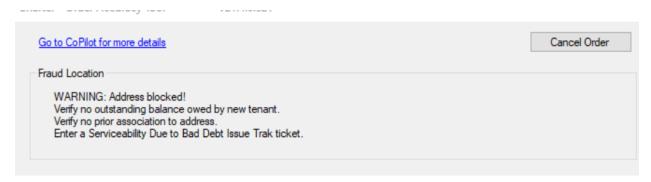
LOB Unserviceable Accounts – Fraud / Prior Debt Recoveries

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



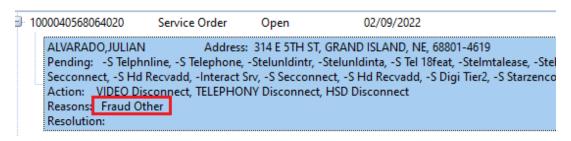
To identify these orders (example screenshots below):

- 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
- Prior Debt Recoveries: DL-CS-PriorDebtSUPP@charter.com
 - 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."
 - Queue the task with a note that mentions an email was sent to PDR/FPT
 - Notate the account "COMPLIANCE REVIEW: OPEN DISCONNECT ASSOCIATED TO PDR/FPT. EMAILED DEPT TO ADDRESS THE OPEN ORDER"

Example of Fraud disconnect order



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)
<u> </u>	>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 8778537446UNRESOLVED DEBT:8448200232160852 BAL: \$341.31CASE#1244619 P2805317