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

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