

EBB Downgrade 76 Day – Downgrade to HSD Only - Non Protected Voice

- Accounts without equipment can be disconnected
- Specific notes are to be used based off the actions taken
 - See page 8 for notes
- Phone protected area's CA/NY/NJ have special handling
 - **Dunning 115 / 117 / 132 / 133 / 332 / 333 / 334 / 932 / 933 = Downgrade Video on day 76 , voice can be downgraded on day 121+**
- Accounts without equipment can be disconnected, use specific notes outlined on page 7

1. Confirm the following on the account:

- Account is at or beyond 76 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)
- If phone is present, review for CA/NY/NJ and protected dunnings above to determine if phone should be removed prior to day 120
- 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

The screenshot displays a software interface for managing services. At the top, there are tabs for 'Services', 'Account Details', 'Provisioning Details', 'Order Details', 'Job Details', and 'Summary'. Below these, there are sub-tabs: 'Available Services', 'Available Campaigns', 'Power User', and 'Offers'. The 'Offers' tab is active. A search bar labeled 'Keyword(s):' contains the text '1820'. To the right of the search bar are checkboxes for 'Voice', 'Video', and 'Data', all of which are checked. A 'Clear' button is also present. Below the search bar, there are two tabs: 'Standard Rates' and 'Promo Price'. The 'Promo Price' tab is selected, showing a table with two columns: 'Offer' and 'Starting At'. The table contains one entry: '2Y Internet 100 SPP 3.0 #1820' with a starting price of '\$29.99'. To the right of the table, there is a 'Details' pane titled '2Y Internet 100'. It lists the following details: '\$29.99 Internet 100 x 2 years', 'Add WiFi at standard rate', 'Add Bundled Voice', and 'New Connect Offer/Change of Service Offer'. At the bottom of the interface, there is a field for 'Order Acct:' with the value '8260130224017486'. To the right of this field are four buttons: 'Override', 'Offer Qualifiers', 'Details', and 'Add'. The 'Override' button is highlighted with a red box.

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, including any EBB seasonal code.
 - BULK example on page 9

Interactive Sales Wizard - 2Y Internet 100 SPP 3.0 #1820

Current Offers

Would you like to:

☒ Add Offer '2Y Internet 100 SPP 3.0 #1820' and **remove** current offer(s) and discounts from the account? Current Total: \$74.98

☐ Add Offer '2Y Internet 100 SPP 3.0 #1820' and **keep** current offer(s) and discounts on the account? * Does not include taxes and fees

Offer Configuration Details

Current			New		
Name	Action	Amount	Name	Action	Amount
Standalone Products/Packages (82601302...)	Modified	\$0.00	2Y Internet 100 SPP 3.0 #1820	Transitioned In	\$34.99
✓ AlwG Outlet (1)	Transitioned	\$0.00	Spectrum Internet Equipment		
✓ Home WiFi Opt In (1)	Transitioned	\$0.00	Free Internet Modem (1)	Transitioned	\$0.00
EBB CRDTRK (1)		\$0.00	Spectrum Wifi (1)	Transitioned	\$5.00
ACP CRDTRK (1)		\$0.00	Home WiFi Opt In (1)	Transitioned	\$0.00
TV Essentials + 1Y Internet SPP 3.0 #1859...	Downgraded	\$74.99	AlwG Outlet (1)	Transitioned	\$0.00
Spectrum TV Essentials			Spectrum Internet		
Spectrum TV Essentials (1)	Removed	\$19.99	Spectrum Internet 100 Base (1)	Added	\$29.99
Spectrum TV Box Types A/O	Removed	\$0.00	Spectrum Internet 100 Speed (1)	Added	\$0.00
No Video Box (1)	Removed	\$0.00	Spectrum Self-Install Services		
Spectrum Internet Equipment			Self-Install (1)	Added	\$0.00
Free Internet Modem (1)	Transitioned	\$0.00	SELFINS CHRG	Added	\$19.99
Spectrum Wifi (1)	Transitioned	\$5.00	Standalone Products/Packages (826013022401...)	Removed	\$0.00
Spectrum Internet			Spectrum TV Essentials (1)	Removed	\$0.00
Spectrum Internet Base (1)	Forced Downgrade	\$49.99	No Video Box (1)	Removed	\$0.00
Spectrum Internet (1)	Forced Downgrade	\$0.00			

Step 1 of 4 | Next: Offer Configuration

< Back Next > Cancel

* Does not include taxes and fees

5. Click “next”
6. If the customer subscribes to WiFi, click the “...” to add the \$5 WiFi discount
 - This may need re-added if previously downgraded due to the repackage
 - Not needed for SIA WiFi. This is to remain a \$5 charge

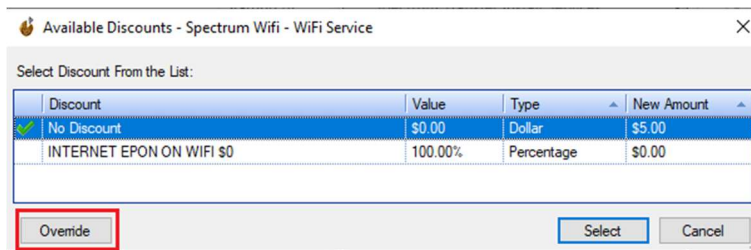
Offer Configuration

Spectrum Internet Equipment Decision

Please select between 1 and 9 products

Item	Name	Selection	Recurring	Recurring Discount
Free Internet Modem		1	\$0.00	No Discount
Customer Owned Modem		0		
Spectrum Wifi		1	\$5.00	No Discount ...
WiFi Pods(REPAIR USE ONLY)		0		
Home WiFi Opt In		1	\$0.00	No Discount
AlwG Outlet		1	\$0.00	No Discount
Home WiFi Opt Out		0		

- Select “override”



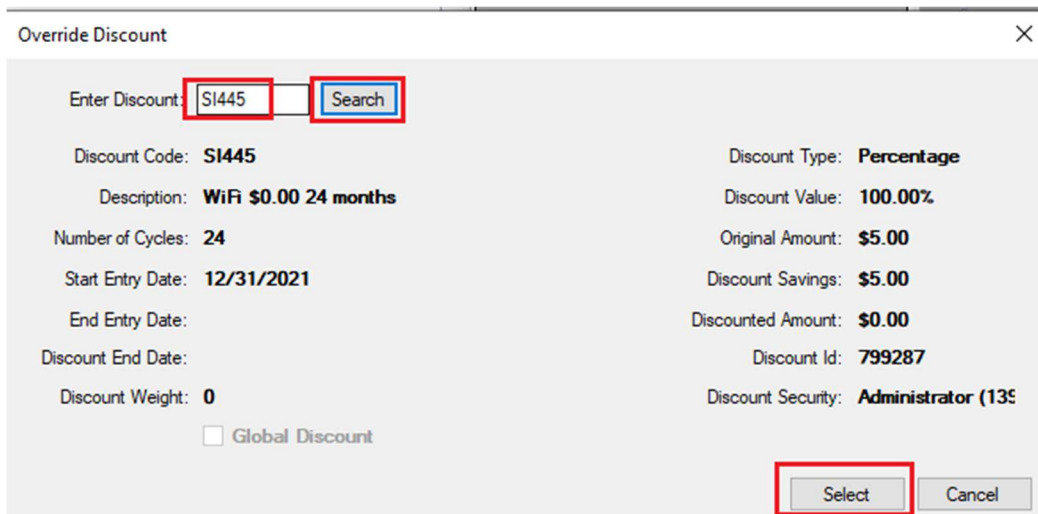
Available Discounts - Spectrum Wifi - WiFi Service

Select Discount From the List:

Discount	Value	Type	New Amount
✓ No Discount	\$0.00	Dollar	\$5.00
INTERNET EPON ON WIFI \$0	100.00%	Percentage	\$0.00

Buttons: Override, Select, Cancel

- Enter the code “SI445”
- Click “search”
 - WiFi \$0.00 24 months should load
- Click “Select”



Override Discount

Enter Discount: **SI445** Search

Discount Code: **SI445** Discount Type: **Percentage**

Description: **WiFi \$0.00 24 months** Discount Value: **100.00%**

Number of Cycles: **24** Original Amount: **\$5.00**

Start Entry Date: **12/31/2021** Discount Savings: **\$5.00**

End Entry Date: Discounted Amount: **\$0.00**

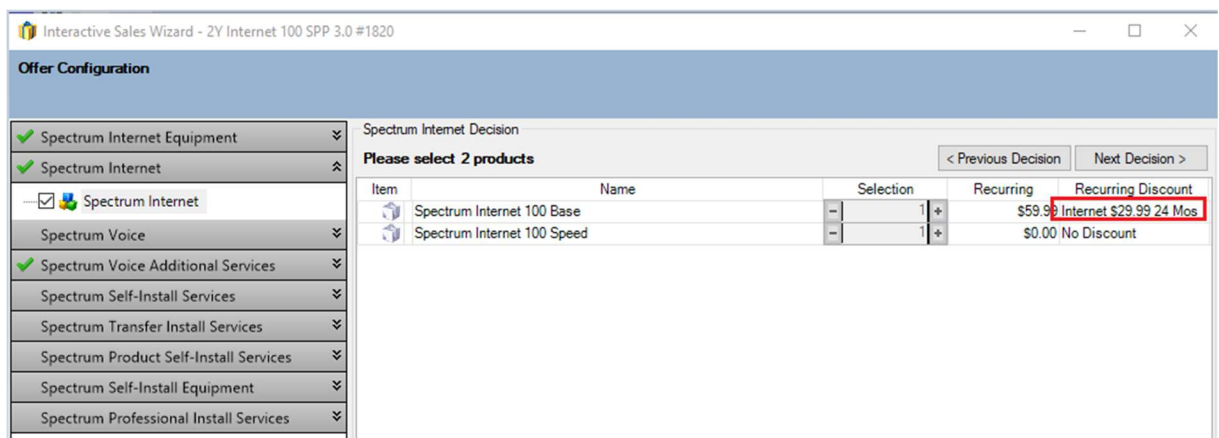
Discount End Date: Discount Id: **799287**

Discount Weight: **0** Discount Security: **Administrator (135**

☐ Global Discount

Buttons: Select, Cancel

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



Interactive Sales Wizard - 2Y Internet 100 SPP 3.0 #1820

Offer Configuration

Spectrum Internet Decision

Please select 2 products

Item	Name	Selection	Recurring	Recurring Discount
✓ Spectrum Internet Equipment				
✓ Spectrum Internet				
✓ Spectrum Internet				
✓ Spectrum Voice				
✓ Spectrum Voice Additional Services				
✓ Spectrum Self-Install Services				
✓ Spectrum Transfer Install Services				
✓ Spectrum Product Self-Install Services				
✓ Spectrum Self-Install Equipment				
✓ Spectrum Professional Install Services				
✓ Spectrum Internet 100 Base		1	\$59.99	Internet \$29.99 24 Mos
✓ Spectrum Internet 100 Speed		1	\$0.00	No Discount

Buttons: < Previous Decision, Next Decision >

8. Select “Next Decision” until the “Self-Install Services Decision” screen prompts. Remove the “Self-Install” selection

Interactive Sales Wizard - 2Y Internet 100 SPP 3.0 #1820

Offer Configuration

Spectrum Self-Install Services Decision

Please select up to 3 products

< Previous Decision Next Decision >

Item	Name	Selection	Install	Install Discount
	Self-Install	- 0 +	\$19.99	
	---- Shipping and Installation ----	- 0 +		
	Self Install Ship to Customers Home	- 0 +		
	Self Install Pickup at Charter Store	- 0 +		
	Self Install - Customer is Transferring	- 0 +		
	Self Install Fiber No Equipment Needed	- 0 +		

Spectrum Internet Equipment
Spectrum Internet
Spectrum Voice
Spectrum Voice Additional Services
Spectrum Self-Install Services
Spectrum Transfer Install Services
Spectrum Product Self-Install Services
Spectrum Self-Install Equipment
Spectrum Professional Install Services

9. 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

Interactive Sales Wizard - 2Y Internet 100 SPP 3.0 #1820

Offer Configuration

Spectrum Professional Install Services Decision

Please select up to 22 products

< Previous Decision Next Decision >

Item	Name	Selection	Install	Install Discount
	Installation - Connect - Non-Video	- 0 +		
	Truck Roll Upgrade Fee - Non-Video	- 0 +		
	Installation - Connect	- 0 +		
	Truck Roll Upgrade Fee	- 0 +		
	Transfer Service	- 0 +		
	Inst AO chrg	- 0 +		
	No Truck	- 1 +	\$0.00 No Discount	
	WiFi Pod Pro Install(REPAIR USE ONLY)	- 0 +		

Spectrum Internet Equipment
Spectrum Internet
Spectrum Voice
Spectrum Voice Additional Services
Spectrum Self-Install Services
Spectrum Transfer Install Services
Spectrum Product Self-Install Services
Spectrum Self-Install Equipment
Spectrum Professional Install Services

10. 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”

Interactive Sales Wizard - 2Y Internet 100 SPP 3.0 #1820

Order Rules

Order Rule Results

Order Message
Order Rules Passed

Current Services

Auto Package

Risk Assess

Future Statement

Est. Sched. Date

Port TN

Anniversary Svc

Location Status: Tel Digequipreq

	Description	Provisioning ID	Qty	Outlet	Campaign	Offer	Discount	Account	Bkldft	ETF	Amount
<input type="checkbox"/>	S Hsi Modem		1		Default Campaign ...	2Y Inteme...		8260141459298386			0.00
<input type="checkbox"/>	S Wifi Ao		1		Default Campaign ...	2Y Inteme...		8260141459298386			0.00
<input type="checkbox"/>	S Chgsrvntrk		1			2Y Inteme...		8260141459298386			0.00
<input type="checkbox"/>	S Mid Int		1			2Y Inteme...		8260141459298386			0.00
<input type="checkbox"/>	S Mid Base		1			2Y Inteme...	Internet \$29.99 24 ...	8260141459298386			29.99
<input type="checkbox"/>	S Wifiarvn		1			2Y Inteme...	Wifi \$0.00 24 Months	8260141459298386			0.00

Select All

Service Details

Discount Details

Modify

Remove

Remove All

Running Estimate: 29.99

Calculate

Back

Next

Cancel

- Campaign Code: Default Campaign Code
- Sales Rep: 0
- Reason Code: Z5 and XT (XX in Charter)
- Stop Bill Date: todays date
- Comments: Specific notes are to be used based off the specific actions taken, see page 8

☒ Services
 ☒ Account Details
 ☒ Provisioning Details
 ☒ Order Details
 ☐ Job Details
 ☐ Summary

Caller:
 Source Type:
 Billing Start Date:

Campaign Code:
 Source:
 Billing Stop Date:

Sales Rep:
 Location Type:
 Completed Date:

Reason Code:
 Bypass Customer Discount: ☐
 Disconnect Types: ☐ Voluntary ☐ Non-Pay

No Truck
 Force Tune: ☐

Requested Completion Date:

Messages
 ACCOUNT STATUS=DLQT CODE = T
 ACCOUNT 76 DAYS DELINQUENT

Equipment | Comments | Monetary | Profile

Order Comments:
 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

Standard Comments:

Location Comments
 6226A11B**RB H6 TAP AT 2023 S SAN JACINTO ST

Back Next Cancel

13. Validate the equipment, select “next”

14. 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”

The screenshot shows the 'Job Details' window for Job 001. The 'Sched Date' is highlighted as 10/05/2022. The 'Job Comments' field contains a redacted comment about an ACP program. The 'Finish' button is highlighted at the bottom right.

Job	Class	Type	Sched Date	Arrival Time	Units	Estimated Duration	Tech	Tech Type	Status
JOB001	Disconnect	Disconnect	10/05/2022	All Day	000	0min	0000		Open

Description	Quantity	Provision Status	Connect Date	Disconnect Date
S Wififu	0	Open	7/14/2022	
S Ultra	0	Open	7/14/2022	
S Hsibase	0	Open	7/14/2022	
S Vod	0	Open	7/14/2022	
S Basic Ao	0	Open	7/14/2022	
S Basic Ao	0	Open	7/14/2022	
S Brdcstsvc	0	Open	7/14/2022	
S Latinoview	0	Open	7/14/2022	
S Basic	0	Open	7/14/2022	

Job Comments: 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

Dispatch Notes: [Empty]

Created: 10/05/2022 50E
Changed: 10/05/2022 50E
Creation Type: Automatic # 9412

Buttons: Back, Finish, Cancel

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

The screenshot shows the 'Job Details' window for Job 148289. The 'Status' is highlighted as 'Comp As ...'. The 'Resolutions' field contains 'Completed'. The 'Finish' button is highlighted at the bottom right.

Job	Class	Type	Sched Date	Arrival Time	Units	Estimated Duration	Tech	Tech Type	Status
148289	Disconnect	Disconnect	10/05/2022	All Day	000	0min	0000		Comp As ...

Description	Quantity	Provision Status	Connect Date	Disconnect Date
S Wififu	0	Open	7/14/2022	
S Ultra	0	Open	7/14/2022	
S Hsibase	0	Open	7/14/2022	
S Vod	0	Open	7/14/2022	
S Basic Ao	0	Open	7/14/2022	
S Basic Ao	0	Open	7/14/2022	
S Brdcstsvc	0	Open	7/14/2022	
S Latinoview	0	Open	7/14/2022	
S Basic	0	Open	7/14/2022	

Job Number: 148289
COD Amount: 0.00
Call First: [Empty]
Billing Start Date: / /
Billing Stop Date: / /
Customer Request: [Empty]
Scheduling Category: Disconnect
Dispatch Status: Open
Job Print Status: Not Printed
Route Card Status: Not Printed
Created: 10/05/2022 50E IT@B
Changed: 10/05/2022 50E IT@B
Creation Type: Automatic # 9412
Ord-Job Ref: 10001444384940190001
Lock Items To Job: [Empty]
Re-Evaluate Items: [Empty]

Resolutions: Completed

Completed Date: / /
Begin Date/Time: 10/05/2022 14:13
Start Time: 00:00 Stop Time: 00:00
Scheduled Date: 10/05/2022
Scheduled Time: All Day

Buttons: Back, Finish, Cancel

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

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

17. 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

Would you like to:

☒ Add Offer '2Y Internet 100 SPP 3.0 #1820' and **remove** current offer(s) and discounts from the account? Current Total: \$102.7

☐ Add Offer '2Y Internet 100 SPP 3.0 #1820' and **keep** current offer(s) and discounts on the account? * Does not include taxes and fees

Offer Configuration Details

Current							New						
Name	Action	Amount	Install	Deposit	Provisioning ID	Early T	Name	Action	Amount	Install	Deposit	Provisioning ID	Early T
Standalone Products/Packages (826017062323)	Downgraded	\$11.75	\$0.00	\$0.00			2Y Internet 100 SPP 3.0 #1820	Transitioned In	\$49.98	\$19.99	\$0.00		
HD Set-top Box (1)		\$0.00	\$0.00	\$0.00			Spectrum Internet Equipment						
Standard TV (1)		\$0.00	\$0.00	\$0.00			Free Internet Modem (1)	Transitioned	\$0.00	\$0.00	\$0.00		
Starter TV (1)		\$0.00	\$0.00	\$0.00			Spectrum V-ifi (1)	Transitioned	\$5.00	\$0.00	\$0.00		
Spectrum Guide (1)		\$0.00	\$0.00	\$0.00			Spectrum Internet						
S MIXGUIDE (1)		\$0.00	\$0.00	\$0.00			Spectrum Internet Base (1)	Added	\$29.99	\$0.00	\$0.00		
AVIG Outlet (1)		\$0.00	\$0.00	\$0.00			Spectrum Internet 100 Speed (1)	Added	\$0.00	\$0.00	\$0.00		
Home WiFi Opt In (1)		\$0.00	\$0.00	\$0.00			Spectrum Voice						
Primary TN tracking (1)		\$0.00	\$0.00	\$0.00	9157594331		Voice Unlimited Pkg (1)	Added	\$14.99	\$0.00	\$0.00		
Settop Caller ID (1)		\$0.00	\$0.00	\$0.00			Phone Directory Listing (1)	Transitioned	\$0.00	\$0.00	\$0.00	9157594331	
Hp Autho (1)		\$0.00	\$0.00	\$0.00			Spectrum Voice Additional Services						
Phone Activate (1)		\$0.00	\$0.00	\$0.00			Voicemail (1)	Transitioned	\$0.00	\$0.00	\$0.00	9157594331	
HD Set-top Box, Remote (1)	Removed	\$11.75	\$0.00	\$0.00			Spectrum Self-Install Services						
ACP CRDTRK (1)		\$0.00	\$0.00	\$0.00			Self-Install (1)	Added	\$0.00	\$0.00	\$0.00		
EBB CRDTRK (1)		\$0.00	\$0.00	\$0.00			SELFINS CHRGR	Added	\$19.99	\$19.99	\$0.00		
LVDD (1)		\$0.00	\$0.00	\$0.00			Standalone Products/Packages (826017062323)	Removed	\$0.00	\$0.00	\$0.00		
Add 1 Instance 1Y Internet with Full Video S...	Downgraded	\$75.99	\$0.00	\$0.00			HD Set-top Box, Remote (1)	Removed	\$0.00	\$0.00	\$0.00		
Spectrum Internet Equipment													
Free Internet Modem (1)	Transitioned	\$0.00	\$0.00	\$0.00									
Spectrum V-ifi (1)	Transitioned	\$5.00	\$0.00	\$0.00									
Spectrum Internet													
Spectrum Internet Base (1)	Forced Downgrade	\$70.99	\$0.00	\$0.00									
Spectrum Internet Plus (GF) (1)	Forced Downgrade	\$0.00	\$0.00	\$0.00									
Voice Bundled SPP #1264 (826017062323)	Downgraded	\$14.99	\$0.00	\$0.00									
Spectrum Voice													
Voice Unlimited Pkg - Grandfathered...	Removed	\$14.99	\$0.00	\$0.00									
Phone Directory Listing (1)	Transitioned	\$0.00	\$0.00	\$0.00	9157594331								
Spectrum Voice Additional Services													
Voicemail (1)	Transitioned	\$0.00	\$0.00	\$0.00	9157594331								

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

Current Services										Location Status: Tel Digequipreq	
Auto Package	Risk Assess	Future Statement	Est. Sched. Date	Pgnt TN	Anniversary Svc						
Description	Provisioning ID	Qty	Outlet	Campaign	Offer	Discount	Account	Bk Dlt	ETF	Amount	
*sub-Hd Stb		1		Default Campaign Code			8260170623234902			0.00	
*sub-Stdtv		1		Default Campaign Code			8260170623234902			0.00	
*sub-Start		1		Default Campaign Code			8260170623234902			0.00	
Spec Guide		1		Default Campaign Code			8260170623234902			0.00	
S Mixguide		1		Default Campaign Code			8260170623234902			0.00	
S Hsi Plus		0		Default Campaign Code			8260170623234902			0.00	
S Hsi Base		0		Default Campaign Code		Internet \$39.99 12 Mos	8260170623234902			0.00	
S Wifi Ao		1		Default Campaign Code			8260170623234902			0.00	
S Wifiopt-In		1		Default Campaign Code			8260170623234902			0.00	
S Primary Tn	9157594331	0		Default Campaign Code			8260170623234902			0.00	
S Voicemail	9157594331	0		Default Campaign Code			8260170623234902			0.00	
Steldirfing	9157594331	0		Default Campaign Code			8260170623234902			0.00	
Settop Cid		1		Default Campaign Code			8260170623234902			0.00	
Hp Autho		1		Default Campaign Code			8260170623234902			0.00	
Hp Active		1		Default Campaign Code			8260170623234902			0.00	
Acp Crdtk		1		Default Campaign Code			8260170623234902			0.00	
Ebb Crdtk		1		Default Campaign Code			8260170623234902			0.00	
L Vod		1		Default Campaign Code			8260170623234902			0.00	
S Telephone	9157594331	0		Default Campaign Code			8260170623234902			0.00	
S Telephone		0		Default Campaign Code			8260170623234902			0.00	
Stelundintr	9157594331	0		Default Campaign Code			8260170623234902			0.00	
Stelundintr	9157594331	0		Default Campaign Code			8260170623234902			0.00	
S Tel 23feat	9157594331	0		Default Campaign Code			8260170623234902			0.00	
Stelntlease		0		Default Campaign Code			8260170623234902			0.00	
*ndstb Ao Pk		0		Default Campaign Code			8260170623234902			0.00	
S Hsi Modem		1		Default Campaign Code	2Y Internet 1...		8260170623234902			0.00	
S Chgsnmtk		1		Default Campaign Code	2Y Internet 1...		8260170623234902			0.00	
S Mid Int		1		Default Campaign Code	2Y Internet 1...		8260170623234902			0.00	
S Mid Base		1		Default Campaign Code	2Y Internet 1...	Internet \$29.99 24 Mos	8260170623234902			29.99	
S Wifiann		1		Default Campaign Code	2Y Internet 1...	Wifi \$0.00 24 Months	8260170623234902			0.00	

8. Continue following the process previously outlined