

EBB 76 Day Downgrades

Check account for:

- 925 Dunning
 - EBB credit track code
 - Delinquent past 76 days
 - Internet 50 Accounts – HSD not downgraded at this time, disposition as “Internet 50”
 - Apple TV / NHL / NBA / MLB Spread charges will need posted in order to proceed with downgrade
 - Bulk accounts will keep free services at this time. May require removing paid cable boxes, leaving only free ones and adding LZ020 to replace previously paid for cable boxes. LN748 may be needed instead of LN745
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1. Check acct for EBB seasonal, remove account from seasonal if active
 - I. 33 screen, page down, change seasonal date to today, enter through until acct is reinstated
2. Enter COS order
 - I. 66 screen, choose “Resi COS” if **East**, choose “Up/Dn” if **BHN**
3. Enter through to the 35 screen
4. Use Z5 for the sales reason
5. On the left of the 35 screen, click “Campaigns” and “Package”, remove any except LN745 for HSD
6. Back on the 35 screen,
 - I. Remove all video and phone service codes
 - i. If account has phone, remove LV998 “S PHN+INT”
 - ii. When removing phone, if the disconnect “Major/Minor” reason screen does not prompt and the error “Tried to refer to all or part of an object that no longer exists” appears
 1. Access the 38 screen
 2. Select their phone line
 3. Select the “Change” button
 4. Halfway down the screen, look for “Disc Maj/Min”, leave the 1st box as 3 and enter “NP” into the 2nd box
 5. Hit enter and then exit
 - II. Remove Ultra/GIG service and associated WiFi
 - i. Remove LA700 and replace it with LA705
 - ii. Add LC747 speed code for PLUS
 - iii. Add LA893 for S WiFi SRV
 1. If Ultra/GIG WiFi was removed, 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 7-10
 - III. If LA700 “S INT BASE” is present, swap LA700 for LA705
 - IV. Keep LZ860 “EBB CRDTRK”
7. Access the campaign screen, add campaign SI050B
 - I. This discounts HSD to \$44.99
8. Enter either the 41 screen
 - I. Select Office Only
 - II. Add order notes (these are standard notes for this project)
VID/VOICE DOWNGRADE DUE TO DELINQ
UNTIL BALANCE PAID,VID/VOICE CANNOT
BE ADDED BACK
9. Hit enter until the “Confirm Profile Code” screen prompts
 - I. Enter “NPPON”
10. Hit enter, the “Work With W/ Order Profile Activities” screen prompts, click Exit
11. Hit enter, the “Work Order Check In” screen prompts, click “Exit”
 - I. Hitting enter here will prompt a PWS error
12. Access the WO screen
 - I. Collect the new W/O # that was generated
13. Access the Dispatch menu within ICOMS and check in the work order

| <i>Scenario</i> | <i>Criteria</i> | <i>Account Memo</i> |
|------------------------------|--|---|
| Non-Protected Voice Accounts | TV/Voice account. Voice <i>NOT protected.</i> Internet speed <i>NOT changed.</i> | Account is part of EBB program. This delinquent account has had Video and/or Voice removed. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. |
| | TV/Voice account. Voice <i>NOT protected.</i> Internet speed <i>changed.</i> | Account is part of EBB program. This delinquent account has had Video and/or Voice removed and Internet downgraded within EBB credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501 for handling instructions. |

14. Enter the appropriate standardized comment into ICOMS