New Install - Data with One or More Mobile Line(s)

Important Information

Authenticate two (2) security questions OR the CPNI PIN and one (1) security question before discussing or changing CPNI and PII protected information; customer cannot opt-out of CPNI verification

Free Unlimited Mobile offer within **30-day** grace period with **New Data Install**

- Enter an RT Form to have promotion added to the account
- **Category**: Campaign / Service Code Issue

Mobile Services Start Billing when Device is Activated

- Depending on when other services were activated, there may be prorates
- Data was installed on March 1st and Mobile device activated on March 20th
- The bill shows prorated Mobile charges from March 20th through March 31st
- Subsequent months are billed from the first to the last of the month

Astound Mobile Requirements for Install

- Customers **must** subscribe to **Astound Internet** service
- Mobile devices **must be unlocked** *before* activation
- The customer must have a **MyAstound account** to lock / unlock the account. It is defaulted to unlocked.

- Make sure the **Preferred Email Address** field in ICOMS is **populated** and **accurate** *prior* to starting the order
- Review the ICOMS **Home Phone** field to ensure the **displayed number** is **accurate**

Verify in Reach Central First:

- Check Reach Central for the address, Device Compatibility (SIM or eSIM), Number Portability, and Network Coverage

- Remember, Astound **cannot** Port lines from **Alaska (area code 907)** or Countries **other than** the United States

Voice Mail and Porting:

- Voice Mail completely resets when moving a mobile phone number between carriers

If Porting an Astound Landline to an Astound Mobile Line

- Email CSD_port_outs@astound.com - **internal use only; never give this email address to customers**
    - **Subject Line**: Port Out to Reach
    - **Email Body**: account number and telephone number
    - Port Out done **next business day** when **error-free** requests are received **by 3:00pm ET**

- ***After*** emailing CSD, **add Mobile Service in ICOMS**

Credit Policy, Prior Debt Check and Deposit Requirements

If you are **unsure** when a **Credit Check** and **Deposit** are required

- **CA, OR, WA**: Credit Policy and Prior Debt Check
- **All Other Markets**: Residential Credit Policy

If you need to take a **Deposit** as a **Work from Home employee**

- **All Markets**: follow the **special instructions** from our Standard Install process

Installing in ICOMS

1. Create an Install **Work Order (IS)** and use a self install option (SIK) when available, eligible and agreed upon by the

customer

2. in **Customer Maintenance** screen:

    - Enter the **First Name**, **Last Name**, **Home Phone Number**, **Customer Type** (T - Tenant or O - Owner) and **Customer Category** (R - Residential)

    - Add the **customer's email address** to the **preferred email address** field on the **Customer Maintenance (CM) screen**.

        - You must do this **before scheduling the work order (steps below)** to ensure the order is created in **Reach Central**

3. *******Process the Credit Check if necessary*******

4. On the **Order Entry Services** [ES] screen:

    - Click in the **Package field** and **F4** to reach the **Select a Package** screen

    - Select the appropriate Package ID, click **Exit twice**, then press **Enter**

    - On the **Select Service** screen, use the **guided flow** to add codes **based on your customer's needs** and press **Enter**

    - In order to quote the customer the total price of all of the services, add the **total quantity** of the mobile lines the customer would like to order

- **Mobile Service** code and the **Mobile Plan**(s)
    - **NMBLSVC**
    - **NMBWDTA**
- **SIM card**(s)
    - **NMBESIM** (eSIM) or
      NMBLSIM (Physical SIM)
- Pick **one** of these plans for each line. Please note: all lines need the same exact plan
  .
    - **NUNLTT1** (Unlimited Talk & Text - 1.5 GB Data)
    - **NUNLTT3** (Unlimited Talk & Text - 3 GB Data)
    - **NUNLT20** (Unlimited Plan - 20 GB High Speed w/SD video streaming)
    - **NUNLTPL** (Unlimited Plan - 20 GB High Speed w/HD video streaming)
- Add **all 3 codes** to turn Roaming and International off to each line
    - **NMBDROF** (Domestic Roaming Off)
    - **NMBIROF** (International Roaming Off)
    - **NMBICOF** (International Calling Off)

5. **After quoting the Monthly Recurring Charges (MRC)** to the customer, **change the quantity of the mobile service back** to quantity 1 even if more than 1 mobile line is ordered

    - *Additional mobile lines will be ordered from Reach Central after submitting the order for the first mobile line in ICOMS*

6. Press **Exit**

7. On the **One Time Charges** [OT] screen

    - Add the correct OTC for the Data install

    - Installation Charges can be spread a maximum of 2 months; Activation charges cannot be spread

        - **eSIM** - No One Time Charge Code

        - Physical SIM – **NMBLSIM $3**

            - Type a **1** in the column next to RSHIPST and press **Enter**

    - *Important Note: When the customer orders **more than one physical SIM** do not charge the $3 shipping charge in the ICOMS work order. The charge will happen in Reach Central*

8. In the Schedule Work (SW) screen

    - **Split the Mobile work order** from the other services by highlighting the **mobile service** and clicking the Split button

9. Select the **Category M** work order and click **No Sch**

10. Select the remaining work order and press **Sch** to schedule (Category D or *) , or if SIK, then schedule accordingly

11. On the **Work Order Summary** [OS] screen, complete the order as you normally would, pressing **Exit** on the screens when needed

    - Note: For orders with more than one mobile line, the total amounts shown does not include additional lines

12. Complete the **CPNI Questionnaire** on [CQ] screen

1. Setup Selfcare

To add more mobile line(s) to this order:

1. Access the account in **Reach Central** by going through the customer's **Mobile** tab in **BOLT**

2. Once on the main page of the account, click Add Lines, in the **Manage lines** section

- **Note: The account may take a minute to be created in Reach Central; please be patient*

3. Type a name for the additional line. When unsure, type Second line or Third Line. This can be changed during activation

4. Click the **Plus (+)** icon

    - *Do you need additional lines?*

        - **Yes –** Type in another name and click the plus sign for each line you need

        - **No –** Click **Proceed**

5. Number Preference**: Always choose Get a new number**. During the activation process, the customer will change this to a ported number

6. To check Device Compatibility you may enter the customer's device IMEI to determine if the customer needs a SIM or eSIM

7. Type in the IMEI. If they don't have or don't know the IMEI:

    - Order an **eSIM**: Enter this default IMEI to order an eSIM: **356133317777777**

        - **If the customer insists on a physical SIM**:
            - Advise the customer that there is a **one time fee of $3** for a physical

SIM card (eSIMs does not have a charge)

- Select **Skip for now** to send the **physical SIM**

- Click **Next**

1. *For additional lines, you'll be redirected to the steps above*

1. Shipping Physical SIM(s) - Always ship to **Service Address** to send the physical SIM(s), click the **Proceed** button

2. Review order by clicking **Confirm**

    - *Note: Pricing does not include any promotional rates offered in ICOMS*

    - Confirm order a second time and click **Proceed**

3. An Order placed successfully screen appears
    - Click **Next**

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