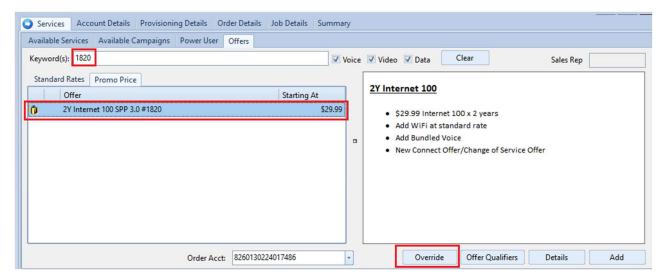# EBB Downgrade 120 Day – Downgrade to HSD Only - Protected Voice Area
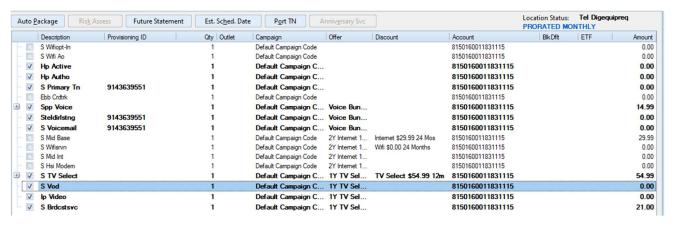
- Accounts without equipment can be disconnected
- Specific notes are to be used based off the actions taken
    - See page #7 for notes
- Phone protected area's CA/NY/NJ have special handling
    - **Dunning 115 / 117 / 132 / 133 /332 / 333 / 334 / 932 / 933 = Downgrade Video + HSD on day 76 , voice can be downgraded on day 121+**
- Remove seasonal If needed

1. Confirm the following on the account:
    - Account is at or beyond 120 days delinquent
    - No pending payments
    - No PTP
    - No ECAF
    - Dunning is in the 900's and named "HSD Funding Program"
    - Has EBB/ACP tracker(s)
    - Bulk accounts should retain the tenant services. Remove paid services and reduce HSD if beyond MID 100

2. Access a change of service order

3. Locate and add the HSD offer based off their current subscribed service:
    - **Plus / Ultra / Gig / Mid 100** = Offer #**1820** – 2Y Internet 100 SPP 3.0 = $29.99
        - ➢ May require "override"
    - **SIA** = Keep SIA as is, remove Video and/or phone, WiFi is $5
        - ➢ If SIA needs added, only for possible future needs, offer #**1413** for SIA exists just in case
    - **Tribal** = Tribal customers receive a $75 discount, and should be left with PLUS (tracker LZ861 or LZ864)

    These offer names and/or numbers may change without notice
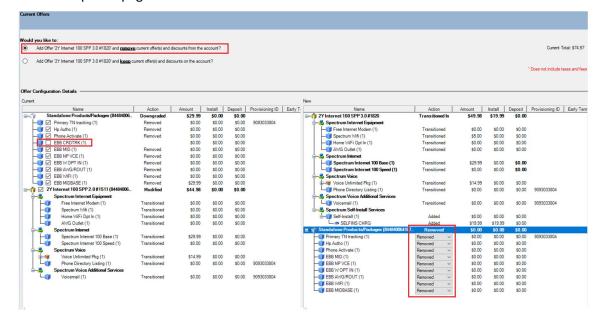
➢ If offer 1820 has already been added to the account from the previously entered Day 76 downgrade, an error advising that the offer is already pending may prompt
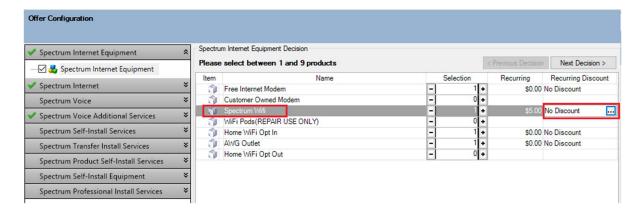

- Modify the offer and remove phone through the wizard. If Phone service is in its own standalone package, the phone codes can be removed from the services screen without modifying the offer
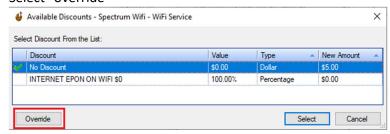- Remove the EBB Seasonal codes (if present), HP Autho/Active and confirm HSD and WiFi have the correct prices

- Add LK206, proceed to step 13

4. In the offer wizard, select the "remove current offer(s)" radio button. Uncheck (keep) "EBB CRDTRK" /"ACP CRDTRK" / "RSKTRK" if present. In the "new" section, remove all standalone products (video/phone), including any EBB seasonal code.
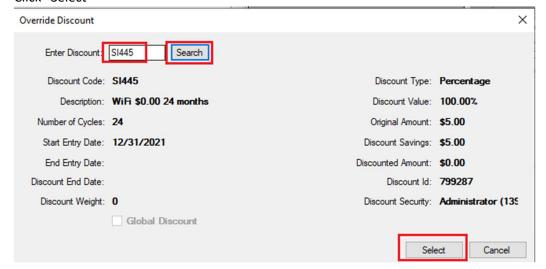   - BULK example on page 8

5. Click "next"

6. If the customer subscribes to WiFi, click the "…" to add the $5 WiFi discount (Non-SIA)
   - This may need re-added if previously downgraded due to the repackage
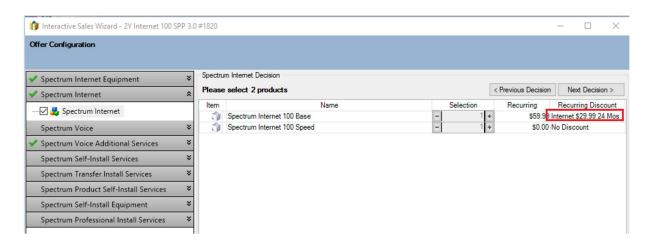   - <u>Not needed for SIA WiFi</u>. This is to remain a $5 charge

- Select "override"

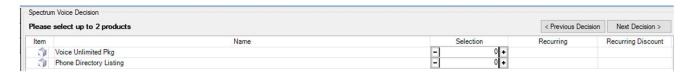

- Enter the code "SI445"
- Click "search"
  - WiFi $0.00 24 months should load
- Click "Select"

7. Select "Next Decision" and confirm the discount for "Spectrum Internet 100 Base" is $29.99 for 24 months
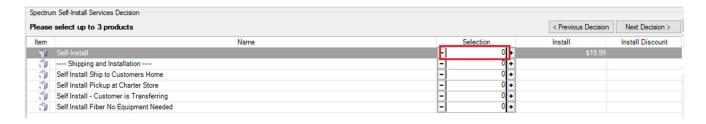

8. Select "Next Decision" and confirm the services under "Spectrum Voice Decision" are removed
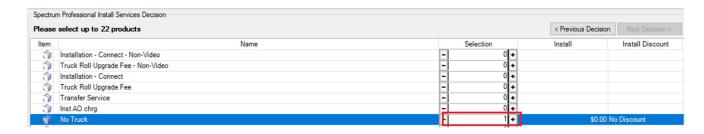

9. Select "Next Decision" and confirm the services under "Spectrum Voice Additional Services" are removed
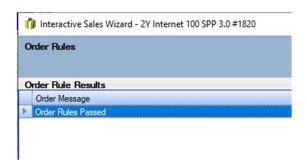

10. Select "Next Decision" until the "Self-Install Services Decision" screen prompts. Remove the "Self-Install" selection
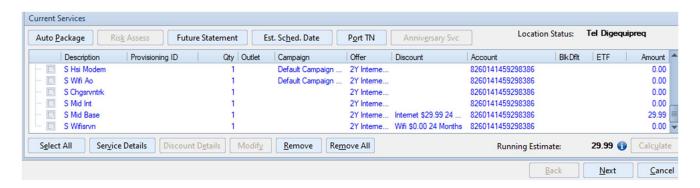

11. Select "Next Decision" until the "Professional Install Services Decision" is prompted. Select "no truck" and then click "save" and then "next" until the "order rules" screen is reached
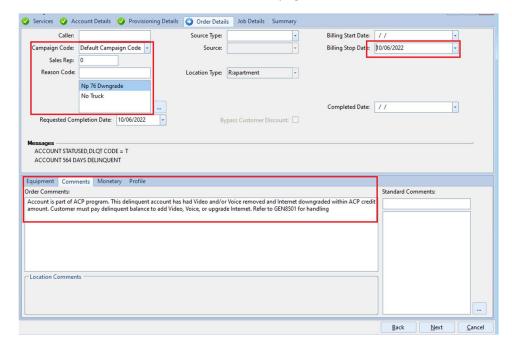
12. Select "Change of service no truck" and click "save" and then "next" until the "order rules" screen is reached. Review the order rules screen for any errors. If an error exists, review it and go back through the offer wizard and make corrections. If no error is present, select "finish"

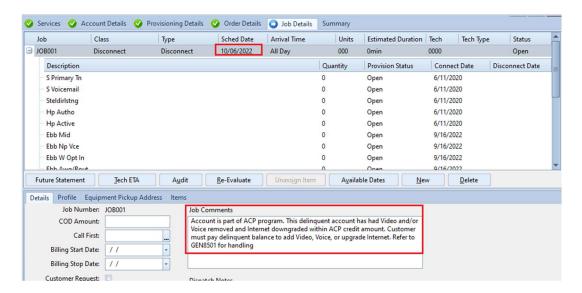

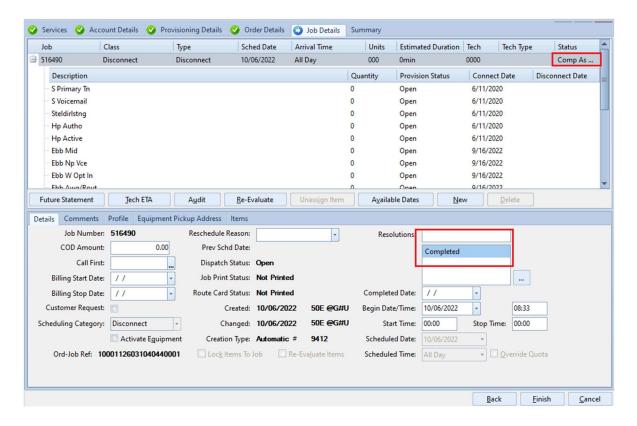13. The account now has MID 100 at $29.99 and WiFi at $0

14. Select "Next" until the "Order Details" screen is reached. Use the following
    - Campaign Code: Default Campaign Code
    - Sales Rep: 0
    - Reason Code: Z5 and XT (XX in Charter)
    - Stop Bill Date: todays date
    - Comments: Voice Not Protected notes, see page 8

15. Validate the equipment, select "next"

16. On the "Job Details" tab, a "disconnect" job should load, if not then add a "disconnect" job. Add the same comments used on the order details screen, schedule the job for today and select "finish"

17. Re-open the order, set the status of the job to "Comp As Ordered" and enter "CP0" into the resolutions box

- The order will flow through provisioning and complete within minutes, up to 48 hours

18. Notate the account with the same note used on the work order

19. Depending on if the order closes or not, disposition TARRMS as "provisioned" / "completed"

Quick Version:

Open COS -> add 1820, modify existing 1820 offer or check the video/phone codes and remove manually -> keep EBB/ACP tracker -> remove all standalones -> add Wifi discount SI445 -> remove self install fee -> add no truck -> use order reason Z5 + XT (XX charter) -> add notes -> schedule job same day -> complete job -> notate acct -> disposition "provisioned" or "complete"

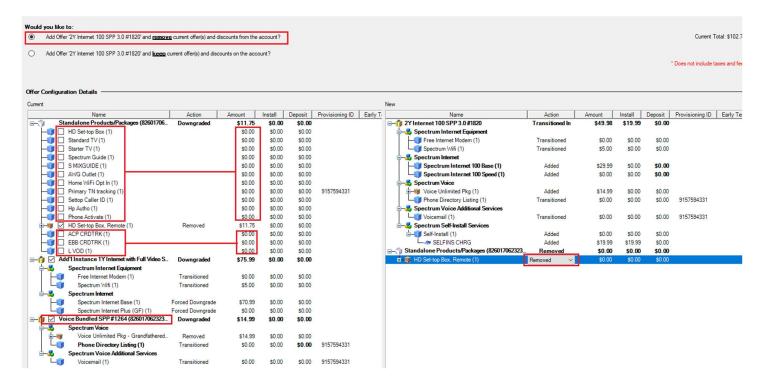**Work Around for Offer #1820 to set price to $29.99**:
Remove all services (you may leave on trackers)
Add HSD services on via Power User
Add **Discount SI070** to the Base (LA766)
Add **Discount SI445** to WiFi Service (LA721) for free WiFi
Add LK206
After all codes are added, **click on calculate** in bottom right
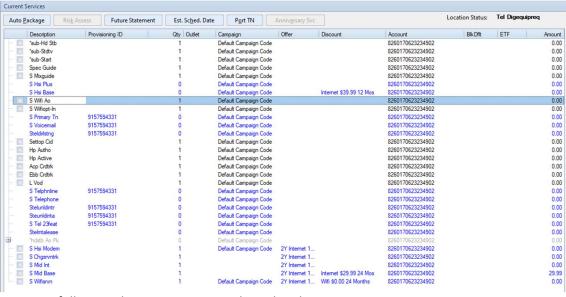This will correct price to **$29.99**.

ACP Downgrade Standard Notation

Downgrade Reason	Standard note
Voice not protected	Account is part of ACP program. This delinquent account has had Video and/or Voice removed and Internet downgraded within ACP credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501 for handling instructions.
Voice is protected	Account is part of ACP program. This delinquent account has had Video removed and Internet downgraded within ACP credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501 for handling instructions.
Internet only downgrade	Account is part of ACP program. This delinquent account has had Internet downgraded within ACP credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501 for handling instructions.
Downgrading accounts due to missing equipment or services	
If disconnecting an account because it is missing equipment	Account is part of acp program. This delinquent account has been disconnected due to not having equipment. Customer must pay delinquent balance to add video, voice or internet. If customer calls to restore services please set them up with ACP internet offer 29.99 and ship modem/router.
If disconnecting due to NO HSD code + no equip	Account is part of acp program. This delinquent account has been disconnected due to not having internet equipment. Customer must pay delinquent balance to add video, voice or internet. If customer calls to restore services please set them up with ACP internet offer 29.99 and ship modem/router.
NO HSD but has active HSD equipment	EBB/ACP DE-ENROLLED: NO INTERNET USAGE DETECTED-ACCOUNT DISCONNECTED. TO RE-ENROLL LOCATE ORIGINAL UCM TICKET, RE-OPEN AND RE-SUBMIT. REFER TO HOW6832 FOR DETAILS ON RE-OPENING EBB/ACP UCM TICKETS
If taking Wifi pods off	Customer must pay balance in full before adding wifi pods back to account

Bulk Services:

1. Review the subscribed services for those that are not billed.
2. Add offer #1820
3. Within the Sales Wizard's current" section, uncheck all services that aren't billed, leaving only those services that are billed to the customer. In the "new" section, remove the standalone products

4. Next through the Wizard, remove phone services if needed
5. Remove the "self-install"
6. Add the "no truck"
7. Review the services on the order and ensure that the billed services have been removed, the free services remain and their HSD speed has been reduced

8. Continue following the process previously outlined