

# Disconnect Keeping Only Mobile

## Please Note

- Follow the usual steps for **handling past due accounts**, when needed

## Set Correct Expectations

- Mobile price **increases \$20 per line** when not subscribed to Astound Data service
- Any **other mobile offer that needs Data on the account** - like the **free unlimited line** - is removed and charged regularly
- The **Account Number** and **MyAstound** online account **will change**
- **When the customer is physically no longer at that address, we want to be able to install services there again**

- To do that, a roommate account is built so we can install a new customer at that address

## RT Ticket and ICOMS Steps

**Important:** when the customer **already moved** or is **moving within the next two weeks**

- Make sure the **bill-to address** is **updated** on the *existing* account to the **new address**
- Submit an **RT Ticket** when a Mobile customer **retains service** but **moves out of footprint**

Fill out the **Billing Tickets Form** as follows

1. Ticket Title: *Address Request (new address)*
2. Category: **House/Address Request**
3. Message Body:
  - **New Service Address**
  - **New Billing Address**

- **Date of move**
  - **Mobile lines** (phone numbers) remaining active at the new address
  - **Comments:** *Customer keeping only the mobile service. Needs address built to create "roommate" account*
4. Note **BOLT** with the **details** of the request

Once the ticket is **complete**, and the **new account is created**, process a **transfer of service** to the **new account** for **mobile** only

1. **Remove** the **Mobile Service With Data code**
2. Then, **add** Mobile Service **No Data service code NMBNDTA**
  - Remind customer of **\$20** increase
3. **Update** the **Bill to Address** on the **old address** to the customer's **new address**
4. Process the **disconnect** of other services

Online URL: <https://agentx-astound-kb.hgsdigital.com/article.php?id=4401>