Reconnect a Disconnected Mobile Line

Business Rules

1. Reconnects are permitted up to **30 days after disconnection**
2. When a mobile line is no longer eligible, the system will respond with an error message
3. **Any mobile phone number that has been disconnected after 30 days cannot be reconnected**
    - There is an expected enhancement for this in 2026
4. Accounts **must be in good standing** and any outstanding balances
5. Any **outstanding** balance needs to be paid ***before*** proceeding

Primary Line Disconnected, Can't Reconnect

Primary Line Disconnected in Reach; reconnect is no longer an option

1. Add the line as you normally would

2. **Submit a case** for the **M&E team:**
3. Click the **Create Work Order or Technical Case** button on the **Work Orders** tab in **BOLT**
4. Fill out the information as described below and click **Submit**
    - **Trouble Call or Tech Case** Trouble Call
    - **Service Category** Mobile
    - **Problem Description** *select one* Activation Failure - New Number or Ported Number
    - **Select** Mobile Line(s) Affected, Type of mobile device
    - **Notes** Please reconnect account
      Include alternative phone number and preferred email address for contact

Mobile Line Disconnected, Not Yet Ported

1. **Select the disconnected number** from the Reach account
2. Press the Reconnect button
3. Press the Confirm button

Mobile Line Disconnected, Already Ported Out

1. **Select the disconnected number** from the Reach account
2. Press the Reconnect button
3. Press the Confirm button
4. Steps to port in the mobile line again are required

If Not Resolved...

1. Click the **Create Work Order or Technical Case** button on the **Work Orders** tab in **BOLT**
2. Fill out the information as described below and click **Submit**
    - **Trouble Call or Tech Case** Trouble Call
    - **Service Category** Mobile
    - **Problem Description** *select one* Activation Failure - New Number or Ported Number
    - **Select** Mobile Line(s) Affected, Type of mobile device

- **Notes** Cannot reconnect account
  Include alternative phone number and preferred email address for contact

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