Frequently Asked Billing Questions- Article no. 3772

Introduction

Follow these quick tips for basic billing information in BOLT

Resolution Steps

Balance Due

- **General Ledger tab:** Account aging area displays charges in each bucket (current, 1-30 days, etc.)
- **Collections tab:** Account aging area displays charges in each bucket (current, 1-30 days, etc.)

Payment Due Date

- **General Ledger tab:** Statement Listing sub tab | Due By column

Monthly Service Charges

- **Services (Svcs) tab:** Shows the current Monthly Services (monthly rate), estimated taxes and combined total

Payment Date and Method of Payment

- **Mop/Pymt Hist tab:** *Post Date* shows payment date / *Source* column shows the

payment method

- Payments usually post in 3 business days; many within a day
- Smartphone third party apps may take an additional day

Payment Methods and Fees

- **Free:** lockbox (mail), via the mobile app with a tablet or smartphone, in person at a local office
- **$1.00:** via Selfcare (MyAstound, MyGrande, etc.) using a computer, tablet or smartphone
- **$2.95:** through the IVR (automated phone system)
- **$9.95 convenience fee:** On the phone with an agent

Change Payment Due Date

- In most cases, we can **change the payment due date** for customer convenience

Internal Information

My Bill Went Up ($5, $10, $15...) Unexpectedly. This may have occurred due to an **annual pricing roll off.**

WOW / AAB areas: promotions came over to Astound exactly **as-is** during conversion using prorate method **Always**

- Example: if the statement bills from the 15th to the 14th of the next month and promo was added on the 2nd, it expires on the 2nd of the month promo ends

- The customer sees the promotional rate from the 15th to the 2nd, then a prorate for the **rest of the period** at the non-promotional rate

- As customers repackage using the Astound standard promo sets, this campaign prorate method changes to **Extend**

All Other Areas:

- Use prorate method **Extend:** this helps prevent prorates / customer confusion because the promotion extends to the **end of the bill period**

- Customer sees the promotional rate the **entire bill period** with **no** prorate; then the non-promotional rate displays on the **next bill**

- Check the **Campaign** tab and the **Services** tab for the **anniversary date** of existing campaigns

- We typically notify the customer an acquisition promo is expiring the month before the price roll off; letter is in customer's statement

- A bill message **trigger code** ONMESD1, ONMESD2, RTRGD01, RTRGD02, RTRGT01, RTRGT02, RTRGC01, RTRGC02, may be added in the month the bill message is to appear

- Verify the customers increase amount **matches** the amount stated in their letter; once the bill message prints, the trigger code is disconnected

- Price roll off messages do **not** appear during the **annual** rate increase event

Trouble Call Charges

- Trouble Call Charges are generated by an automated process based on the **technicians** solution code used to close out the job

- A **description of the charge** appears on the **General Ledger** and on the customer bill; BOLT notes are **not** generated

Itemized Bill: Bill was Itemized Last Month. This Month It Isn't

- This would only occur due to a configuration error; the **package code** drives what shows as packaged on a bill
- When there is **no** package code, then the services display as non-packaged and will be itemized
- A missing package code report is worked daily to **correct missing** package codes

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=191