

Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None

Type:	Break Fix	Priority:	High
Reporter:	Mariah Bahe	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	1 day, 4 hours		
Original estimate:	Not Specified		

Attachments:			
Issue links:	Problem/Incident		
	causes	TO-3664 ISP: Comcast San Francisco Address ne...	To Do
	Relates		
	relates to	TO-3574 Glenview AT&T Payment Reminder	TICKET RESOLVED
	relates to	TSD-42866 URGENT No internet in clinic. All sys...	Completed
	relates to	TSD-42868 URGENT No internet in clinic	Completed
Vendor / Issue Type:	Break Fix, ISP		
Key Performance Indicator:	Break Fix, Impact on cost of care, IT		
KPI Measure:	KPI: Resolved SF internet outage by fixing payment issues with AP/Teampay, restoring service after 1 day outage. Setting up automated tracking to prevent future missed payments		
Secondary:	Jasmine Sekhon		
Technical Resource:	Richard Forsythe		
Office/Clinic Location:	CA-01 San Francisco / 88 Sutter		
Completion date:	25/Feb/25 10:44 AM		

Description

Background: San Francisco Internet is currently down due to nonpayment from an expired card. Account is currently suspended until bill is paid and service will be restore

Subscribed Services



Subscribed Services Suspended

When service is suspended, Comcast Business Voice customers are unable to make outgoing calls (ex 911 and Comcast Business), Business Internet will be placed in a limited state, and Business TV will be disconnected.

Account Details

Account Information

Business Name: KIND BODY 

Account Name: Kindbody San Francisco 

Account Number: 8155200526725256

Service Address: 100 MONTGOMERY ST STE 100, SAN FRANCISCO, CA 94

Primary Manager: Solounge Bowen

Billing Information

Billing Address: 120 5TH AVE, NEW YORK, NY 100115600

Visit your [Support Tickets page](#) to view details about this account's open and cl

Next Steps:

- Look into what caused the suspension
- Determine if the card for the account has expired
- Request a new Teampay card and use that to pay the missed bill
- Contact Comcast to have the address updated to this:
 - 88 Sutter Street
San Francisco, CA 94104-7064

Follow Up:

References:

Comments

Comment by Solounge Bowen [24/Feb/25]

Discoveries:

- Confirmed that the account suspended recently due to the last card on file expiring causing the payments to be missed
- I've created a new card request and got approved however when I attempted to pay , the payment kept declining.
 - Card ending in 2510
- Escalated to Jennifer C. and Richard for visibility to have this further investigated
- Richard has escalated to upper management to have someone from Teampay contacted

Make or schedule a payment for this account.

● UNABLE TO PROCESS PAYMENT

- Please review your payment information and try again.
- Your Auto Pay settings were not saved. Please try again.



Account Details

Service Address

100 MONTGOMERY ST STE 100
SAN FRANCISCO, CA 94104

Account Number

8155200526725256

Payment Details

● ACCOUNT IS PAST DUE

Payment Amount

☒ Pay current balance (Due 03/02/2025)

\$1,884.38

☐ Pay past due amount

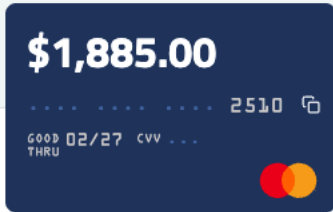
\$1,246.37

☐ Pay other amount

\$ 0.00

< BACK

\$1,885.00/month card to buy Monthly Internet Bill from Comcast Business



Adjust monthly amount



VENDOR

 Comcast Business

ASSIGNED USER

 Solounge Bowen

CATEGORY

Internet & Telephone ▾

LOCATION

San Francisco ▾

BILLING INFO

Solounge Bowen
120 Fifth Avenue
5th Floor
New York, NY 10011
917-445-1534

Transactions

History



There are no transactions to display

Comment by [Solounge Bowen](#) [24/Feb/25]

Nupur suggested adjusting the amount on the cards so that it can have more than jsut enough. I've proceeded to update however no success

Comment by [Solounge Bowen](#) [25/Feb/25]

Worked with AP and Teampay and confirmed that the limi for the SVB limit has been reached causing this error for cards to decline when attempting to make a payment. AP confirmed this has now been fixed and I was able to make a payment for the account and anticipating service will be restored within the next hour.



Nistha Tamrakar <nistha.tamrakar@teampay.co>
to Jennifer, me, Nupur, Scott, Richard, Gina, Jasmine ▾

Mon, Feb 24, 5:54 PM (15 hours ago) ☆ ↶

Hi Jennifer and Team,

An update for the team-

We contacted our card services representative at SVB and this seems to be an issue stemming from SVB's side. The rep informed us that Kindbody's card program credit has been reached, therefore the cards are declining for any new charges. Since KBI currently does not have available credit, the transactions will continue to decline until a payment is made to reduce the balance.

I advise that you contact your SVB rep to make a payment and or increase the credit limit so transactions can continue processing successfully. Once the SVB issue has been resolved, please let me know so that we can monitor the transactions on our end to ensure everything is processed correctly. I hope this is helpful, please let me know if you have any questions.

Best,
Nistha

Nistha Tamrakar | Customer Success Manager
Schedule time with me [here!](#)



www.teampay.co

...



Solounge Bowen 8:21 AM (1 hour ago)
Hello Nistha, Thank you for looking into this and confirming the root cause! @Nupur Mehta is this something that can be updated/resolved today on the SVB end ?



Jennifer Chmielewski 9:26 AM (22 minutes ago)
The issue with the Teampay cards should be resolved. Please try using them again.

🔴 Your Comcast Business service may be fully restored within an hour. In some cases, it may take 1 to 2 business days to fully restore service.

[Kindbody Mail - Your recent payment was received – Thank you.pdf](#)📎

Comment by [Solounge Bowen](#) [25/Feb/25]

Received confirmation that internet has been fully restored within the first 20 minutes of paying. Going forward. I will have an automated ticket tracking bill payments to ensure bills are paid in a timely manner.

Solounge Bowen 9:35 AM

Hi , just got clearance from AP. The SF wifi service should now be restored within the next hour (edited)

1 1

Sydni Meyrowitz 9:50 AM

Renee said it's on!

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Solounge Bowen 9:51 AM

Perfecctt. Thank you for confirming!!