




Process:	Actors:	Assuptions:
Customer Upgrade Plan	<div><div></div><div>Customer/Lead</div></div> <div>Customer:</div> <div><div></div><div>Customer Data Management Group</div></div> <div>CDMG-CS:</div> <div><div></div><div>Billing & Collection</div></div> <div>B&C</div>	<div>• Implementing changes to the service plan as requested by the customer.</div> <div>• Customer has settle the billing before going to service change</div>
		Objectives:
		<div>• To change the service plan per the customer's request.</div>

