

# Bulk, Corporate and VIP with Local Market Contacts- Article no. 1222

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## Introduction

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**Special Note** for Site Bulk Standardization, customers with **data**, use codes:

- Modem Service: **NMDMSVC**
  
- Dynamic IP: **NDYNIP1**

**Video only bulk** customers **upgrading** to **Retail Data** services can get All In promotions that must use NAMDMSV and NADYNP1 codes

**Note:** for Bulk customers on **Rio Grande Street, Austin TX**, see **Accelerate** information, [here](#)

[Expand All](#) | [Collapse All](#)

[How to Identify a Bulk Account](#)

- Review the **Customer Flash Screen [CF] screen** in **ICOMS** or the **Serviceable Status / Flash Tab** in **BOLT** for bulk services
  - Any special **instructions**, Service **Codes** and building access **permissions** will be listed **Customer Flash Screen [CF]** screen or the **Serviceable Status / Flash Tab**
- If service codes have been added and are **not discounting** to the **Bulk rate**, place a **[Service Now](#)** Billing ticket to get the account corrected
- If the **Customer Flash Screen [CF]** or the **Serviceable Status / Flash Tab** does not **display** correct bulk information, submit a **[Service Now](#)** Ticket and include all pertinent information

[Bulk Account Rules](#)

[Local Market Contacts](#)

Resolution Steps

[Expand All](#) | [Collapse All](#)

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## Bulk and VIP Account Types

There are several bulk account types as there are differences in how each account type is handled:

### Bulk Master

Bulk Master pays for all units, active or inactive, or only for the number of units that are active in the building

### Installations, Service Changes, Disconnects

- **All Markets:**
  - **Never make changes to a Bulk Master account!**
  - All changes must be referred to the local market contact
- **California, Oregon and Washington Disconnects**
  - **Agent must** email Local Market Contact and include:
    - Account number
    - Business name

- Contact name, phone number and email address
- **Customer must:**
  - Provide **30-60 day written notice**; include **disconnect date**; sent to:  
  
Wave Headquarters  
3700 Monte Villa Pkwy  
Bothell, WA 98021
  - Contact the Bulk Account Manager

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## Trouble Calls

- If **building management/maintenance** reports services out throughout a building, **enter a Trouble Call**
- Follow [Market Escalations](#) and enter a Case
- Reach out to a Lead to report the issue to Dispatch via their Market Escalations process
- Cancel a Trouble Call [Submitting a Service Now Ticket](#)

## Bulk Master Billing Issues for CA, OR and WA

### **Billing issues for Bulk Master**

- Access the account
- **Email:** [bulkorders@wavebroadband.com](mailto:bulkorders@wavebroadband.com)
- **Subject Line:** must be **Transition Referral - Account Number**
- **Include the following:**
  - Account number
  - Contact name / number
  - Description of the issue

**Bulk**

## Installations

- Agents may install service included in the agreement
- See the **Customer Flash** to add services included in the bulk agreement and special instructions
- Must follow **Credit Policy** when adding non-bulk services
- **Note: Taxes** for bulk services appear in ICOMS until the order has been checked in through nightly process

## Service Changes - Agents can:

- **Add, remove and change services** that are **not included** in the bulk agreement
  - In PA, name of account holder must be added to the account if account name is listed as a business
- **Correct services** that should be included as part of the bulk agreement
  - In IL, **Streaming only** cable equipment NBULKBX is available in some bulk buildings
  - Used for residents **without TV sets** when cable service is

included in the building agreement

- Use dummy equipment STMONLY in the [BX] Screen ITEM field for balancing

## Disconnect

Follow usual [Disconnect](#) process

## Non Pay Disconnects

- Only services **outside of the bulk agreement** are suspended
- Bulk services remain active
- To reconnect, process a payment as usual and enter a service change to re-add the services

## Trouble Calls

- Follow usual trouble call processes

## Direct Bulk

Tenants pay us directly for bulk services, at a **reduced rate** based on a negotiated contract

- Identified on the **Customer Flash Screen [CF]** as ***Direct Bulk***
- The More Keys on the CM screen also identifies Direct Bulk customers in the **Grp Overrides** link
  - Rate Master says *DBULK*
- **Direct Bulk Resilink** accounts are no longer sold, however a few accounts are still active
  - They have two separate rate codes; one for cable at a reduced rate and one code for telephone and/or cable modem portion of the Resilink Package
  - The rate code for the cable portion of the service must be listed separately, or customer receives free cable service
- Handled the same as Direct Bulk Accounts

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=289>