

Pending Non Pay - Customer Requests to Keep Phone Service-3532



Introduction

Business Rules:

- To keep phone service on, customer must pay the full past due balance for all category T billing
 - In **Site 39**, customers must pay **full past due** on just **basic phone** service - **T100**
 - If bill is due this week, must also pay the entire phone balance due
 - Payments made will be applied to all past due services
- Back Office Financial Services leaves **cable and modem** scheduled for the original disco date

- **If customer requests deferred phone payment arrangements:**
 - Take a payment for 25% of the balance due
 - Set up a **2 day** grace period **promise to pay** by following [Making a Payment Arrangement \(Promise to Pay\)](#)
- Customer will be downgraded to **phone only**; information regarding the Deferred Phone Arrangements is found on our **Collection** notices

Resolution Steps

Route a case to **Financial Services** to setup a deferred phone payment arrangement

Record Type:	Non-Technical
Reason:	Financial/Payments and Refunds
Reason Detail:	Payment Issue / Inquiry
Case Reason:	Request to Keep Phone Service
Destination Queue:	Financial Services (FS)
Notes:	Relevant comments, contact number

Financial Services followup:

- If request is approved, Financial Services does the following
 - Discusses the details of deferred phone payment arrangements with the customer
 - Enters a **work order** to restore the telephone service
 - Downgrades the account as needed
 - Updates Collections comments

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=303>