

Equipment Return History- Article no. 1185

Introduction

ICOMS automatically places charges on the account for all **unreturned equipment** during **nightly processing** on the **day of disconnect**

- Equipment charges are **removed** from the account **automatically** during nightly processing on the **day** the customer **returns** their **equipment**

Examples:

- **Phone Equipment Charge** EMTA
- **Modem Charge:** Cable Modem
- **Digital Converter Charge:** Any Cable Box

Related Article: [Unreturned Equipment Disputes](#)

Resolution Steps

▪ Check the **Returned Equipment** on the **Equipment Tab** in **BOLT**

- **Desc** (description)
- **Equip Type** (equipment type)

- **Serial number**
- **Date Installed**
- **Return Date**
- **Tech Number**

If BOLT is down, please use ICOMS

- On the **Customer Equipment Maintenance [BX]** screen, look for the Serial Number section to confirm
- The equipment has **not been** returned/received - the serial number is still listed
- The equipment **was** returned/received - the serial number is blank
 - *An RSU or Dial-up internet service may remain; these equipment types are not billable*
- Determine the **date** the **equipment** was **returned**
 - **On the Left**, click **RTND EQP**
 - The **Display Customer Returns** screen shows the following:
 - **Item#** (item number)
 - **Serial Number**
 - **Install Date**
 - **Returned Date**

- **Installer Number**

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