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

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