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

Introduction

- **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

- 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**

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

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