

LTWC – CSG Open DI

Past due disconnects requiring Compliance review to determine if the disconnect should be completed, canceled or left for tactics.

1. Review the order to see if it's still open, canceled or if it's already been completed
 - If open, proceed to step 2
 - If canceled
 - Review account for possible NPD
 - Notate account: "COMPLIANCE BACKLOG: REVIEW OPEN DI, ALREADY CANCELED"
 - Disposition TARRMS: MISC
 - If already completed and account is former
 - Notate account: "COMPLIANCE REVIEW: NO ACTION TAKEN, ALREADY FORMER"
 - Disposition TARRMS: Already Completed

Order History : RIVERA, ANDREW - 1111548689250 2 SEAMAN AVE APT 4J NEW YORK NY 10034 718-300-7972

Search Criteria

Name: RIVERA, ANDREW Order Class: All

Address: 2 SEAMAN AVE APT 4J, NEW YORK, NY, 10034-2976 Order Status: All

Apply Collapse All

Order	Ord Class	Ord Status	Item Cmplt	Cmplt Date/Time	Entered On/By	Changed On/By	Sales Rep	Billing Date
1000747914801117	Service Order	Open	06/03/2018		05/18/2018 FLY 0KBT	06/13/2018 6TF 42HX	33641	

RIVERA, ANDREW Address: 2 SEAMAN AVE APT 4J, NEW YORK, NY, 10034-2976

Pending: -*Starter TV, -3P Good+Ep, -*Standardtv, -*Vmail, -HP Active, -HP Natl1, -*Varietypas, -*Extrm Int, -Hs Monitor, -lh S Anchor, -lh3 18Mcon, -lh Ts Ao

Completed: -*Equipmnt Pk, -*Remote, -*Odn Hd Stb, -Settop Cid, -HP Autho, -Mdm Lease, -*Brdcst Fee, -*Sport Fee

Action: VIDEO Disconnect, TELEPHONY Disconnect, HSD Disconnect

Reasons: Move-Out Of Area

Resolution:

**In this example, the Open-DI is still open*

2. Determine if the Open-DI should be completed, canceled or left for tactics to complete
 - Checking the following can help provide evidence towards completing, canceling or waiting for tactics
 - Review the account(s) notes
 - If notes support the move has completed, DI can likely be completed
 - If notes indicate the customer decided not to move, DI may need canceled
 - If notes indicate a construction delay
 - a. Review for future dates on notes/orders, wait for future tactics
 - i. Disposition as "Future Bill"
 - ii. Notate account: "COMPLIANCE BACKLOG: XFER PENDING CONSTRUCTION XX/XX"
 - b. If new location is deemed unserviceable
 1. If the disconnect date is past due, DI can likely be completed
 2. If the disconnect date is not past due, continue reviewing the account for other evidence that support completing the disco
 - Check the account(s) for equipment
 - If there's no transfer and the equipment has been returned, DI can likely be completed
 - If equipment has been transferred, DI can likely be completed
 - If equipment is still on the account, continue reviewing the account(s) for other evidence that support complete, canceling or waiting for tactics
 - Check for an incremented account at the location
 - If there's an incremented account with a pending install, proceed to step 3 on page 5
 - If there's an incremented account with a completed install, DI can likely be completed

- *Example of notes stating customers no longer wants to transfer and to stay at previous location*

Memos for Account: 8381190020385200		
Text	Date	Opr ID
VERIFY / AUTH: CANCELLED	03/21/2022	?DP
VERIFY / AUTH: CANCELLED	03/21/2022	?DP
VERIFY / AUTH: FAILED PIN	03/21/2022	?DP
VERIFY / AUTH: FAILED SECURITY CODE	03/21/2022	?DP
TRANSFERRED TO SALES EXISTING. CUSTOMER DOES NOT WANT THE MOVE TO THE NEW LOCATION. REQUEST ORDER CANCELLED AND STAY AT 936 PARK CIRCLE.	03/21/2022	;C>
VERIFY / AUTH: VERIFIED	03/21/2022	;C>
O/B - ON - EMAIL - MOVE TRANSFER TECH INSTALL NOTIFICATION SENT - 1ST ATTEMPT - MESSAGE SENT - [JONOVANMALLETT87@GMAIL.COM] - 2022-03-20 18:05 - CDT	03/20/2022	QB&
Memo Maintenance		

- Check the disco/install completion dates
 - If the disconnect order is past due, but the transfer install is future dated the disconnecting account still has equipment, wait for tactics to complete normally
 - Notate the account: COMPLIANCE BACKLOG: FB XFER INSTALL xx/xx. NO ACTION TAKEN. STILL HAS EQUIPMENT ON ACCT
 - If the disconnect order is past due and the install is future dated, but there's no equipment on the disconnecting account, proceed with the disconnect. Accounts w/o equipment are considered to be disconnected
 - If the disconnect order is past due, but the transfer install is scheduled in 9's, continue checking for an indication that the account holder has moved

****In short****

- No equipment on the disconnecting account - The account can be disconnected
- Increment account with a completed installation – The account can be disconnected
- Transfers – complete the disconnect after the later due date between the disco/install has passed
- Construction – Disposition as "Future Bill" and enter the completion date listed within the order/notes

Equipment:

- If there's no equipment present on the disconnecting account, the DI can likely be completed
 - o Selecting "History" will show the date when their equipment was removed from the account

**Selecting "History" displays the date when their equipment was removed from the account*

Customer Equipment : RIVERA, ANDREW - 1111548689250 2 SEAMAN AVE APT 4J NEW YORK NY 10034-2976 718-300-7972

Serial Number	Outlet	Type	TN Ports	Owner	Model	Account	Status
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Return Path: Host eSTB: Data ID:

Services: Pair CableCARD Details New Remove

Return To: Status: Location: 8150110026550457

Receipt: Account: 8150110026550457 Print Action

Printer: Cash Receipt Pr Payment

Receipt Notes: Bridger Address: EA79A Number of Outlets: 01

Add'l Actions History Hjt Update Cancel

**Showing the equipments removal date*

Location History : RIVERA, ANDREW - 8150110026550457 2 SEAMAN AVE APT 4J NEW YORK NY 10034 999-999-9999

System: 8150 Prin: 1100 Class: Subscriber Account: 8150110026550457 Apply

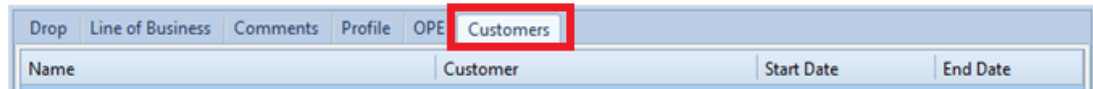
Serial Number	Type	Outlet	Date Removed	Time Removed	Date Added	Time Added
F314K25007915	PO	A	05/22/18	15:08:18	07/21/16	15:12:27
SACFMQDXN	2E	B	05/22/18	15:08:18	08/26/17	15:30:00
A0639167FF8E	N2	C	05/22/18	15:08:18	08/26/17	15:30:00
4260091470219	N3	D	05/22/18	15:08:18	08/26/17	15:30:00
SACFMCDRG	2E	E	05/22/18	15:08:18	08/31/17	14:50:26
SACFMCDRG	2E	F	08/31/17	14:50:26	08/31/17	14:41:38

Incremented Acct:

- On Customer Central, select the “House” icon or the “Locations” option



- Select the “Customers” tab



- The “Customers” tab displays this locations former accounts, the active account and any incrementing account
 - This 1st example shows how a location typically looks, former account(s) with a single active account
 - Former account started service on 8/24/16 and ended service on 12/12/16
 - Any “active” account does not display an end date

Location Information : 89415000086755

Location: 89415000086755 Commercial enabled SPA Last Change: 5/8/2020

Location			Geographic		
System: 8354	Prim: 1100	Agent: 0070	Mgmt Area: Hwthrn/Babit C2	Service Area: 02	Latitude: 38.528969
Address Line 1: 768 H ST			Map Code:	Rate Center: HAWTHORNE	Longitude: -118.6215
Address Line 2:			Bridger: HW 102		Building:
City: HAWTHORNE			Location Misc:	<input type="checkbox"/> Unincorp.	Block/Sfx: /
State: NV Zip: 89415-			Time Zone:		
<input checked="" type="checkbox"/> Override <input type="checkbox"/> Re-Zip					

MSAG Status: FAIL Refresh

Provider: CHARTER COM

Vertex GeoCode: 290210060

Name	Customer	Start Date	End Date
VIANI,JULIA	1108627054240	05/08/20	
BISIAUX,SYNDEE	1108604934117	08/24/16	12/12/16

FORMER (pointing to BISIAUX,SYNDEE)

CURRENT (pointing to VIANI,JULIA)

Internal Location Status: Tel Digequipreq

Status Date: 11/2/2016

Location Type: R:ingle Fam

Right of Entry: ROE Not Required

Sales Sales Area: DD

- This 2nd example shows how a location with an incremented account will look
 - Multiple accounts with no end date

Drop	Line of Business	Comments	Profile	OPE	Customers
Name	Customer	Start Date	End Date		
EMMANUEL, CONTRERAS	1112635633045	05/30/20			
PAREDES, EMILO	1112628797625	12/03/19			
SALAZAR, ZAIN	1112626420055	09/26/19	12/26/19		

- To determine if the incremented acct is active, open the account by double clicking it and look for a completed install order
 - If the incremented account has a completed install, then it's determined that the disconnecting customer moved out and the new customer moved in, therefore the disconnect can be completed
 - If the incremented acct still has a pending install, it cannot be determined that the disconnecting customer has moved on this alone. Further research to determine if this disconnect should be completed is necessary
- 3. In this example, the equipment was returned. It's clear that the customer is no longer at this address and the disconnect should be completed. Access the order:
 - Check for Assigned/Open SODI
 - On the "provisioning details" tab, select "tasks"
 - If SODI is Assigned/Open it will need to be completed before the disco will complete
 - a. Access the "job details" tab "job details" tab and complete any existing job
 - b. If no job is present. Add a job and finish the order. Go back into the order and complete the job.
 - c. Notate the account with "COMPLIANCE BACKLOG: ATTEMPTING REFLOW TO COMPLETE ORDER"
 - d. Disposition TARRMS as "Provisioned DI / NP"
 - Completed SODI, Error "CANNOT COMPLETE, PENDING PRVSN"
 - If SODI is complete at this error prompts when attempting to complete the order, the issue may be a "ghost prov". See page 7 for resolution
 - No SODI/Completed SODI, Attempt to complete the order - On the "order details" tab, set the status to "Completed"

Edit Service Order : RIVERA, ANDREW - 1111548689250 2 SEAMAN AVE APT 4J NEW YORK NY 10034 718-300-7972

☒ Services
 ☒ Account Details
 ☒ Provisioning Details
 ☒ Order Details
 ☐ Job Details
 ☐ Summary

Caller: <input type="text"/> Campaign Code: <input type="text" value="Default Campaign Code"/> Sales Rep: <input type="text" value="33641"/> Reason Code: <input type="text" value="Move-Out Of Area"/>	Source Type: <input type="text"/> Source: <input type="text"/> Status: <input type="text" value="Completed"/> Location Type: <input type="text" value="51-100 Units"/>	Billing Start Date: <input type="text" value="05/18/2018"/> Billing Stop Date: <input type="text" value="05/18/2018"/> Resolution Code: Must be set at the job level Completed Date: <input type="text" value="/ /"/>
Requested Completion Date: <input type="text" value="06/03/2018"/>	Bypass Customer Discount: <input type="checkbox"/> Force Tune: <input type="checkbox"/>	Disconnect Types <input checked="" type="radio"/> Voluntary <input type="radio"/> Non-Pay

Messages

ACCOUNT STATUSED,DLQT CODE = V
ACCOUNT 311 DAYS DELINQUENT

4. Click “next” to access the “Job Details” tab. Any open jobs need to be completed
 - Change the status of any open job to “Comp as ordered”
 - Type in resolution “CP0”
 - Click finish

Edit Service Order: RIVERA, ANDREW - 1111548689250 2 SEAMAN AVE APT 4J NEW YORK NY 10034 718-300-7972

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

Job	Class	Type	Sched Date	Arrival Time	Units	Estimated Duration	Tech	Tech Type	Status
632890	Service Change	1h Di/Dn	Unsched		010	50min	2920		Cancelled
755918	Connect	Phone Nc	06/05/2018	9Am-10am	027	2hr 15min	9401		Cancelled
755938	Service Change	1h Di/Dn	Unsched		010	50min	2920		Comp As ...

Description	Quantity	Provision Status	Connect Date	Disconnect Date
Hs Monitor	0	Provisioned	8/27/2017	6/13/2018
1h S Anchor	0	Provisioned	8/27/2017	6/13/2018
1h3 18mcon	0	Provisioned	8/27/2017	6/13/2018
1h Ts Ao	0	Provisioned	8/27/2017	6/13/2018
*starter TV	0	Provisioned	11/19/2015	6/13/2018
*standardtv	0	Provisioned	11/19/2015	6/13/2018
1h Active	0	Provisioned	11/19/2015	6/13/2018

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

Details Comments Profile Equipment Pickup Address Items

Job Number: 632890 Reschedule Reason: Resolutions:

COD Amount: 0.00 Prev Sched Date: Order Error

Call First: Dispatch Status: Cancel

Billing Start Date: / / Job Print Status: Not Printed

Billing Stop Date: / / Route Card Status: Not Printed

Customer Request: ☐ Created: 05/18/2018 FLY 0KBT Completed Date: 06/03/2018

Scheduling Category: 1h Positive Changed: 06/03/2018 BP2 1ER6 Begin Date/Time: 05/18/2018 17:05

☐ Activate Equipment Creation Type: Automatic # 1703 Start Time: 00:00 Stop Time: 00:00

Ord-Job Ref: 10007479148011170001 ☐ Lock Items To Job ☐ Re-Evaluate Items Scheduled Date: Unsched Scheduled Time: ☐ Override Quota

Back Finish Cancel

5. If there's no equipment issue, stop/start bill date issue or provisioning issue (SODI / SDP / NG) then the order should complete

6. Notate TARRMS

Common Errors:

1. Pending Provisioning
 - a. SODI / NG / SDP tasks
 - i. May require work to be performed in OMSE or a PAC UCM ticket. See how-to "LTWC CSG Error O3C36E - Cannot Close, Pending PRVSN.docx"
2. Stop / Start Bill Date Issues
 - a. Access the "order details" tab and erase the stop or start bill dates (depending on error) and attempt to complete the order
 - b. May need to access the "service" tab, then "service details" and scroll through each service and check the stop / start bill dates
 - i. **If removing the stop bill date allows the order to close, pay attention to the customers bill. Removing the stop bill date will not prorate the customer. If the stop bill date was in an earlier subscription month, the customer may get charged for an extra month of service they did not want. If this occurs, agents may need to perform an item reversal (see the Item Reversal how-to)**
 - c. Rarely, a previous order will future date the stop/start bill date on a service, which can prompt a "start bill date > stop bill date" when entering a NPD with todays date as the stop bill date. This error is resolved by looking through the service codes in the "service details" tab and checking the start bill dates, then change the "stop bill date" of that single item to match the start bill date. If other services do not share the same start bill date as that service item, then the stop bill date can different (likely todays date)
 - i. This error is caused because the system is trying to stop the bill on the date entered, but the stop bill date entered is before the future billed start date


1. Example:




- a. HSD PLUS = Start Bill Date 6/1/20
- b. Todays date = 5/25/20
- c. Entering the stop bill date "5/25/20" prompts error "start bill date > stop bill date"
- d. **Access service details, change the stop bill date of HSD Plus to 6/1/20**

The screenshot displays a software interface for managing service orders. At the top, a header bar shows the order details: "Edit Service Order: RIVERA, ANDREW - 111154869250 2 SEAMAN AVE APT 4J NEW YORK NY 10034 718-300-7972". Below this, there are tabs for "Services", "Account Details", "Provisioning Details", "Order Details", "Job Details", and "Summary". The "Order Details" tab is currently selected, showing a table with columns: Job, Class, Type, Sched Date, Arrival Time, Units, Estimated Duration, Tech, Tech Type, and Status. The table lists three items: Job 632890 (Service Change, Type: Ih Di/Dn, Sched Date: Unshed, Status: Cancelled), Job 755918 (Connect, Type: Phone Nc, Sched Date: 06/05/2018, Status: Cancelled), and Job 755938 (Service Change, Type: Ih Di/Dn, Sched Date: Unshed, Status: Comp As ...). Below the table, there is a section for "Description" with a list of items: Hs Monitor, Ih S Anchor, Ih3 18mcon, Ih Ts Ao, *starter TV, *standardtv, and Hn Active. A modal dialog box is open in the center of the screen, titled "Advanced Customer Service Representative". It contains a red "X" icon and the text "I3E13E-STOP BILL OUT OF BACKDATE RANGE". Below the dialog box, there are buttons for "Future Statement", "Audit", "Re-Evaluate", and "Unassign Item". At the bottom of the interface, there is a "Details" section with fields for "Job Number: 632890", "COD Amount: 0.00", "Call First:", "Billing Start Date: / /", "Billing Stop Date: / /", "Customer Request:", "Scheduling Category: Ih Positive", "Ord-Job Ref: 10007479148011170001", "Reschedule Reason:", "Prev Schd Date:", "Dispatch Status: Cancel", "Job Print Status: Not Printed", "Route Card Status: Not Printed", "Created: 05/18/2018 FLY OKBT", "Changed: 06/03/2018 BP2 1ER6", "Creation Type: Automatic # 1703", "Completed Date: 06/03/2018", "Begin Date/Time: 05/18/2018 17:05", "Start Time: 00:00", "Stop Time: 00:00", "Scheduled Date: Unshed", and "Scheduled Time:". There are also checkboxes for "Lock Items To Job" and "Re-Evaluate Items". At the bottom right, there are buttons for "Back", "Finish", and "Cancel".

Ghost Prov:

1. If there are no items that need completed in OSM and their service is activated to their equipment, then a TMS ticket for a "Ghost Prov" will need submitted to resolve the issue
2. Create a Billing TMS to "Collections Support". The following information and notes are needed
 - a. PID (Automatically fills out contact name, contact email and contact department)
 - b. Category 1: CSG
 - c. Category 2: Collections Support
 - d. Title: Stuck Order - Ghost Prov - Acct #
 - e. Priority: Low
 - f. Legacy Org: L-TWC/CSG or L-Charter/CSG
 - g. Account number
 - h. Notes: W/O #***** is stuck open due to pending provisioning. All SODI tasks show as completed. Attempting to complete the order prompts ""O3C36E – Cannot Close, Pending PRVSN" preventing completion. Can we have this escalated to CSG to have ghost provisioning and this order completed?

REQUESTOR DETAILS :		
*Contact PID : 	*Contact Name :	Contact Phone Number :
<input type="text"/>	<input type="text"/>	<input type="text"/>
Alternate Contact Phone # :	*Contact Email :	*Contact Department :
<input type="text"/>	<input type="text"/>	<input type="text"/>
*Category 1 : CSG	*Category 2 : Collections Support	Category 3 :
CSG	Collections Support	-- Select --

REQUEST DETAILS :		
*Title :	*Priority : Low	Target Date :
Stuck Order - Ghost Prov - Acct #898989898989	Low	 Date
Legacy Org : L-TWC/CSG	CSG SYS/PRIN :	ICOMS Site ID :
L-TWC/CSG	<input type="text"/>	Select an option...
Customer Segment :	Account Number :	Customer First Name :
Select an option...	898989898989	<input type="text"/>
Customer Last Name :	Release/Version :	Required In :
<input type="text"/>	<input type="text"/>	-- Select --
BRF :	BRF # :	Bill Type :
-- Select --	<input type="text"/>	-- Select --
Association :	Billing Effective Date :	Development :
<input type="text"/>	 Date	<input type="text"/>
HSD Solution :	Master Account Number :	Property Name :
-- Select --	<input type="text"/>	<input type="text"/>
Property Address Line 1 :	Property City :	Property State :
<input type="text"/>	<input type="text"/>	<input type="text"/>
Property Zip :	Property Total Units :	Install Date :
<input type="text"/>	<input type="text"/>	 Date
BDS # :	Category :	Item :
<input type="text"/>	<input type="text"/>	<input type="text"/>
Type :	Affected Item :	
<input type="text"/>	<input type="text"/>	

*Description :
WO 1000003888888 is stuck open due to pending provisioning - attempting to complete the order prompts ""O3C36E – Cannot Close, Pending PRVSN" preventing completion. Can we have this escalated to CSG to have ghost provisioning completed?

3. Escalate to "Billing TMS" and include the TMS ticket number