

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

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## Resolution Steps

### Letters

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- **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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