Creating, Reconnecting, and Transferring Email Only and Dial-Up Service- Article no. 2005

Introduction

Authenticate two (2) Security Questions OR the CPNI PIN and one (1) Security Question *before* discussing *or* changing any applicable CPNI and PII-protected information; customers *cannot* opt-out of CPNI verification

Important:

- There is a charge for **each** email address
- We no longer install or change service in **Site 92**
- Email Only accounts are **not** available in **Former WOW! or Broadstripe domains**
- Email Only accounts are **not** available in **CA, OR, WA, or TX**
- Remember to update the **Customer Questionaire [CQ] screen** in ICOMS for the new account
- **Commercial Agents** - Do **not** create/transfer an email only account or dial-up service for **TX**

Resolution Steps

Expand All | Collapse All

Creating Email Only Accounts

Creating Dialup Accounts

Transferring Email Only Accounts

Transferring Dialup Accounts

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=169