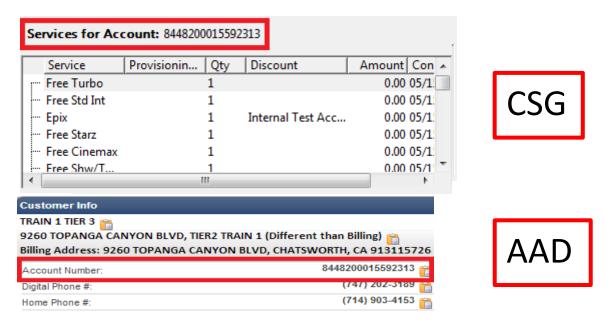# Identifying location/area of account from account number

You can tell where the customer's account is located by simply looking at the account numbers. They are broken down as followed below:

Assigned Group	Division	SYS	Prin	Agent
Mountain West	Couer de Alene	8448	6100	010-120
San Diego	Desert Cities	8448	4100	670-990
Mountain West	El Centro	8448	4200	-
Mountain West	Gunnison	8448	6200	-
Los Angeles	LA-Metro	8448	3000	-
Los Angeles	LA-North	8448	2000	-
Los Angeles	LA-South	8448	4000	-
Mountain West	Moscow	8448	6100	130
Mountain West	Pullman	8448	6100	150
San Diego	San Diego	8448	4100	660 & below, and 1000 & beyond
Mountain West	Yuma	8448	6000	-

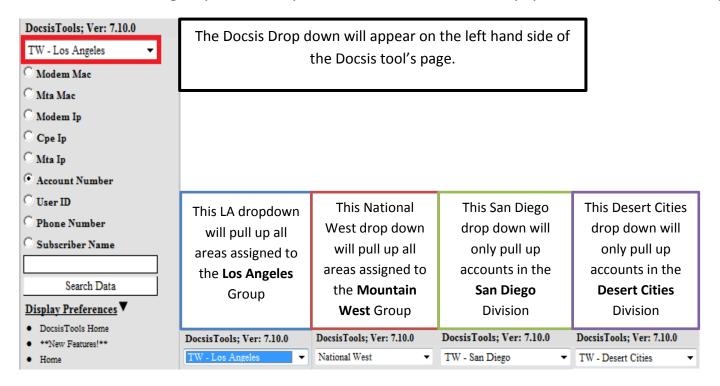This will be something you will want to remember as it will help you identify where the customer is located (since you will not know based on their city what division they are in right away). This will in turn help you load up their accounts faster in our tools like DOCSIS and OMSe.

You can find the account number when you open an act in AAD under customer info, or in CSG above the services on the account (See below).

So how do I pull these different account types in Docsis/OMSe?

DOCSIS: When you go to pull up an account in Docsis you have to make sure you are selecting the correct division group in the drop-down in order to see the equipment attached correctly.

DocsisTools; Ver: 7.10.0 TW - Los Angeles ▼ ○ Modem Mac ○ Mta Mac ○ Modem Ip ○ Cpe Ip ○ Mta Ip ⦿ Account Number ○ User ID ○ Phone Number ○ Subscriber Name [Search Data] **Display Preferences** ▼ • DocsisTools Home • **New Features!** • Home	The Docsis Drop down will appear on the left hand side of the Docsis tool's page.

This LA dropdown will pull up all areas assigned to the **Los Angeles** Group	This National West drop down will pull up all areas assigned to the **Mountain West** Group	This San Diego drop down will only pull up accounts in the **San Diego** Division	This Desert Cities drop down will only pull up accounts in the **Desert Cities** Division
DocsisTools; Ver: 7.10.0 TW - Los Angeles ▼	DocsisTools; Ver: 7.10.0 National West ▼	DocsisTools; Ver: 7.10.0 TW - San Diego ▼	DocsisTools; Ver: 7.10.0 TW - Desert Cities ▼

OMSe: When you go to perform a service query or other actions in OMSe you want to make sure you are using the correct division. If you do not you may not get the information you are looking for, and may confuse that with a problem.

Perform Service Query

Division *	Service Type *	Account Number	TN	MAC Address	Account Type
▼	Both				▼
Bergen Brooklyn Queens Manha Mt Couer de Alene Desert Cities EL Centro Gunnison Hudson Valley LA Metro LA North LA South Moscow Pullman San Diego Staten Island Yuma					