Spread Charges- 3501

All Markets Except California, Oregon, Texas and Washington:

Spreading Sports Package Charges

- **MLB Extra Innings**
- **NHL Center Ice**
- **NBA League Pass**
- **NFL RedZone**

Spread One Time Charges for Installs and Service Changes (Truck Rolls)

- **Installs and Line of Business Upgrades:** One Time Charges may be spread **up to 2 months** when the **full install rate** is charged
- **All Other Service Changes:** One Time Charges may be spread **up to 4 months**
- Spread charges are completed in ICOMS while entering the work order

Posting Spread One Time Charges:

- All spread charges must be posted to the account **before** any other service change or adjustment is made
- Posting spread charges moves the **entire remaining charge** to the **next month's bill**

Resolution Steps

Expand All | Collapse All

Recognizing a Spread Charge in BOLT

Recognize Spread Charge on an ICOMS Statement

Posting Spread Charges to an Account

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=277