Customer Received a Message or Account Change Notice- Article no. 1671

Resolution Steps

Letters

- **Informational** letters are sent for **rate adjustments, promo roll-offs, collections, bulk changes, etc**.
- **CPNI** letters are sent when any of the following changes are made to an account
    - Phone Number change
    - Billing address change
    - CPNI PIN change or Preferred Email change
    - Backup Security Questions / Answers change
    - New Self Care Account Created

Calls

- **Auto-dialers** automatically dial a list of **pre-programmed phone numbers** and play a **recorded** message
- This enables us to contact a large number of customers for a specific reason without using a live agent

- When a customer receives a call from the auto-dialer, it displays **1-800-427-8686** or another number **identified as** Astound Broadband Powered by (RCN, Grande, Wave) **on Caller ID**
- **Customers may receive a call from us due to**:
    - Delinquent Balances/Pending disconnects
    - MOP Denials/Returned Checks
    - Installation Appointment Reminders
    - Trouble Call Appointment Reminders
    - Unreturned Equipment
    - Special Events (such as new program info, channels, etc.)
  - Cleared outage call backs
- Customers may also receive calls from other departments such as **dispatch, technicians/operations, collections, sales, etc**.
  - Check account notes to see who was trying to reach the customer and the message they want to convey

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