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