

ICOMS EBB HSD Only Downgrade

EBB program will pay Spectrum \$50 per account that qualifies. The goal is to reduce GIG/Ultra services to HSD Plus

- Check account to ensure it still qualifies for the EBB downgrade
 - Dunning 925
 - EBB credit track code
 - Still delinquent
 - Seasonal – Remove Seasonal
- Enter 66 to start a COS order
 - Choose “Resi COS”. If not specifically available, choose the COS option that makes the most sense

Call Code	Description	Cell Type
3	Resi COS	CH
94	SELF INSTL UP	CH
26	SWAPS&REMOTES	CH

- Proceed through to the “Order Entry Services” sections, use the sales reason Z5

A la Carte	99.99	Sales Date	111621	Salesrep Nbr	
Discount	.00	Start Bill		Sale Type	TS TECH SUPPO
Spc Prc Dscnt	.00	Prorate Date	111621	Sale Reason	Z5

- IF subscribed to GIG or Ultra, remove the speed code and WiFi quantity , then hit enter
 - If there's no WiFi equipment, proceed with the EBB downgrade without WiFi
 - May require swapping LA700 for LA705

Ctg	Service	Quantity	From	To	Sp	Pr	Discounted Rates	Primary	Tot Addls
D	LA705	X	1	1	1	1	74.99	.00	
D	LA893	X	1	1	1	1	5.00	.00	
D	LC791	X	1	1	1	1	20.00	.00	
D	LI750	X	1	1	1	1	.00	.00	
D	LV750	X	1	1	1	1	.00	.00	
D	LZ860	X	1	1	1	1	.00	.00	

- ICOMS will prompt to add a service to meet requirements for LA705. Select either “SI 100x10” or “SI 200x10”

Sts	Service	Code	Occurrence Type
	LC789	SAHPLUSINT	SISTND
	LC804	CIPAPLUS	SISTND
	LC809	CIPR50M	SISTND
	LC728	SE 200x10	SISTN2
	LC747	SI 200x10	SISTN2

Select

- If Ultra/GIG WiFi was removed, add LA893 for S WiFi SRV. This will require adding a one-time charge (OTC) on the 41 screen. Add the LK705 OTC and the SD711 campaign when going through steps 5-7
- If Apple TV is on the account, remove the codes. This may prompt an error stating "Service LK451 does not meet the requirement". This error is caused because of the LK451 Apple TV Spread charge OTC. To resolve, access the 57 screen and post the spread charges

Select Services

File Edit Help

OK
Exit

Category N Occurrence 1 Occ Type

Services on Occurrence
LK451

Select 1 of these 1 services to install/reactivate

Sts	Service	Code
PD	LZ310	S Apple TV

Select

Service LK451 does not meet the requirement: 1B Include if all

- On the 35 screen, on the menu at the left, review current campaigns and packages. Remove all that are not SI050B. Leave LN745 if present
 - If LA705 added in place of LA700, package LN745 may need to be added
 - If removing a campaign/package, a warning will pop up, continue through it

Package Pricing

File Edit Help

OK
Exit
Add
Services
W/O Packages

Account Number 507345-02 Kentrel Randolph

Package ID	Description	Sts	Start Date
LN745	Spectrum Internet -	A	5/24/21

Reqs Pricing Ctg Pricing Dtls Remove

- On the "Campaigns" screen, select "Add"

Campaigns

File Edit Help

OK
Exit
Add
Services

7. Change the "Group Code" to all 9's and search for the Campaign "SI050B", highlight and add the campaign

Group Code	Campaign Code	Description	Sales Start Dt	Sales End Dt	Prsm ID	Mkt Elg	Rst Svc	Auth
9999999	SH151	U-DP TV Select+	3/09/21	12/31/39			N Y	
9999999	SH152	U-DP TV Select+	3/09/21	12/31/39		I	N Y	
9999999	SH159	BTS Upg 1Y TV S	7/20/21	9/21/22		I	N Y	
9999999	SH160	BTS COS 1Y TV C	7/20/21	9/21/22		I	N Y	
9999999	SH730	U-SP/DP Mi Plan	3/09/21	12/31/39			N Y	
9999999	SI050B	U-SP Internet	7/10/19	12/31/39			N Y	
9999999	SI051	U-SP TV Select	9/18/18	12/31/39			N Y	
9999999	SI070	U-Internet 50	10/31/19	12/31/39		E	N Y	
9999999	SI074	U-SP TV Select	7/28/20	12/31/39			N Y	
9999999	SI081	U - SP Internet	11/05/19	12/31/39			N Y	
9999999	SI082	U - SP Internet	11/30/19	12/31/39			N Y	

8. The SI050B campaign reduces "S INT Base" to \$44.99

Qty	Service				Quantity		Sp Pr	Discounted Rates	
					From	To		Primary	Tot Adds
D	LA705	X	1	S INT BASE	1	1	CM	44.99	.00
D	LA893	X	1	S WIFI SRV	1	1		5.00	.00
D	LC747	X	1	SI 200x10	1	1		.00	.00
D	LI750	X	1	S MODEM	1	1		.00	.00
D	LV750	X	1	S DOCSISCM	1	1		.00	.00
D	LZ860	X	1	EBB CRDTRK	1	1		.00	.00
								.00	.00

9. Access the 41 screen. Choose "Office Only" and enter the notes "COMPLIANCE: EBB 76 DAY HSD ONLY DOWNGRADE PER COPILOT GEN8501"

Qty	C	Service	Desc	Tp	Pnts	Amount	Spread	Info	Total	To Date	Aut
	C	IC562	ADD TRAP S I								Y
	C	IC563	RMVTRAPS I								Y
	C	IN210	Mail HDDIG I								Y

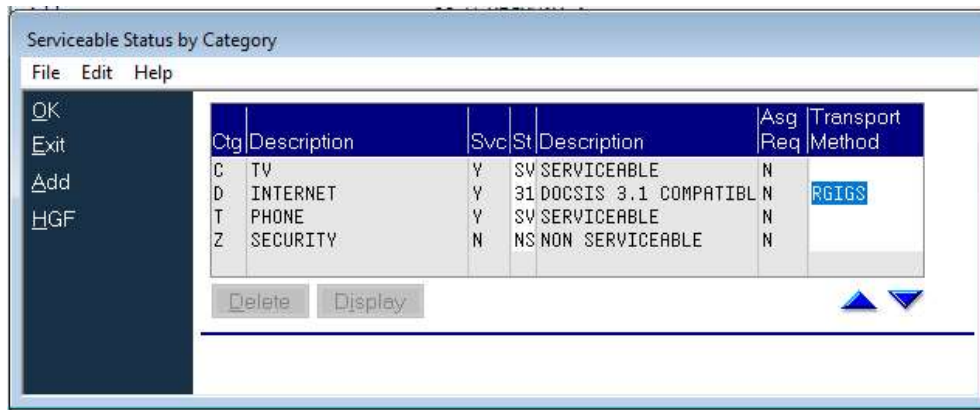
10. Enter through the remainder of the order. If WOA prompts an error, review the error and make corrections. There may be situations that Supervisor Override is available to use

11. Complete the order and notate the account

- COMPLIANCE: Account is part of EBB program. This delinquent account has had Internet downgraded within EBB credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501

Error: "Not support by House Transport Method"

1. Access the HM screen
2. Click "Serviceable" on the left
3. Hit "enter" on the grey screen showing the account information
4. On the "Service Status by Category" screen, delete the transport method
 - In this scenario, "RGIGS" was deleted



5. Hit "OK" and proceed with the downgrade

**WIFI Occ Assignment Error

- If the WiFi occ won't attach, it'll typically be a header issue. In short, the occ won't populate. You can just no schedule the W/O (may have to add an OTC LK705, just use ZW) and next through. You can then go to the 06 screen, the occ will now be able to be attached, then you can complete it out office only BAU.