

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



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=251>