

# Serial Numbers, MAC Addresses and Equipment Removed in Error Issues- Article no. 1923

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## Introduction

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- **MAC addresses** and **Serial Numbers** are found on each piece of equipment
  - They are usually found on the back or bottom of the device, on [what looks like a bar code](#)
  - When an **incorrect** MAC address or Serial Number is entered into accounts, it can cause a variety of issues
- Issues can occur when equipment is **removed** from an account in **error**

## Resolution Steps

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- Submit a **BOLT Case** to the market when:

- A **Mac Address or serial number** is entered **incorrectly** into an account
  - A piece of **equipment is removed** from an account, but the **customer has** it in their residence
- Let the customer know the issue will be corrected **by the next day after 9:00am**

<b>Trouble Call or Tech Case</b>	Trouble Call
<b>Service Category</b>	Select appropriate service: Cable or Data
<b>Problem Description</b>	SN - Serial Number Conflict
<b>Enter</b>	Contact Phone and Name
<b>Destination Queue</b>	Local Market Support (Support)
<b>Comments</b>	Explain issue / provide correct serial number or MAC address / customer contact number



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