

Reschedule a Non-Pay - Disconnect Sooner-

Article no. 1626

Introduction

Before rescheduling a **sooner disconnect** date for non pay work order, always attempt to **take a payment** for the balance due

- If the payment brings the account current, and the customer still wants to disconnect service, handle as a [regular disconnect](#) request
- If after payment, the customer is past due but not suspended, handle as a [regular disconnect](#)
- If customer is **unable to provide a payment** for the balance due, **reschedule** the **non pay line of business** disconnect

Resolution Steps

[Expand All](#) | [Collapse All](#)

Check if Account was Suspended or Disconnected

Before Rescheduling the Non-Pay Disconnect

Transfer Requests

Bulk account disconnects

Order Entry Steps

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=171>