Process:	Actors:	Assuptions:
Customer Upgrade Plan	Customer: Requests to change the plan via ticket. Customer Data Management Group CDMG-CS: Assigns the ticket to ISP and notifies the customer that an invoice has been sent. Billing & Collection B&C Create recurring invoices for a new plan.	 Implementing changes to the service plan as requested by the customer. Customer has settle the billing before going to service change
		Objectives:
		● To change the service plan per the customer's request.

