**Toll Free Change Request Process**

**Summary:**

* This document outlines the process for submitting non-revenue Toll Free change requests to the Phone Activation and Completion (PAC) team.

**General Guidelines:**

* An ***eVolve*** Case will be created for all requests requiring PAC completion.
* Customer requests will typically include the following:
  + Route to Number Change
  + Toll Free Number Change
  + Toll Free Routing Change
  + Other Toll Free Change
* Once the Toll Free change request case has been completed PAC will contact the customer to confirm.
* For Toll Free number inquiries such as Point To number verification, a case should be submitted to PAC selecting Other Toll Free Change as the reason
* All Toll Free requests resulting in an increase in revenue must be directed to the Existing Sales team.
  + Adding a Toll Free number
  + Adding Advanced Toll Free service
* Advanced Toll Free number routing change requests require the Routing Plan form to be completed and attached to the ***eVolve*** case to PAC.
* Customers requesting to disconnect a Toll Free number should be transferred to Retention.

**Restrictions:**

* Customer accounts must be in good standing to process Toll Free change requests.

**Process:**

| **Toll Free Change Requests to PAC** | |
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| **STEP** | **ACTION** |
|  | This process begins when a Specialist receives a call, follows call handling and authentication processes and determines customer reason for calling. A customer request to make changes to an existing toll free number or customer is experiencing Toll Free service issues related to routing. |
|  | Perform a **Search** in ***eVolve*** to locate the customer account.   * Click **Search**      * Scroll to the **Accounts** section to select the appropriate account. * Check the **Account Type** field and select the **Service Location** option. |
|  | Ask what changes the customer would like to make to their Basic or Advanced Toll Free number.   * If the customer request to disconnect a Toll Free number, ***transfer customer to Retention.*** * If the customer request to add Advanced Toll Free service, ***transfer customer to existing sales.*** * If the customer requests to change the routing of the Toll Free number or change the toll free number, ***proceed to next step***. |
|  | Open an ***eVolve*** case.   * On the Account page, click **Cases.**      * Select **New Case**. |
|  | Under the **Select Case Record Type**, select **Toll Free Changes**. |
|  | In the **Case Edit** section, fill in the required fields indicated in **red**.     * **Status**: Select **New** * **Toll Free Number**: Enter the Toll Free number the customer requests to make changes to |
|  | Select the appropriate **Priority** andadvise customer of expected completion timeline:   * **Critical** – Toll Free service is out or business critical (1 hour completion) * **High** – Same day change request (2 hour completion) * **Medium** (Default) or **Low** – Next day or future date for change requests (4 hour completion)     ***Note: Please see*** [***PAC Escalation Matrix***](#escalation) ***for cases not responded to in the appropriate timeframe.***   | **PAC** | | | | | --- | --- | --- | --- | | **Market Area** | **Business Hours** | **On Call Hours** | **On Call Number** | | **East** | Monday –Friday  7am-7Pm | Monday –Thursday 7:01pm-6:59am  Friday 7:01PM - Monday 6:59am | 855-865-6101 | | **West** | Monday –Friday  7am-7Pm | Monday –Thursday 7:01pm-6:59am  Friday 7:01PM - Monday 6:59am | 844-666-3447 |   ***Note: When leaving a voicemail include: Case number, Account Number, Business Name, contact Name and contact number***. |
|  | In the **Description Information** section select the following:   * **Case Reason**: select the appropriate Toll Free request     ***Note: For Toll Free number inquiries such as Point To number verification, a case should be submitted to PAC selecting Other Toll Free Change as the reason***   * **Customer Requested Due Date**: select the customer requested due date * **Subject** and **Description**: fill inwith detailed description of the customers’ requests.      * Account name and contact will be automatically populated from the Service Location. |
|  | Click **Save** to submit the case to PAC.     * *For Advanced Toll Free Number change requests, complete the* ***Routing Plan*** *form with the customer [Insert Link to the form] and save the form to your desktop with the business account name.*  *See* [**Attach a Document to an *eVolve* Case.**](#attachment) |
|  | Make detailed notations on account. End call as appropriate. |

**Process:**

| **Attach a Document to an eVolve Case** | |
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| **STEP** | **ACTION** |
|  | This process begins after an ***eVolve*** case has been saved and an attachment needs to be added to the case. |
|  | Scroll down in the Case to the **Attachments** section.   * Click **Attach File** |
|  | On the **Attach File to Case** page:   * Click **Browse** to search on your desktop for the document with the business name * Click **Attach File** * Click **Done**      * Attachment will now appear under the **Attachments** section of the case. |

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| **P****AC Escalation Matrix** | |
| **East** | **West** |
| [East.BC.PAC.Leadership@twcable.com](mailto:East.BC.PAC.Leadership@twcable.com) | PacWest: [West.PW.BCPAC.service-escalation@twcable.com](mailto:West.PW.BCPAC.service-escalation@twcable.com)  MidWest: [West.MW.BCPAC.service-escalation@twcable.com](mailto:West.MW.BCPAC.service-escalation@twcable.com)  Texas: [TXR.BCPPAC@twcable.com](mailto:TXR.BCPPAC@twcable.com) |