Data Speed Tier Missing on enTouch Account-9165

Introduction

Some customers at enTouch (site 44 Co 93) were inadvertently receiving **data service at no charge**

You may notice some accounts that were brought over **without** a billable service code on the account

When speaking to a enTouch Customer whose data is not working:

- Check the account to ensure a speed tier **with pricing** is active on the account
- If not, a speed tier must be added and billed for data to work

Resolution Steps

- Have a conversation with the customer to find the best speed tier that fits their

needs

- Add service code with pricing and be sure to explain the cost and benefits of their internet speed going forward
    - **Residential Pricing Sheets**
    - **Business Pricing Sheets**
- Apologize for any inconvenience; let the customer know we will **not back bill** services
- For customer escalations, you may offer one month free in the form of a online adjustment **in ICOMS**
    - 01120 PROMOTION/CAMPAIGN - RESI
    - 01320 PROMOTION/CAMPAIGN-SM BUS
- As a final resort, year 1 pricing may be used for **retention** purposes only; see a Lead / Supervisor for assistance

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