

## EBB Downgrade 120 Day – Downgrade to HSD Only - Protected Voice Area

- Accounts without equipment can be disconnected
- Specific notes are to be used based off the actions taken
  - See page #7 for notes
- Phone protected area's CA/NY/NJ have special handling
  - **Dunning 115 / 117 / 132 / 133 / 332 / 333 / 334 / 932 / 933 = Downgrade Video + HSD on day 76 , voice can be downgraded on day 121+**
- Remove seasonal If needed

### 1. Confirm the following on the account:

- Account is at or beyond 120 days delinquent
- No pending payments
- No PTP
- No ECAF
- Dunning is in the 900's and named "HSD Funding Program"
- Has EBB/ACP tracker(s)
- Bulk accounts should retain the tenant services. Remove paid services and reduce HSD if beyond MID 100

### 2. Access a change of service order

### 3. Locate and add the HSD offer based off their current subscribed service:

- **Plus / Ultra / Gig / Mid 100** = Offer #**1820** – 2Y Internet 100 SPP 3.0 = \$29.99
  - May require "override"
- **SIA** = Keep SIA as is, remove Video and/or phone, WiFi is \$5
  - If SIA needs added, only for possible future needs, offer #**1413** for SIA exists just in case
- **Tribal** = Tribal customers receive a \$75 discount, and should be left with PLUS (tracker LZ861 or LZ864)

\*\*\*These offer names and/or numbers may change without notice\*\*\*

The screenshot shows a software interface with tabs: Services, Account Details, Provisioning Details, Order Details, Job Details, and Summary. The 'Offers' sub-tab is active. A search bar labeled 'Keyword(s):' contains the text '1820'. Below the search bar are buttons for 'Voice', 'Video', and 'Data', all of which are checked. A 'Clear' button is also present. Below these are tabs for 'Standard Rates' and 'Promo Price'. A table with two columns, 'Offer' and 'Starting At', displays one row: '2Y Internet 100 SPP 3.0 #1820' and '\$29.99'. To the right of this table, under the heading '2Y Internet 100', are four bullet points: '\$29.99 Internet 100 x 2 years', 'Add WiFi at standard rate', 'Add Bundled Voice', and 'New Connect Offer/Change of Service Offer'. At the bottom of the interface, there is a field for 'Order Acct:' with the value '8260130224017486'. To the right of this field are four buttons: 'Override', 'Offer Qualifiers', 'Details', and 'Add'. The 'Override' button is highlighted with a red rectangular box.

- If offer 1820 has already been added to the account from the previously entered Day 76 downgrade, an error advising that the offer is already pending may prompt



- Modify the offer and remove phone through the wizard. If Phone service is in its own standalone package, the phone codes can be removed from the services screen without modifying the offer
- Remove the EBB Seasonal codes (if present), HP Autho/Active and confirm HSD and WiFi have the correct prices

Auto Package										Location Status: Tel Digequipreq		
Risk Assess										PRORATED MONTHLY		
Future Statement										Est. Sched. Date		
Port TN										Anniversary Svc		
Description	Provisioning ID	Qty	Outlet	Campaign	Offer	Discount	Account	Blk Dft	ETF	Amount		
S Wifiopt-In		1		Default Campaign Code			8150160011831115			0.00		
S Wifi Ao		1		Default Campaign Code			8150160011831115			0.00		
Hp Active		1		Default Campaign C...			8150160011831115			0.00		
Hp Autho		1		Default Campaign C...			8150160011831115			0.00		
S Primary Tn	9143639551	1		Default Campaign C...			8150160011831115			0.00		
Ebb Crdrk		1		Default Campaign Code			8150160011831115			0.00		
Spp Voice		1		Default Campaign C...	Voice Bun...		8150160011831115			14.99		
Steldirlistg	9143639551	1		Default Campaign C...	Voice Bun...		8150160011831115			0.00		
S Voicemail	9143639551	1		Default Campaign C...	Voice Bun...		8150160011831115			0.00		
S Mid Base		1		Default Campaign Code	2Y Internet 1...	Internet \$29.99 24 Mos	8150160011831115			29.99		
S Wifiervn		1		Default Campaign Code	2Y Internet 1...	Wifi \$0.00 24 Months	8150160011831115			0.00		
S Mid Int		1		Default Campaign Code	2Y Internet 1...		8150160011831115			0.00		
S Hst Modem		1		Default Campaign Code	2Y Internet 1...		8150160011831115			0.00		
S TV Select		1		Default Campaign C...	1Y TV Sel...	TV Select \$54.99 12m	8150160011831115			54.99		
S Vod		1		Default Campaign C...	1Y TV Sel...		8150160011831115			0.00		
lp Video		1		Default Campaign C...	1Y TV Sel...		8150160011831115			0.00		
S Brcdtsvc		1		Default Campaign C...	1Y TV Sel...		8150160011831115			21.00		

- Add LK206, proceed to step 13

- In the offer wizard, select the “remove current offer(s)” radio button. Uncheck (keep) “EBB CRDTRK” / “ACP CRDTRK” / “RSKTRK” if present. In the “new” section, remove all standalone products (video/phone), including any EBB seasonal code.

- BULK example on page 8

Current Offers									
Would you like to:									
<input checked="" type="radio"/> Add Offer '2Y Internet 100 SPP 3.0 #1820' and <b>remove</b> current offer(s) and discounts from the account?									
<input type="radio"/> Add Offer '2Y Internet 100 SPP 3.0 #1820' and <b>keep</b> current offer(s) and discounts on the account?									
Current Total: \$74.97									
* Does not include taxes and fees									
Offer Configuration Details									
Current					New				
Name	Action	Amount	Install	Deposit	Provisioning ID	Early T	Name	Action	Amount
Standalone Products/Packages (84484006..)									
Primary TN tracking (1)	Removed	\$0.00	\$0.00	\$0.00	9093033804		2Y Internet 100 SPP 3.0 #1820	Transitioned In	\$49.98
Hp Autho (1)	Removed	\$0.00	\$0.00	\$0.00			Spectrum Internet Equipment	Transitioned In	\$19.99
Phone Activate (1)	Removed	\$0.00	\$0.00	\$0.00			Free Internet Modem (1)	Transitioned	\$0.00
EBB CRDTRK (1)	Removed	\$0.00	\$0.00	\$0.00			Spectrum V66 (1)	Transitioned	\$0.00
EBB MID (1)	Removed	\$0.00	\$0.00	\$0.00			Home WiFi Opt In (1)	Transitioned	\$0.00
EBB NP VCE (1)	Removed	\$0.00	\$0.00	\$0.00			AVG Outlet (1)	Transitioned	\$0.00
EBB W OPT IN (1)	Removed	\$0.00	\$0.00	\$0.00			Spectrum Internet		
EBB AVG/ROUT (1)	Removed	\$0.00	\$0.00	\$0.00			Spectrum Internet 100 Base (1)	Transitioned	\$29.99
EBB WIF (1)	Removed	\$0.00	\$0.00	\$0.00			Spectrum Internet 100 Speed (1)	Transitioned	\$0.00
EBB MIBASE (1)	Removed	\$0.00	\$0.00	\$0.00			Spectrum Voice		
2Y Internet 100 SPP 2.0 #1511 (84484006..)	Modified	\$44.98	\$0.00	\$0.00			Voice Unlimited Plg (1)	Transitioned	\$14.99
Spectrum Internet Equipment									
Free Internet Modem (1)	Transitioned	\$0.00	\$0.00	\$0.00			Phone Directory Listing (1)	Transitioned	\$0.00
Spectrum V66 (1)	Transitioned	\$0.00	\$0.00	\$0.00			Spectrum Voice Additional Services		
Home WiFi Opt In (1)	Transitioned	\$0.00	\$0.00	\$0.00			Voice Mail (1)	Transitioned	\$0.00
AVG Outlet (1)	Transitioned	\$0.00	\$0.00	\$0.00			Spectrum Self-Install Services	Added	\$0.00
Spectrum Internet 100 Base (1)	Transitioned	\$29.99	\$0.00	\$0.00			Self-Install (1)	Added	\$19.99
Spectrum Internet 100 Speed (1)	Transitioned	\$0.00	\$0.00	\$0.00			SELPINS CHRG	Added	\$19.99
Spectrum Voice							Standalone Products/Packages (84484006..)	Removed	\$0.00
Voice Unlimited Plg (1)	Transitioned	\$14.99	\$0.00	\$0.00			Primary TN tracking (1)	Removed	\$0.00
Phone Directory Listing (1)	Transitioned	\$0.00	\$0.00	\$0.00	9093033804		Hp Autho (1)	Removed	\$0.00
Spectrum Voice Additional Services							Phone Activate (1)	Removed	\$0.00
Voice Mail (1)	Transitioned	\$0.00	\$0.00	\$0.00	9093033804		EBB MID (1)	Removed	\$0.00
Spectrum Self-Install Services							EBB NP VCE (1)	Removed	\$0.00
Self-Install (1)	Added	\$0.00	\$0.00	\$0.00			EBB W OPT IN (1)	Removed	\$0.00
Self-Install (1)	Added	\$19.99	\$19.99	\$0.00			EBB AVG/ROUT (1)	Removed	\$0.00
SELPINS CHRG	Added	\$19.99	\$19.99	\$0.00			EBB WIF (1)	Removed	\$0.00
Standalone Products/Packages (84484006..)	Removed	\$0.00	\$0.00	\$0.00			EBB MIBASE (1)	Removed	\$0.00
Primary TN tracking (1)	Removed	\$0.00	\$0.00	\$0.00	9093033804				
Hp Autho (1)	Removed	\$0.00	\$0.00	\$0.00					
Phone Activate (1)	Removed	\$0.00	\$0.00	\$0.00					
EBB MID (1)	Removed	\$0.00	\$0.00	\$0.00					
EBB NP VCE (1)	Removed	\$0.00	\$0.00	\$0.00					
EBB W OPT IN (1)	Removed	\$0.00	\$0.00	\$0.00					
EBB AVG/ROUT (1)	Removed	\$0.00	\$0.00	\$0.00					
EBB WIF (1)	Removed	\$0.00	\$0.00	\$0.00					
EBB MIBASE (1)	Removed	\$0.00	\$0.00	\$0.00					

5. Click "next"
6. If the customer subscribes to WiFi, click the "..." to add the \$5 WiFi discount (Non-SIA)
  - This may need re-added if previously downgraded due to the repackage
  - Not needed for SIA WiFi. This is to remain a \$5 charge

**Offer Configuration**

Spectrum Internet Equipment Decision

Please select between 1 and 9 products

Item	Name	Selection	Recurring	Recurring Discount
	Free Internet Modem	- 1 +	\$0.00	No Discount
	Customer Owned Modem	- 0 +		
	Spectrum Wifi	- 1 +	\$5.00	No Discount ...
	WiFi Pods(REPAIR USE ONLY)	- 0 +		
	Home WiFi Opt In	- 1 +	\$0.00	No Discount
	AWG Outlet	- 1 +	\$0.00	No Discount
	Home WiFi Opt Out	- 0 +		

- Select "override"

Available Discounts - Spectrum Wifi - WiFi Service

Select Discount From the List:

Discount	Value	Type	New Amount
No Discount	\$0.00	Dollar	\$5.00
INTERNET EPON ON WIFI \$0	100.00%	Percentage	\$0.00

Override Select Cancel

- Enter the code "SI445"
- Click "search"
  - WiFi \$0.00 24 months should load
- Click "Select"

Override Discount

Enter Discount: SI445 Search

Discount Code: **SI445** Discount Type: **Percentage**

Description: **WiFi \$0.00 24 months** Discount Value: **100.00%**

Number of Cycles: **24** Original Amount: **\$5.00**

Start Entry Date: **12/31/2021** Discount Savings: **\$5.00**

End Entry Date: Discounted Amount: **\$0.00**

Discount End Date: Discount Id: **799287**

Discount Weight: **0** Discount Security: **Administrator (135)**

☐ Global Discount

Select Cancel

7. Select “Next Decision” and confirm the discount for “Spectrum Internet 100 Base” is \$29.99 for 24 months

Interactive Sales Wizard - 2Y Internet 100 SPP 3.0 #1820

**Offer Configuration**

☒ Spectrum Internet Equipment  
☒ Spectrum Internet  
☒ Spectrum Internet  
Spectrum Voice  
☒ Spectrum Voice Additional Services  
Spectrum Self-Install Services  
Spectrum Transfer Install Services  
Spectrum Product Self-Install Services  
Spectrum Self-Install Equipment  
Spectrum Professional Install Services

**Spectrum Internet Decision**

Please select 2 products

< Previous Decision   Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
<input checked="" type="checkbox"/>	Spectrum Internet 100 Base	- 1 +	\$59.99	Internet \$29.99 24 Mos
<input checked="" type="checkbox"/>	Spectrum Internet 100 Speed	- 1 +	\$0.00	No Discount

8. Select “Next Decision” and confirm the services under “Spectrum Voice Decision” are removed

**Spectrum Voice Decision**

Please select up to 2 products

< Previous Decision   Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
<input checked="" type="checkbox"/>	Voice Unlimited Pkg	- 0 +		
<input checked="" type="checkbox"/>	Phone Directory Listing	- 0 +		

9. Select “Next Decision” and confirm the services under “Spectrum Voice Additional Services” are removed

**Spectrum Voice Additional Services Decision**

Please select up to 2 products

< Previous Decision   Next Decision >

Item	Name	Selection	Recurring	Recurring Discount
<input checked="" type="checkbox"/>	Voicemail	- 0 +		
<input checked="" type="checkbox"/>	Spectrum Voice International	- 0 +		

10. Select “Next Decision” until the “Self-Install Services Decision” screen prompts. Remove the “Self-Install” selection

**Spectrum Self-Install Services Decision**

Please select up to 3 products

< Previous Decision   Next Decision >

Item	Name	Selection	Install	Install Discount
<input checked="" type="checkbox"/>	Self-Install	- 0 +	\$19.99	
<input checked="" type="checkbox"/>	---- Shipping and Installation ----	- 0 +		
<input checked="" type="checkbox"/>	Self Install Ship to Customers Home	- 0 +		
<input checked="" type="checkbox"/>	Self Install Pickup at Charter Store	- 0 +		
<input checked="" type="checkbox"/>	Self Install - Customer is Transferring	- 0 +		
<input checked="" type="checkbox"/>	Self Install Fiber No Equipment Needed	- 0 +		

11. Select “Next Decision” until the “Professional Install Services Decision” is prompted. Select “no truck” and then click “save” and then “next” until the “order rules” screen is reached

**Spectrum Professional Install Services Decision**

Please select up to 22 products

< Previous Decision   Next Decision >

Item	Name	Selection	Install	Install Discount
<input checked="" type="checkbox"/>	Installation - Connect - Non-Video	- 0 +		
<input checked="" type="checkbox"/>	Truck Roll Upgrade Fee - Non-Video	- 0 +		
<input checked="" type="checkbox"/>	Installation - Connect	- 0 +		
<input checked="" type="checkbox"/>	Truck Roll Upgrade Fee	- 0 +		
<input checked="" type="checkbox"/>	Transfer Service	- 0 +		
<input checked="" type="checkbox"/>	Inst AO chrg	- 0 +		
<input checked="" type="checkbox"/>	No Truck	- 1 +	\$0.00	No Discount

12. Select “Change of service no truck” and click “save” and then “next” until the “order rules” screen is reached. Review the order rules screen for any errors. If an error exists, review it and go back through the offer wizard and make corrections. If no error is present, select “finish”

Interactive Sales Wizard - 2Y Internet 100 SPP 3.0 #1820

**Order Rules**

**Order Rule Results**

- Order Message
- Order Rules Passed

13. The account now has MID 100 at \$29.99 and WiFi at \$0

Current Services

Auto Package Risk Assess Future Statement Est. Sched. Date Port TN Anniversary Svc Location Status: Tel Digequipreq

Description	Provisioning ID	Qty	Outlet	Campaign	Offer	Discount	Account	BlkDflt	ETF	Amount
S Hsi Modem		1		Default Campaign ...	2Y Inteme...		8260141459298386			0.00
S Wifi Ao		1		Default Campaign ...	2Y Inteme...		8260141459298386			0.00
S Chgsrvtrk		1			2Y Inteme...		8260141459298386			0.00
S Mid Int		1			2Y Inteme...		8260141459298386			0.00
S Mid Base		1			2Y Inteme...	Internet \$29.99 24 ...	8260141459298386			29.99
S Wfirsrv		1			2Y Inteme...	Wifi \$0.00 24 Months	8260141459298386			0.00

Select All Service Details Discount Details Modify Remove Remove All Running Estimate: 29.99 Calculate

Back Next Cancel

14. Select “Next” until the “Order Details” screen is reached. Use the following

- Campaign Code: Default Campaign Code
- Sales Rep: 0
- Reason Code: Z5 and XT (XX in Charter)
- Stop Bill Date: today's date
- Comments: Voice Not Protected notes, see page 8

Services Account Details Provisioning Details Order Details Job Details Summary

Caller: Source Type: Billing Start Date: / /

Campaign Code: Default Campaign Code Source: Billing Stop Date: 10/06/2022

Sales Rep: 0 Reason Code: Location Type: R:apartment

Requested Completion Date: 10/06/2022 Bypass Customer Discount: ☐ Completed Date: / /

Messages

ACCOUNT STATUS: DLQIT CODE = T  
ACCOUNT 564 DAYS DELINQUENT

Equipment Comments Monetary Profile

Order Comments:

Account is part of ACP program. This delinquent account has had Video and/or Voice removed and Internet downgraded within ACP credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501 for handling

Standard Comments:

Location Comments

Back Next Cancel



15. Validate the equipment, select “next”

16. On the “Job Details” tab, a “disconnect” job should load, if not then add a “disconnect” job. Add the same comments used on the order details screen, schedule the job for today and select “finish”

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

Job	Class	Type	Sched Date	Arrival Time	Units	Estimated Duration	Tech	Tech Type	Status
JOB001	Disconnect	Disconnect	10/06/2022	All Day	000	0min	0000		Open

Description	Quantity	Provision Status	Connect Date	Disconnect Date
S Primary Tn	0	Open	6/11/2020	
S Voicemail	0	Open	6/11/2020	
Steldirlistng	0	Open	6/11/2020	
Hp Autho	0	Open	6/11/2020	
Hp Active	0	Open	6/11/2020	
Ebb Mid	0	Open	9/16/2022	
Ebb Np Vce	0	Open	9/16/2022	
Ebb W Opt In	0	Open	9/16/2022	
Ebb Auto/Route	0	Open	9/16/2022	

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

Details Profile Equipment Pickup Address Items

Job Number: JOB001  
COD Amount:   
Call First:   
Billing Start Date:   
Billing Stop Date:   
Customer Request: ☐

**Job Comments**  
Account is part of ACP program. This delinquent account has had Video and/or Voice removed and Internet downgraded within ACP credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501 for handling

17. Re-open the order, set the status of the job to “Comp As Ordered” and enter “CP0” into the resolutions box

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

Job	Class	Type	Sched Date	Arrival Time	Units	Estimated Duration	Tech	Tech Type	Status
516490	Disconnect	Disconnect	10/06/2022	All Day	000	0min	0000		Comp As ...

Description	Quantity	Provision Status	Connect Date	Disconnect Date
S Primary Tn	0	Open	6/11/2020	
S Voicemail	0	Open	6/11/2020	
Steldirlistng	0	Open	6/11/2020	
Hp Autho	0	Open	6/11/2020	
Hp Active	0	Open	6/11/2020	
Ebb Mid	0	Open	9/16/2022	
Ebb Np Vce	0	Open	9/16/2022	
Ebb W Opt In	0	Open	9/16/2022	
Ebb Auto/Route	0	Open	9/16/2022	

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

Details Comments Profile Equipment Pickup Address Items

Job Number: 516490  
COD Amount: 0.00  
Call First:   
Billing Start Date:   
Billing Stop Date:   
Customer Request: ☐  
Scheduling Category: Disconnect  
Activate Equipment: ☐  
Ord-Job Ref: 10001126031040440001

Reschedule Reason:   
Prev Schd Date:   
Dispatch Status: Open  
Job Print Status: Not Printed  
Route Card Status: Not Printed  
Created: 10/06/2022 50E @G#U  
Changed: 10/06/2022 50E @G#U  
Creation Type: Automatic # 9412  
Lock Items To Job: ☐ Re-Evaluate Items: ☐

**Resolutions**  
Completed  
Completed Date:   
Begin Date/Time: 10/06/2022 08:33  
Start Time: 00:00 Stop Time: 00:00  
Scheduled Date: 10/06/2022  
Scheduled Time: All Day Override Quota: ☐

Back Finish Cancel

- The order will flow through provisioning and complete within minutes, up to 48 hours

18. Notate the account with the same note used on the work order

19. Depending on if the order closes or not, disposition TARRMS as “provisioned” / “completed”

### **Quick Version:**

Open COS -> add 1820, modify existing 1820 offer or check the video/phone codes and remove manually -> keep EBB/ACP tracker -> remove all standalones -> add Wifi discount SI445 -> remove self install fee -> add no truck -> use order reason Z5 + XT (XX charter) -> add notes -> schedule job same day -> complete job -> notate acct -> disposition "provisioned" or "complete"

### **Work Around for Offer #1820 to set price to \$29.99:**

Remove all services (you may leave on trackers)

Add HSD services on via Power User

Add **Discount SI070** to the Base (LA766)

Add **Discount SI445** to WiFi Service (LA721) for free WiFi

Add LK206

After all codes are added, **click on calculate** in bottom right

This will correct price to **\$29.99**.

## ACP Downgrade Standard Notation

Downgrade Reason	Standard note
Voice not protected	Account is part of ACP program. This delinquent account has had Video and/or Voice removed and Internet downgraded within ACP credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501 for handling instructions.
Voice is protected	Account is part of ACP program. This delinquent account has had Video removed and Internet downgraded within ACP credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501 for handling instructions.
Internet only downgrade	Account is part of ACP program. This delinquent account has had Internet downgraded within ACP credit amount. Customer must pay delinquent balance to add Video, Voice, or upgrade Internet. Refer to GEN8501 for handling instructions.
Downgrading accounts due to missing equipment or services	
If disconnecting an account because it is missing equipment	Account is part of acp program. This delinquent account has been disconnected due to not having equipment. Customer must pay delinquent balance to add video, voice or internet. If customer calls to restore services please set them up with ACP internet offer 29.99 and ship modem/router.
If disconnecting due to NO HSD code + no equip	Account is part of acp program. This delinquent account has been disconnected due to not having internet equipment. Customer must pay delinquent balance to add video, voice or internet. If customer calls to restore services please set them up with ACP internet offer 29.99 and ship modem/router.
NO HSD but has active HSD equipment	EBB/ACP DE-ENROLLED: NO INTERNET USAGE DETECTED-ACCOUNT DISCONNECTED. TO RE-ENROLL LOCATE ORIGINAL UCM TICKET, RE-OPEN AND RE-SUBMIT. REFER TO HOW6832 FOR DETAILS ON RE-OPENING EBB/ACP UCM TICKETS
If taking Wifi pods off	Customer must pay balance in full before adding wifi pods back to account



## Bulk Services:

1. Review the subscribed services for those that are not billed.
2. Add offer #1820
3. Within the Sales Wizard's current" section, uncheck all services that aren't billed, leaving only those services that are billed to the customer. In the "new" section, remove the standalone products

Would you like to:

☒ Add Offer '2Y Internet 100 SPP 3.0 #1820' and **remove** current offer(s) and discounts from the account? Current Total: \$102.7

☐ Add Offer '2Y Internet 100 SPP 3.0 #1820' and **keep** current offer(s) and discounts on the account? \* Does not include taxes and fees

---

**Offer Configuration Details**

Current							New						
Name	Action	Amount	Install	Deposit	Provisioning ID	Early T.	Name	Action	Amount	Install	Deposit	Provisioning ID	Early T.
<b>Standalone Products/Packages (82601706...</b>	<b>Downgraded</b>	<b>\$11.75</b>	<b>\$0.00</b>	<b>\$0.00</b>			<b>2Y Internet 100 SPP 3.0 #1820</b>	<b>Transitioned In</b>	<b>\$49.98</b>	<b>\$19.99</b>	<b>\$0.00</b>		
HD Set-top Box (1)		\$0.00	\$0.00	\$0.00			Spectrum Internet Equipment	Transitioned	\$0.00	\$0.00	\$0.00		
Standard TV (1)		\$0.00	\$0.00	\$0.00			Free Internet Modem (1)	Transitioned	\$5.00	\$0.00	\$0.00		
Starter TV (1)		\$0.00	\$0.00	\$0.00			Spectrum Vw6 (1)	Transitioned	\$0.00	\$0.00	\$0.00		
S MIXGUIDE (1)		\$0.00	\$0.00	\$0.00			Spectrum Internet	Added	\$29.99	\$0.00	\$0.00		
S MIXGUIDE (1)		\$0.00	\$0.00	\$0.00			Spectrum Internet 100 Base (1)	Added	\$0.00	\$0.00	\$0.00		
AVG Outlet (1)		\$0.00	\$0.00	\$0.00			Spectrum Internet 100 Speed (1)						
Home WiFi Opt In (1)		\$0.00	\$0.00	\$0.00			Spectrum Voice	Added	\$14.99	\$0.00	\$0.00		
Primary TN tracking (1)		\$0.00	\$0.00	\$0.00			Voice Unlimited Pkg (1)	Transitioned	\$0.00	\$0.00	\$0.00	9157594331	
Setup Caller ID (1)		\$0.00	\$0.00	\$0.00			Phone Directory Listing (1)	Transitioned	\$0.00	\$0.00	\$0.00	9157594331	
HP Autho (1)		\$0.00	\$0.00	\$0.00			Spectrum Voice Additional Services	Transitioned	\$0.00	\$0.00	\$0.00	9157594331	
Phone Activate (1)		\$0.00	\$0.00	\$0.00			Voice Mail (1)						
HD Set-top Box, Remote (1)	Removed	\$11.75	\$0.00	\$0.00			Spectrum Self-Install Services	Added	\$0.00	\$0.00	\$0.00		
ACP CRDTRK (1)		\$0.00	\$0.00	\$0.00			Self-Install (1)	Added	\$19.99	\$19.99	\$0.00		
EBB CRDTRK (1)		\$0.00	\$0.00	\$0.00			SELFINS CHRG	Removed	\$0.00	\$0.00	\$0.00		
LVOD (1)		\$0.00	\$0.00	\$0.00			<b>Standalone Products/Packages (826017062323...</b>	<b>Removed</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		
<b>Add'l Instance 1Y Internet with Full Video S...</b>	<b>Downgraded</b>	<b>\$75.99</b>	<b>\$0.00</b>	<b>\$0.00</b>			HD Set-top Box, Remote (1)	Removed	\$0.00	\$0.00	\$0.00		
Spectrum Internet Equipment													
Free Internet Modem (1)	Transitioned	\$0.00	\$0.00	\$0.00									
Spectrum Vw6 (1)	Transitioned	\$5.00	\$0.00	\$0.00									
Spectrum Internet													
Spectrum Internet Base (1)	Forced Downgrade	\$70.99	\$0.00	\$0.00									
Spectrum Internet Plus (GF) (1)	Forced Downgrade	\$0.00	\$0.00	\$0.00									
<b>Voice Bundled SPP #1264 (826017062323...</b>	<b>Downgraded</b>	<b>\$14.99</b>	<b>\$0.00</b>	<b>\$0.00</b>									
Spectrum Voice													
Voice Unlimited Pkg - Grandfathered...	Removed	\$14.99	\$0.00	\$0.00									
Phone Directory Listing (1)	Transitioned	\$0.00	\$0.00	\$0.00	9157594331								
Spectrum Voice Additional Services													
Voice Mail (1)	Transitioned	\$0.00	\$0.00	\$0.00	9157594331								

4. Next through the Wizard, remove phone services if needed
5. Remove the "self-install"
6. Add the "no truck"
7. Review the services on the order and ensure that the billed services have been removed, the free services remain and their HSD speed has been reduced

Current Services

Auto Package		Risk Assess	Future Statement	Est. Sched. Date	Pgrt TN	Anniversary Svc	Location Status: Tel Digequepreq			
Description	Provisioning ID	Qty	Outlet	Campaign	Offer	Discount	Account	Blk Dft	ETF	Amount
*sub-Hd Stb		1		Default Campaign Code			8260170623234902			0.00
*sub-Stdtv		1		Default Campaign Code			8260170623234902			0.00
*sub-Start		1		Default Campaign Code			8260170623234902			0.00
Spec Guide		1		Default Campaign Code			8260170623234902			0.00
S Mixguide		1		Default Campaign Code			8260170623234902			0.00
S Hai Plus		0		Default Campaign Code			8260170623234902			0.00
S Hai Base		0		Default Campaign Code		Internet \$39.99 12 Mos	8260170623234902			0.00
S Wifi Ao		1		Default Campaign Code			8260170623234902			0.00
S Wifiopt-In		1		Default Campaign Code			8260170623234902			0.00
S Primary Tn	9157594331	0		Default Campaign Code			8260170623234902			0.00
S Voicemail	9157594331	0		Default Campaign Code			8260170623234902			0.00
Steldirfng	9157594331	0		Default Campaign Code			8260170623234902			0.00
Settop Cid		1		Default Campaign Code			8260170623234902			0.00
Hp Autho		1		Default Campaign Code			8260170623234902			0.00
Hp Active		1		Default Campaign Code			8260170623234902			0.00
Asp Crdtk		1		Default Campaign Code			8260170623234902			0.00
Ebb Crdtk		1		Default Campaign Code			8260170623234902			0.00
L Vod		1		Default Campaign Code			8260170623234902			0.00
S Telephline	9157594331	0		Default Campaign Code			8260170623234902			0.00
S Telephone		0		Default Campaign Code			8260170623234902			0.00
Stelundintr	9157594331	0		Default Campaign Code			8260170623234902			0.00
Stelundlnta	9157594331	0		Default Campaign Code			8260170623234902			0.00
S Tel 23feat	9157594331	0		Default Campaign Code			8260170623234902			0.00
Stelntalease		0		Default Campaign Code			8260170623234902			0.00
*ndstb Ao Pk		0		Default Campaign Code			8260170623234902			0.00
S Hai Modem		1		Default Campaign Code	2Y Internet 1...		8260170623234902			0.00
S Chgarvntk		1			2Y Internet 1...		8260170623234902			0.00
S Mid Int		1			2Y Internet 1...		8260170623234902			0.00
S Mid Base		1			2Y Internet 1...	Internet \$29.99 24 Mos	8260170623234902			29.99
S Wifiann		1		Default Campaign Code	2Y Internet 1...	Wifi \$0.00 24 Months	8260170623234902			0.00

8. Continue following the process previously outlined