

## 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 #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+**
- 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)
- Bulk accounts should retain the tenant services. Remove paid services and reduce HSD if beyond MID 100
- Confirm the account is not in CA/NY/NJ with a protected dunning listed above

### 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: 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' sub-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. A table lists offers, with one offer highlighted: '2Y Internet 100 SPP 3.0 #1820' with a 'Starting At' price of '\$29.99'. To the right of the table, there is a section titled '2Y Internet 100' which lists 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 dropdown menu for 'Order Acct:' showing '8260130224017486'. To the right of this dropdown are four buttons: 'Override', 'Offer Qualifiers', 'Details', and 'Add'. The 'Override' button is highlighted with a red box.

- 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 8

Interactive Sales Wizard - ZY Internet 100 SPP 3.0 #1820

Current Offers

Would you like to:

☒ Add Offer 'ZY Internet 100 SPP 3.0 #1820' and **remove** current offer(s) and discounts from the account? Current Total: \$204.92

☐ Add Offer 'ZY 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	Name	Action	Amount	Install	Deposit	Provisioning ID	Early	New	Name	Action	Amount	Install	Deposit	Provisioning ID	Early
Standalone Products/Packages (K5M5618)	EBB CRDTRK (1)	Downgraded	\$0.00	\$0.00	\$0.00			ZY Internet 100 SPP 3.0 #1820	Transitioned In	\$49.98	\$19.99	\$0.00			
ACP CRDTRK (1)	Removed	\$0.00	\$0.00	\$0.00			Spectrum Internet Equipment	Transitioned	\$0.00	\$0.00	\$0.00				
RSKTRK (1)	Removed	\$0.00	\$0.00	\$0.00			Free Internet Modem (1)	Transitioned	\$0.00	\$0.00	\$0.00				
Primary TN tracking (1)	Removed	\$0.00	\$0.00	\$0.00	7168448532		Spectrum WiFi (1)	Transitioned	\$0.00	\$0.00	\$0.00				
Phone Activate (1)	Removed	\$0.00	\$0.00	\$0.00			Home WiFi Opt In (1)	Transitioned	\$0.00	\$0.00	\$0.00				
HP Audio (1)	Removed	\$0.00	\$0.00	\$0.00			Al/G Outlet (1)	Transitioned	\$0.00	\$0.00	\$0.00				
Home WiFi Opt In (1)	Transitioned	\$0.00	\$0.00	\$0.00			Spectrum Internet	Added	\$29.99	\$0.00	\$0.00				
Al/G Outlet (1)	Transitioned	\$0.00	\$0.00	\$0.00			Spectrum Internet 100 Base (1)	Added	\$0.00	\$0.00	\$0.00				
Spectrum Guide (1)	Removed	\$0.00	\$0.00	\$0.00			Spectrum Internet 100 Speed (1)	Added	\$0.00	\$0.00	\$0.00				
Caller ID On TV (1)	Removed	\$0.00	\$0.00	\$0.00			Spectrum Voice	Transitioned	\$14.99	\$0.00	\$0.00				
TV Select - Internet SPP 2.0 #1291 Exp. 2/...	Downgraded	\$284.92	\$0.00	\$0.00			Voice Unlimited Pkg (1)	Transitioned	\$0.00	\$0.00	\$0.00				
Broadcast TV Surcharge (TV Select...	Removed	\$21.00	\$0.00	\$0.00			Phone Directory Listing (1)	Transitioned	\$0.00	\$0.00	\$0.00	7168448532			
Spectrum TV Select (1)	Removed	\$65.99	\$0.00	\$0.00			Spectrum Self-Install Services	Added	\$0.00	\$0.00	\$0.00				
Spectrum TV Silver (GF) (1)	Removed	\$30.00	\$0.00	\$0.00			Self-Install (1)	Added	\$0.00	\$0.00	\$0.00				
Spectrum TV Gold (GF) (1)	Removed	\$20.00	\$0.00	\$0.00			LINE SELF-INST CHRG	Added	\$19.99	\$19.99	\$0.00				
Spectrum TV Box Type AIO	Removed	\$0.00	\$0.00	\$0.00			Standalone Products/Packages (K5M5618)	Removed	\$0.00	\$0.00	\$0.00				
Digital Outlet(s) (1)	Removed	\$0.00	\$0.00	\$0.00			Primary TN tracking (1)	Removed	\$0.00	\$0.00	\$0.00	7168448532			
Digital Outlet(s) (1)	Removed	\$0.00	\$0.00	\$0.00			Phone Activate (1)	Removed	\$0.00	\$0.00	\$0.00				
HD D/R Single Service (1)	Removed	\$12.99	\$0.00	\$0.00			HP Audio (1)	Removed	\$0.00	\$0.00	\$0.00				
Spectrum HD D/R Box - 1 (1)	Removed	\$9.99	\$0.00	\$0.00			Spectrum Guide (1)	Removed	\$0.00	\$0.00	\$0.00				
Spectrum HD Receiver (1)	Removed	\$9.99	\$0.00	\$0.00			Caller ID On TV (1)	Removed	\$0.00	\$0.00	\$0.00				
Spectrum HD Receiver Additional (1)	Removed	\$9.99	\$0.00	\$0.00			Basic TV Service (1)	Removed	\$0.00	\$0.00	\$0.00				
Spectrum TV Additional Services	Removed	\$9.99	\$0.00	\$0.00			Expanded Basic Service (1)	Removed	\$0.00	\$0.00	\$0.00				
MAX (GF) (1)	Removed	\$9.99	\$0.00	\$0.00			SPP SLVRTRNG (1)	Removed	\$0.00	\$0.00	\$0.00				
Spectrum Internet Equipment	Transitioned	\$0.00	\$0.00	\$0.00			Gold Track (1)	Removed	\$0.00	\$0.00	\$0.00				
Free Internet Modem (1)	Transitioned	\$0.00	\$0.00	\$0.00			Broadcast TV Surcharge (TV Select/M...	Removed	\$0.00	\$0.00	\$0.00				
Spectrum WiFi (1)	Transitioned	\$0.00	\$0.00	\$0.00			Spectrum HD D/R Box - 1 (1)	Removed	\$0.00	\$0.00	\$0.00				
Spectrum Internet Base (1)	Forced Downgrade	\$74.99	\$0.00	\$0.00			Spectrum HD Receiver (1)	Removed	\$0.00	\$0.00	\$0.00				
Spectrum Internet Plus (GF) (1)	Forced Downgrade	\$0.00	\$0.00	\$0.00			Spectrum HD Receiver Additional (1)	Removed	\$0.00	\$0.00	\$0.00				
							Digital Outlet(s) (1)	Removed	\$0.00	\$0.00	\$0.00				
							HD D/R Single Service (1)	Removed	\$0.00	\$0.00	\$0.00				

- Click “next”

- 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
- 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
Al/G 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

Override

- 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

**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 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 Decision

Please select 2 products

< Previous Decision Next Decision >



Item	Name	Selection	Recurring	Recurring Discount
	Spectrum Internet 100 Base	- 1 +	\$59.99	Internet \$29.99 24 Mos
	Spectrum Internet 100 Speed	- 1 +	\$0.00	No Discount

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

Spectrum Voice Decision

Please select up to 2 products

< Previous Decision Next Decision >


Item	Name	Selection	Recurring	Recurring Discount
	Voice Unlimited Pkg	- 0 +		
	Phone Directory Listing	- 0 +		

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

Spectrum Voice Additional Services Decision

Please select up to 2 products

< Previous Decision Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
	Voicemail	- 0 +		
	Spectrum Voice International	- 0 +		

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

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 +		

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

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

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”

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

**Order Rules**

**Order Rule Results**

Order Message

▶ Order Rules Passed

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

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	BlkDflt	ETF	Amount
	S Hsi Modem		1		Default Campaign ...	2Y Inteme...		8260141459298386			0.00
	S Wifi Ao		1		Default Campaign ...	2Y Inteme...		8260141459298386			0.00
	S Chgsrvntrk		1			2Y Inteme...		8260141459298386			0.00
	S Mid Int		1			2Y Inteme...		8260141459298386			0.00
	S Mid Base		1			2Y Inteme...	Internet \$29.99 24 ...	8260141459298386			29.99
	S Wfirsrvn		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

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: today's date
- Comments: Specific notes are to be used based off the specific actions taken, see page 7

Services Account Details Provisioning Details **Order Details** Job Details Summary

Caller: Source Type: Billing Start Date: / /  
Campaign Code: Default Campaign Code Source: Billing Stop Date: 10/05/2022  
Sales Rep: 0 Location Type: Rsfu  
Reason Code: Np 76 Downgrade  
No Truck  
Requested Completion Date: 10/05/2022  
Bypass Customer Discount: ☐ Force Tune: ☐ Completed Date: / /  
Disconnect Types: ☒ Voluntary ☐ Non-Pay

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

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”

Services Account Details Provisioning Details **Order Details** **Job Details** Summary

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

Future Statement Tech ETA Audit Re-Evaluate Unassign Item Available Dates New Delete

Details Profile Equipment Pickup Address Items

Job Number: JOB001  
COD Amount:  
Call First:  
Billing Start Date: / /  
Billing Stop Date: / /  
Customer Request: ☐  
Scheduling Category: Disconnect  
Scheduled Date: 10/05/2022  
Scheduled Time: All Day

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

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

Back Finish Cancel



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

The screenshot shows a software interface with tabs for Services, Account Details, Provisioning Details, Order Details, Job Details, and Summary. The Job Details tab is active, displaying a table of services and their status. The status of the job is set to "Comp As ...". Below the table, there are buttons for Future Statement, Tech ETA, Audit, Re-Evaluate, Unassign Item, Available Dates, New, and Delete. The bottom section shows job details including Job Number, Reschedule Reason, Resolutions, and various dates and times. The Resolutions box is highlighted with a red rectangle, showing "Completed". The bottom right corner has buttons for Back, Finish, and Cancel.

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 Wifinu	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  
 Reschedule Reason:   
 Resolutions: Completed  
 Created: 10/05/2022 50E IT@B  
 Changed: 10/05/2022 50E IT@B  
 Creation Type: Automatic # 9412  
 Scheduled Date: 10/05/2022  
 Scheduled Time: All Day

- 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 -> 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

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**Offer Configuration Details**

Current							New						
Name	Action	Amount	Install	Deposit	Provisioning ID	Early T.	Name	Action	Amount	Install	Deposit	Provisioning ID	Early T.
<b>Standalone Products/Packages (82601706...</b>	<b>Downgraded</b>	<b>\$11.75</b>	<b>\$0.00</b>	<b>\$0.00</b>			<b>2Y Internet 100 SPP 3.0 #1820</b>	<b>Transitioned In</b>	<b>\$49.98</b>	<b>\$19.99</b>	<b>\$0.00</b>		
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 Vw6 (1)	Transitioned	\$5.00	\$0.00	\$0.00		
S MIXGUIDE (1)		\$0.00	\$0.00	\$0.00			Spectrum Internet						
S MIXGUIDE (1)		\$0.00	\$0.00	\$0.00			Spectrum Internet 100 Base (1)	Added	\$29.99	\$0.00	\$0.00		
AVG 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			Voice Unlimited Pkg (1)	Added	\$14.99	\$0.00	\$0.00		
Setup Caller ID (1)		\$0.00	\$0.00	\$0.00			Phone Directory Listing (1)	Transitioned	\$0.00	\$0.00	\$0.00	9157594331	
HP Auth (1)		\$0.00	\$0.00	\$0.00			Spectrum Voice Additional Services						
Phone Activate (1)		\$0.00	\$0.00	\$0.00			Voice Mail (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 CHRG	Added	\$19.99	\$19.99	\$0.00		
LVOD (1)		\$0.00	\$0.00	\$0.00			<b>Standalone Products/Packages (826017062323...</b>	<b>Removed</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		
<b>Add'l Instance 1Y Internet with Full Video S...</b>	<b>Downgraded</b>	<b>\$75.99</b>	<b>\$0.00</b>	<b>\$0.00</b>			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 Vw6 (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									
<b>Voice Bundled SPP #1264 (826017062323...</b>	<b>Downgraded</b>	<b>\$14.99</b>	<b>\$0.00</b>	<b>\$0.00</b>									
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													
Voice Mail (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

Auto Package							Risk Assess		Future Statement		Est. Sched. Date		Pgrt TN		Anniversary Svc		Location Status: Tel Digequep	
Description	Provisioning ID	Qty	Outlet	Campaign	Offer	Discount	Account	Blk Dft	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 Wfi Ao		1		Default Campaign Code			8260170623234902			0.00								
S Wfiqpt-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								
Steldirfng	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								
Asp 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 Telphline	9157594331	0		Default Campaign Code			8260170623234902			0.00								
S Telephone		0		Default Campaign Code			8260170623234902			0.00								
Stelundlnt	9157594331	0		Default Campaign Code			8260170623234902			0.00								
Stelundlnta	9157594331	0		Default Campaign Code			8260170623234902			0.00								
S Tel 23feat	9157594331	0		Default Campaign Code			8260170623234902			0.00								
Stelntalease		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 Chgrvntnk		1			2Y Internet 1...		8260170623234902			0.00								
S Mid Int		1			2Y Internet 1...		8260170623234902			0.00								
S Mid Base		1			2Y Internet 1...	Internet \$29.99 24 Mos	8260170623234902			29.99								
S Wfiavn		1		Default Campaign Code	2Y Internet 1...	Wfi \$0.00 24 Months	8260170623234902			0.00								

8. Continue following the process previously outlined