IPTV Box Upgrade Project in DC Metro, IL and MA- Article no. 9363

Resolution Steps

- A small number of **Residential** customers **DC Metro**, **Illinois** and **Massachusetts** with our **first generation IPTV box** (Amino) will soon receive a **free equipment upgrade notification** (see last bullet)
- **New IPTV equipment** with **step by step instructions** are mailed out to **affected** customers starting **08/01/2023**
- Old (ANDSTRM) boxes start **shutting off on 8/15/23**
  - Customers will need to **install** their new boxes to **restore** services

- The old IPTV boxes are listed as Item **ANDSTRM** in BOLT and ICOMS
- The new equipment is sent out **already listed** on the customer's account; once the equipment is **plugged in,** the box **will work!**
  - If the new equipment is installed and giving an error, please **troubleshoot as normal**
- Customer's that have multiple Amino Boxes may only receive **one (1)**

remote. Older Amino remotes do not work with new IPTV equipment. If this is the case, please **send the amount of remotes** that need to be replaced

    - ***Older Amino remotes do not need to be returned. Please waive the new remote fees***. Note: You cannot waive fess in BOLT; agents are allowed to use the ICOMS steps to waive these fees **only in this instance** for customers that are part of this swap project

- The customer's existing IPTV box will **still work** until they hook up the new one; however, as of **7/24/23** you **won't** be able to troubleshoot the box **remotely** anymore

- If a customer has service issues and calls in to troubleshoot the old IPTV box before the new equipment arrives, schedule a Trouble Call

- BOLT will display an alert message on affected accounts

    - **IPTV Box Swap Project - See Simon 9363**

- **Self Install Letter**

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