LTWC – CSG Open DI

Past due disconnects requiring Compliance review to determine if the disconnect should be completed, cancelled or left for tactics.

1. Review the order to see if it's still open, canceled or if it's already been completed
    - If <u>open</u>, proceed to step 2
    - If <u>canceled</u>
        - Review account for possible NPD
        - Notate account: "COMPLIANCE BACKLOG: REVIEW OPEN DI, ALREADY CANCELED"
        - Disposition TARRMS: MISC
    - If <u>already completed</u> and account is former
        - Notate account: "COMPLIANCE REVIEW: NO ACTION TAKEN, ALREADY FORMER"
        - Disposition TARRMS: Already Completed

In this example, the Open-DI is still open

2. Determine if the Open-DI should be completed, canceled or left for tactics to complete
    - Checking the following can help provide evidence towards completing, canceling or waiting for tactics
        - Review the account(s) notes
            - If notes support the move has completed, DI can likely be <u>completed</u>
            - If notes indicate the customer decided not to move, DI may need <u>canceled</u>
            - If notes indicate a construction delay
                a. Review for future dates on notes/orders, <u>wait</u> for future tactics
                    i. Disposition as "Future Bill"
                    ii. Notate account: "COMPLIANCE BACKLOG: XFER PENDING CONSTRUCTION XX/XX"
                b. If new location is deemed unserviceable
                    1. If the disconnect date is past due, DI can likely be <u>completed</u>
                    2. If the disconnect date is not past due, continue reviewing the account for other evidence that support completing the disco
        - Check the account(s) for equipment
            - If there's no transfer and the equipment has been returned, DI can likely be completed
            - If equipment has been transferred, DI can likely be completed
            - If equipment is still on the account, continue reviewing the account(s) for other evidence that support complete, canceling or waiting for tactics
        - Check for an incremented account at the location
            - If there's an incremented account with a <u>pending install</u>, proceed to step 3 on page 5
            - If there's an incremented account with a <u>completed install</u>, DI can likely be completed

- *Example of notes stating customers no longer wants to transfer and to stay at previous location*

Memos for Account: 8381190020385200		
Text	Date	Opr ID
VERIFY / AUTH: CANCELLED	03/21/2022	?DP
VERIFY / AUTH: CANCELLED	03/21/2022	?DP
VERIFY / AUTH: FAILED PIN	03/21/2022	?DP
VERIFY / AUTH: FAILED SECURITY CODE	03/21/2022	?DP
TRANSFERRED TO SALES EXISTING. CUSTOMER DOES NOT WANT THE MOVE TO THE NEW LOCATION. REQUEST ORDER CANCELLED AND STAY AT 936 PARK CIRCLE.	03/21/2022	;C>
VERIFY / AUTH: VERIFIED	03/21/2022	;C>
O/B - ON - EMAIL - MOVE TRANSFER TECH INSTALL NOTIFICATION SENT - 1ST ATTEMPT - MESSAGE SENT - [JONOVANMALLET87@GMAIL.COM] - 2022-03-20 18:05 - CDT	03/20/2022	QB&

Memo Maintenance

- Check the disco/install completion dates
  - o If the disconnect order is past due, but the transfer install is future dated the disconnecting account still has equipment, wait for tactics to complete normally
    - Notate the account: COMPLIANCE BACKLOG: FB XFER INSTALL xx/xx. NO ACTION TAKEN. STILL HAS EQUIPMENT ON ACCT
  - o If the disconnect order is past due and the install is future dated, but there's no equipment on the disconnecting account, proceed with the disconnect. Accounts w/o equipment are considered to be disconnected
  - o If the disconnect order is past due, but the transfer install is scheduled in 9's, continue checking for an indication that the account holder has moved

In short

- No equipment on the disconnecting account - The account can be disconnected
- Increment account with a completed installation – The account can be disconnected
- Transfers – complete the disconnect after the later due date between the disco/install has passed
- Construction – Disposition as "Future Bill" and enter the completion date listed within the order/notes

Equipment:

- If there's no equipment present on the disconnecting account, the DI can likely be completed
  - Selecting "History" will show the date when their equipment was removed from the account

Selecting "History" displays the date when their equipment was removed from the account

Showing the equipments removal date

Serial Number	Type	Outlet	Date Removed	Time Removed	Date Added	Time Added
F314K25007915	PO	A	05/22/18	15:08:18	07/21/16	15:12:27
SACFMQDXN	2E	B	05/22/18	15:08:18	08/26/17	15:30:00
A0639167FF8E	N2	C	05/22/18	15:08:18	08/26/17	15:30:00
4260091470219	N3	D	05/22/18	15:08:18	08/26/17	15:30:00
SACFMCDRG	2E	E	05/22/18	15:08:18	08/31/17	14:50:26
SACFMCDRG	2E	F	08/31/17	14:50:26	08/31/17	14:41:38

Incremented Acct:

- On Customer Central, select the "House" icon or the "Locations" option

- Select the "Customers" tab
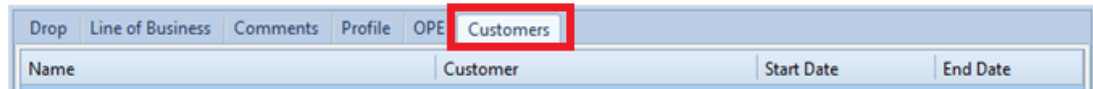
- The "Customers" tab displays this locations former accounts, the active account and any incrementing account
  - This 1st example shows how a location typically looks, former account(s) with a single active account
    - Former account started service on 8/24/16 and ended service on 12/12/16
    - Any "active" account does not display an end date

  - This 2nd example shows how a location with an incremented account will look
    - Multiple accounts with no end date

- To determine if the incremented acct is active, open the account by double clicking it and look for a completed install order
  - If the incremented account has a <u>completed install</u>, then it's determined that the disconnecting customer moved out and the new customer moved in, therefore the disconnect can be completed
  - If the incremented acct still has a <u>pending install</u>, it cannot be determined that the disconnecting customer has moved on this alone. Further research to determine if this disconnect should be completed is necessary

3. In this example, the equipment was returned. It's clear that the customer is no longer at this address and the disconnect should be completed. Access the order:
   - Check for Assigned/Open SODI
     - On the "provisioning details" tab, select "tasks"
       - If SODI is <u>Assigned/Open</u> it will need to be completed before the disco will complete
         a. Access the "job details" tab "job details" tab and complete any existing job
         b. If no job is present. Add a job and finish the order. Go back into the order and complete the job.
         c. Notate the account with "COMPLIANCE BACKLOG: ATTEMPTING REFLOW TO COMPLETE ORDER"
         d. Disposition TARRMS as "Provisioned DI / NP"
     - Completed SODI, Error "CANNOT COMPLETE, PENDING PRVSN"
       - If SODI is complete at this error prompts when attempting to complete the order, the issue may be a "ghost prov". See <u>page 7</u> for resolution
   - No SODI/Completed SODI, Attempt to complete the order - On the "order details" tab, set the status to "Completed"

4. Click "next" to access the "Job Details" tab. Any open jobs need to be completed
   - Change the status of any open job to "Comp as ordered"
   - Type in resolution "CP0"
   - Click finish

5. If there's no equipment issue, stop/start bill date issue or provisioning issue (SODI / SDP / NG) then the order should complete

6. Notate TARRMS

Common Errors:

1. Pending Provisioning
    a. SODI / NG / SDP tasks
        i. May require work to be performed in OMSE or a PAC UCM ticket. See how-to "LTWC CSG Error O3C36E - Cannot Close, Pending PRVSN.docx"
2. Stop / Start Bill Date Issues
    a. Access the "order details" tab and erase the stop or start bill dates (depending on error) and attempt to complete the order
    b. May need to access the "service" tab, then "service details" and scroll through each service and check the stop / start bill dates
        i. **If removing the stop bill date allows the order to close, pay attention to the customers bill. Removing the stop bill date will not prorate the customer. If the stop bill date was in an earlier subscription month, the customer may get charged for an extra month of service they did not want. If this occurs, agents may need to perform an item reversal (see the Item Reversal how-to)**
    c. Rarely, a previous order will future date the stop/start bill date on a service, which can prompt a "start bill date > stop bill date" when entering a NPD with todays date as the stop bill date. This error is resolved by looking through the service codes in the "service details" tab and checking the start bill dates, then change the "stop bill date" of that single item to match the start bill date. If other services do not share the same start bill date as that service item, then the stop bill date can different (likely todays date)
        i. This error is caused because the system is trying to stop the bill on the date entered, but the stop bill date entered is before the future billed start date
            1. Example:
                a. HSD PLUS = Start Bill Date 6/1/20
                b. Todays date = 5/25/20
                c. Entering the stop bill date "5/25/20" prompts error "start bill date > stop bill date"
                d. **Access service details, change the stop bill date of HSD Plus to 6/1/20**

Ghost Prov:

1. If there are no items that need completed in OSM and their service is activated to their equipment, then a TMS ticket for a "Ghost Prov" will need submitted to resolve the issue

2. Create a Billing TMS to "Collections Support". The following information and notes are needed
   a. PID (Automatically fills out contact name, contact email and contact department)
   b. Category 1: CSG
   c. Category 2: Collections Support
   d. Title: Stuck Order - Ghost Prov - Acct #
   e. Priority: Low
   f. Legacy Org: L-TWC/CSG   or   L-Charter/CSG
   g. Account number
   h. Notes: W/O #********* is stuck open due to pending provisioning. All SODI tasks show as completed. Attempting to complete the order prompts ""O3C36E – Cannot Close, Pending PRVSN" preventing completion. Can we have this escalated to CSG to have ghost provisioning and this order completed?

REQUESTOR DETAILS :

*Contact PID : ☁	*Contact Name :	Contact Phone Number :

Alternate Contact Phone # :	*Contact Email :	*Contact Department :

*Category 1 : CSG	*Category 2 : Collections Support	Category 3 :
CSG ⌄	Collections Support ⌄	-- Select -- ⌄

REQUEST DETAILS :

*Title :	*Priority : Low	Target Date :
Stuck Order - Ghost Prov - Acct #89898989898989	Low ⌄	📅 Date

Legacy Org : L-TWC/CSG	CSG SYS/PRIN :	ICOMS Site ID :
L-TWC/CSG ⌄		Select an option...

Customer Segment :	Account Number :	Customer First Name :
Select an option...	89898989898989	

Customer Last Name :	Release/Version :	Required In :
		-- Select -- ⌄

BRF :	BRF # :	Bill Type :
-- Select -- ⌄		-- Select -- ⌄

Association :	Billing Effective Date :	Development :
	📅 Date	

HSD Solution :	Master Account Number :	Property Name :
-- Select -- ⌄		

Property Address Line 1 :	Property City :	Property State :

Property Zip :	Property Total Units :	Install Date :
		📅 Date

BDS # :	Category :	Item :

Type :	Affected Item :	

*Description :
WO 10000038888888 is stuck open due to pending provisioning - attempting to complete the order prompts ""O3C36E – Cannot Close, Pending PRVSN" preventing completion. Can we have this escalated to CSG to have ghost provisioning completed?

3. Escalate to "Billing TMS" and include the TMS ticket number