

# Disconnect in Error-1894

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## Introduction

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- **For Digital West** customers, send an email to [support@digitalwest.com](mailto:support@digitalwest.com) and include the following information:
  - Contact Name
  - Daytime contact number
  - Details of the request

Restore service when account was disconnected in error

## Resolution Steps

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If the **Account Status** is:

- If the account status is **disconnected**:
  - Process a [Reconnect order](#) and **waive the OTC** (one time charge)
    - If work order is complete and **not** checked in, [contact Dispatch](#)
- If the account status and the service in question are both **active**:

- **Cable:** Follow [No Picture](#)
- **Data:** Follow [Cable Modem Offline](#)
- **Phone: Follow these steps**

1. The customer is experiencing **no dial tone** due to:

- Telephone line is disconnected when there was no disconnect order placed
- Disconnect occurred at an **earlier date** than the customer requested or **sooner** than the scheduled Work Order

2. Click **Create Work Order or Technical Case**

- Fill out the information as described below and click **Submit**

<b>Trouble Call or Tech Case</b>	Trouble Call
<b>Service Category</b>	Telephone
<b>Problem Description</b>	CF - Cannot Ca
<b>Select</b>	Affected Phone
<b>Phone Issue</b>	All Phone numb
<b>Enter</b>	All required info
<b>Notes</b>	Any additional p

- The Case is worked by Voice Support who will contact the customer the next business day

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=215>