

## LOB Unserviceable Accounts – Fraud / Prior Debt Recoveries

Stuck disconnects that have been entered by PDR (Prior Debt Recoveries) and FPT (Fraud Protection Team), often produce an “LOB is unserviceable” error when attempting to complete. These orders are usually stuck open because the account was made unserviceable before the disconnect completed. Compliance does not have visibility to confirm that the FPT/PDR case has been resolved, and should email the appropriate departments DL to make the determination on whether the disconnection should be completed or canceled.

- Example of address blocked error in CSG

The screenshot shows a web interface with a header bar containing a link "Go to CoPilot for more details" and a button "Cancel Order". Below the header is a section titled "Fraud Location" with a warning message: "WARNING: Address blocked! Verify no outstanding balance owed by new tenant. Verify no prior association to address. Enter a Serviceability Due to Bad Debt Issue Trak ticket."

To identify these orders (example screenshots below):

- Review the notes on the account and the order for any note from PDR/FPT
- Order reason may be listed as “Fraud Other”
- Receiving the error “LOB Unserviceable” when attempting to complete the order



When sending an email to either DL:

- Fraud Protection Team: [DL-FPT-Leads@charter.com](mailto:DL-FPT-Leads@charter.com)
- Prior Debt Recoveries: [DL-CS-PriorDebtSUPP@charter.com](mailto:DL-CS-PriorDebtSUPP@charter.com)
  - o Copy Leadership and all Seniors
  - o Email account information and a description of the issue
    - Example: "Open disconnect order #\*\*\*\*\* entered by Fraud/PDR remains open and is past its completion date. Can you please review the case associated to this order and complete or cancel the order. Please reply all with the resolution so that Compliance can remove the account from our reports."
  - o Queue the task with a note that mentions an email was sent to PDR/FPT
  - o Notate the account “COMPLIANCE REVIEW: OPEN DISCONNECT ASSOCIATED TO PDR/FPT. EMAILED DEPT TO ADDRESS THE OPEN ORDER”

Example of Fraud disconnect order


The screenshot shows a service order record for order number 1000040568064020. The status is "Open" and the date is 02/09/2022. The customer is ALVARADO, JULIAN, with address 314 E 5TH ST, GRAND ISLAND, NE, 68801-4619. The order is pending, with reasons listed as VIDEO Disconnect, TELEPHONY Disconnect, and HSD Disconnect. The "Reasons" field is highlighted with a red box and contains the text "Fraud Other".

Example of FPT notes:

	>IU	02/12/22	*FPT* FA BLOCK ONI THE ACCOUNT. ADVISED COSTUMER JULIAN ALVARADO THAT HE WOULD HAVE TO GO INTO A SPECTRUM STORE WITH VALID ID AND POR IN ORDER TO RESTABLISH SERVICES. P3021945 (IC1-FA-PDNC-PDDR)
	>IU	02/12/22	*FRAUD TEAM* UNABLE TO FULLY AUTHENTICATE CALLER, DIRECTED CUSTOMER TO RETAIL LOCATION WITH VALID U.S. GOV ISSUES PHOTO ID AND PROOF OF ADDRESS. (NOT A CHARTER-SPECTRUM BILL) PLEASE SCAN OR PHOTOGRAPH DOCS AND EMAIL TO FPT@CHARTER.COM PLEASE ALLOW 24-48 HOURS FOR PROCESSING.JULIAN ALVARADOPH:2312990593P302

.7?	02/09/22	SUSPECTED UNAUTHORIZED RESELLING***CHARTER COMMUNICATIONS HAS DEEMED THE ADDRESS ASSOCIATED WITH THIS ACCOUNT AS NON SERVICEABLE. PLEASE DIRECT CUSTOMER TO A SPECTRUM RETAIL STORE WITH STATE ISSUED PHOTO IDENTIFICATION AND PROOF OF RESIDENCY, P2943820 CAT
-----	----------	---

Example of PDR Notes:

9FT	12/13/21	* PDR 877-853-7446 - P2862534 CHRISELDA *
		INST 8448200232645191 PIA - NONE WFS # 1244619
		DEBTS 8448200232160852
		NEW INST MKT - CSG
		SVC - \$341.31 EQUIP - \$0
		TOTAL - \$341.31 *- GRAND TOTAL *- \$341.31
		FIRST CONTACT - 10/26/21 D-LET 10/26/21 NO EBB
		CHRISELDA 1101AM CALL 6 LFT VM

Example of Order Notes from PDR:

Job Comments
**DISCO BY PRIOR DEBT 8778537446**UNRESOLVED DEBT:8448200232160852 BAL: \$341.31CASE#1244619 P2805317