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 Moble 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*

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