

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

Introduction

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](#)

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

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
- **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>