Account Closed / Locked / Error C612 - IPTV- Article no. 8552

Introduction

WOW TV+ (WOW IPTV) receiving error c612 (not registered) error

Resolution Steps

1. Check BOLT for a recently completed Non-Pay Work order
    - If account **is current**, proceed to next steps
    - If **not** current, take a payment. Services will not come back up without a payment
2. **Balance** the account
3. Power cycle the box

    Important: follow power cycling steps carefully; each box is power cycled differently

4. If the issue persists, click the Create Work Order or Technical Case button on the Work Orders Tab in BOLT

- Click **Create Work Order or Technical Case**, fill out the information as

described below and click **Submit**

Trouble Call or Tech Case	IPTV Issue
Service Category	IPTV ONLY
Problem Description	Account Closed - IPTV
Select	All affected boxes
Notes	Contact Phone, Contact name, relevant information

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