

Returned Equipment Charging on Account-

Article no. 9392

Introduction

Charges are removed during nightly processing; however, it may take up to 48 hours

Equipment Removed/Returned in Error

- Please see [Serial Numbers, MAC Addresses and Equipment Removed in Error Issues](#)

Resolution Steps

Equipment Active on Account

- [Balance account](#) in order for the charges to be removed

Equipment Removed, MRCs Still on Account

- **Service Change** [UD]
- **Remove** the **MRCs**

- **Backdate** the service change (**if necessary**) by changing the **Start Bill Date**
 - ICOMS calculates the appropriate credit; adjustments aren't needed if under 30 days
- [Checking the Equipment Returned History](#)

Equipment Removed, Unreturned Equipment Charges on Account

- Charges are removed during nightly processing; however, it may take **up to 48 hours**
 - **CA, OR, WA and TX:** check **ICOMS Returned Equipment** on the [BX]; equipment with no category or occurrence assigned **cannot be seen** in BOLT Returned Equipment
- [If equipment displays as returned in the account](#) and charges have **not** been reversed:

Create a Case in BOLT, after the 48 hour timeframe

- Fill out the information as described below and **Save**

Record Type	Non-Technical
Reason	Bill / Invoice Questions or Issue
Reason Detail	Dispute Equipment Charges
Case Reason	Equipment Removed / Remove Charges
Destination	Financial Services (FS)
Notes	Any Relevant Information

Equipment Not Removed from Account, Customer has Receipt/Tracking Number

- Charges can take **up to 48 hours** to be removed
- **CA, OR, WA and TX:** check **ICOMS Returned Equipment** on the **[BX]**; equipment with no category or occurrence assigned **cannot be seen** in BOLT Returned Equipment
 - **Payment center equipment returns vary:**
 - Returned equipment may **not be picked up** from the payment centers **daily**
 - Takes **7 to 10 days** for the returned equipment to be placed into our inventory and credited to the account
 - Customers are **given** a receipt; verify if missing equipment is **on the receipt**
 - If **several days pass**, and the equipment charges have **not** been removed, **create a Case in BOLT:**
 - Fill out the information as described below and **Save**

Record Type	Non Technical
Reason	Bill / Invoice Questions or Issue
Reason Detail	
Case Reason	Unreturned Equipment Charges
Destination	Local Market Support
Notes	Any relevant information including tracking info
 - **Have customer email, fax, or mail the receipt to us, with the BOLT case number included:**

- Email: **fsbo@astound.com**
Fax: **570-270-1498**

Mail:

Astound Broadband
Attn: Financial Services
100 Baltimore Dr
Wilkes-Barre, PA 18702

Equipment Not Removed from Account (No receipt)

- Once equipment is returned, charges are usually removed during nightly processing; however may take up to 48 hours
 - **CA, OR, WA and TX:** check **ICOMS Returned Equipment** on the **[BX]**. Equipment with no category or occurrence assigned **cannot be seen** in BOLT Returned Equipment
- If several days have passed since the equipment was returned and the equipment charges have not been removed

OR if customer was charged for an EMTA battery they **did not receive**

- **Create a Case for Local Market Support (Support)**
- Fill out the information as described below and **Save**

Record Type	Non Technical
Reason	Bill / Invoice Questions or Issue
Reason Detail	Dispute - Equipment Charges
Case Reason	Unreturned Equipment Charges
Destination	Local Market Support
Notes	Any relevant information including tracking info

- **IMPORTANT!**

- If a customer tells you they returned equipment, ask these questions and note the account:
 - At **what location** did you drop off the equipment?
 - When (**time/date**) did you drop off the equipment?
 - Did you get a receipt? (Or if an equipment label was used, do you have the tracking information?)
 - Do you remember the name of the person you spoke with?

The Local Market

- Researches the account
- Removes the equipment only when the equipment can be accounted for
 - If the warehouse hasn't received the equipment, the charges will not be credited

Customer's Equipment Not Removed from Account (No receipt)

- CA, OR, TX, WA

- Some Customer Owned Modems have the same Item descriptions as company owned equipment and may generate charges
- Once equipment is returned, charges are usually removed during nightly processing; however may take up to 48 hours

- Check **ICOMS Returned Equipment** on the **[BX]**. Equipment with no category or occurrence assigned **cannot be seen** in BOLT Returned Equipment
- If several days have passed since the equipment was returned and the equipment charges have not been removed:
- **Create a Case for Local Market Support (Support)**
- Fill out the information as described below and **Save**

Record Type	Non Technical
Reason	Bill / Invoice Questions or Issue
Reason Detail	Dispute - Equipment Charges
Case Reason	Unreturned Equipment Charges
Destination	Local Market Support
Notes	Any Relevant Information

- **IMPORTANT!**

- If a customer tells you the equipment is customer owned, note the case and account:
 - Item number on the Equipment screen
 - MAC Address and Serial number
 - Any relevant equipment details

- **The Local Market**

- Researches the account
- Removes the Non-Grande equipment once it has been verified

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=198>