WOW TV+ (WOW IPTV) Service to Cease on 6/28/2022- Article no. 9266

Introduction

Please Note:

- **WOW TV+ boxes are IPTV boxes**; they **should not be confused with WOW Ultra Boxes**!
- **Customers should NOT be returning Ultra boxes to WOW; only WOW IPTV boxes.**

Resolution Steps

On Tuesday, **6/28/2022**, former WOW customers are no longer able to access WOW! IPTV service (aka WOW TV+)

Affected customers received multiple emails and messages regarding the WOW TV+ cancellation with instructions to connect their new Astound IPTV boxes to receive service

Going forward, if these customers need new equipment, or are having trouble installing equipment in hand, they should contact Astound - not WOW

If a customer asks how to return equipment to WOW, please let them know a box to ship the equipment back is scheduled to arrive at their home in July, 2022

Additionally, they can drop off equipment at any nearby Astound office and we will take it from there!

If a customer calls in and needs help, please put these in as a SRO with notes that say **WOW TV+**

Special Request Order [SR]

Order type

6 - SRO
OTC - RTVASST
Work order comments

Only ɔW TV+ with additional information

All Day

Quota will be available

This way the operations team can pull them and manage them separately

If a customer needs boxes, remind them that we mailed them boxes to match the amount of WOW TV+ boxes in the home, but certainly set up an install if needed