

# Returned Equipment Charging on Account-

## Article no. 9392

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### Introduction

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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

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#### 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**

<b>Record Type</b>	Non-Technical
<b>Reason</b>	Bill / Invoice Questions or Issue
<b>Reason Detail</b>	Dispute Equipment Charges
<b>Case Reason</b>	Equipment Removed / Remove Charges
<b>Destination</b>	Financial Services (FS)
<b>Notes</b>	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**

<b>Record Type</b>	Non Technical
<b>Reason</b>	Bill / Invoice Questions or Issue
<b>Reason Detail</b>	
<b>Case Reason</b>	Unreturned Equipment Charges
<b>Destination</b>	Local Market Support
<b>Notes</b>	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**

<b>Record Type</b>	Non Technical
<b>Reason</b>	Bill / Invoice Questions or Issue
<b>Reason Detail</b>	Dispute - Equipment Charges
<b>Case Reason</b>	Unreturned Equipment Charges
<b>Destination</b>	Local Market Support
<b>Notes</b>	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**

<b>Record Type</b>	Non Technical
<b>Reason</b>	Bill / Invoice Questions or Issue
<b>Reason Detail</b>	Dispute - Equipment Charges
<b>Case Reason</b>	Unreturned Equipment Charges
<b>Destination</b>	Local Market Support
<b>Notes</b>	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>