

# Identify / Remove PPV or VOD Block-1444

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## Introduction

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### Confirm the following:

- Block is on/off account
- Account is not past due
- Account does not have a write off balance
- Balance has not exceeded the cap for PPV/VOD

## Resolution Steps

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[Expand All](#) | [Collapse All](#)

Determine if a PPV/VOD Block is on the Account

Removing a Customer Requested VOD Block

Calculated Credit Limit Information

Company Imposed Override PPV/VOD Block

IPPV Feature Bits Override Information



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=304>