

Disconnect Mobile Line(s) in Reach Central

Are You in the Right Article?

These processes are either automated or follow a different process

- [Non-Pay Suspension](#)
- [Non-Pay Disconnection](#)
- [Seasonal Disconnection](#)
- [Porting a mobile line to another carrier](#)
- [Transfer of Service to another Location / Account](#)

Porting the Mobile Number Out?

Before processing any mobile disconnect, is the customer *porting* their line to another carrier?

Porting to Another Carrier

- Do NOT disconnect the line, in any system!

- **Note BOLT** saying the customer intends to port their line to another carrier
- The **line must be active** when porting to another carrier
- Tell the customer their number will be disconnected with us **when it is ported** to the new carrier

Disconnect Mobile, Not Porting Out

- [Continue to the next section](#)

Disconnect Mobile and Data

Chat Agents: customers who request to **disconnect** service must **call 800-427-8686** for assistance

Never disconnect Mobile service in ICOMS!

- Process the Mobile disconnect in **Reach**
- Reach disconnects the Mobile service immediately

Schedule a Downgrade in ICOMS to Remove Data

- Let the customer know, having mobile service **without**

data for any amount of time, the price of mobile is pro-rated **without** data

- *This should **not** be an issue unless mobile service is ported out **AFTER Data is removed***

Disconnect Mobile Line in Reach Central

[Having trouble getting into Reach Central? Click here!](#)

1. Access the account in **Reach Central** by going through the customer's **Mobile** tab in **BOLT**
1. Scroll to the **bottom** of the **Primary Line** profile page
1. Under [Quick Actions > User Management](#) > select **Disconnect**
 - A [Disconnect](#) pop-up window displays a list of the active lines on the account
1. [Select the line or lines to be disconnected](#) by tapping the radio button next to **Disconnect Now** and tap **Next**
 - You may select more than one line to disconnect multiple lines at one time if needed

2. **Review the line(s) to be disconnected**; once the correct line(s) are selected, click **Continue**

- *If the line selected is **incorrect**, click **Back** in the upper left to go back to the last screen and select the correct line(s)*

3. On the **Continue with the selection?** screen:

- Select the **Primary Reason** the line(s) is being disconnected
- Select the **Secondary Reason** (more detailed reason) the line(s) is being disconnected
- Select the **Confirm** button to submit the disconnection request

4. The **Disconnection is submitted** to Reach and ICOMS

- **Within a few seconds**, the line is disconnected
- An action is sent to **ICOMS** to **complete** and **check-in** the disconnect work order
- Check **ICOMS** to be sure the Work Order is **complete**
- *No further action is required*