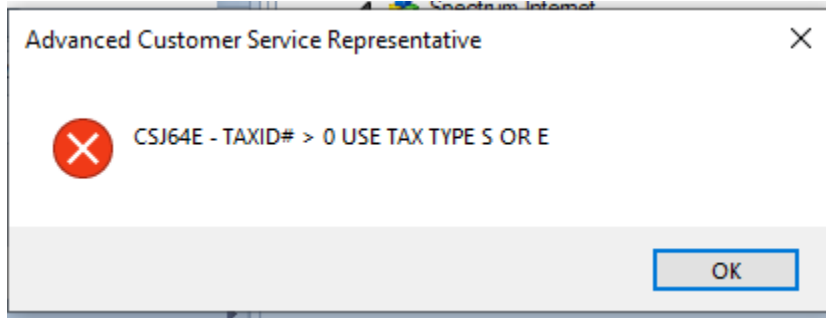


TAX ID Change

When attempting to enter a disconnect, discrepancies with the accounts Tax ID can cause an error



To resolve an issue with the accounts Tax ID, use the following information to generate an email to request a Tax ID change

DL:

DL-CSG-Tax-Support@charter.com

Subject:

Tax ID Error Preventing NPD – Acct #****

Body:

When Compliance attempts to enter a non-pay disconnect onto account #*****, we encounter the error “*****”. When you have a moment, could you please assist in correcting this locations tax ID so that Compliance can proceed with entering a non-pay disconnect? The account is currently ** days delinquent.