

Stolen, Lost or Damaged Equipment-1244

Introduction

Customers are Responsible for Lost/Stolen/Damaged Equipment

- Charges are applied by the **local market** when equipment is damaged beyond repair, or if the equipment is said to be lost or stolen
- Replacement cost for the equipment is applied to the account - [see equipment costs](#)
- Customer can contact their **homeowners or renters insurance provider** to determine if the replacement cost is covered
- See [Equipment Returns and Follow Up](#) for assistance with other equipment disputes
- [Handling Customers Affected by Disaster](#)

Equipment shipped for Self Install

- Once equipment leaves, FedEx accepts responsibility to deliver the self installation kit to the correct address
- Customers can use the FedEx **tracking number** and **contact FedEx** if they haven't received their equipment

Resolution Steps

In BOLT, create a Case for the Local Market for Lost / Stolen / Damaged Equipment

- Submit the Case information as described below

Record Type	Non-Technical
Reason	Company Information / Equipment
Reason detail	Equipment Related
Case reason	Damaged / Lost Equipment
Destination queue	Local Market Support (Support)
Notes	Pertinent information as below

- **Note account with this information:**
 - **Name of person** reporting the equipment issue
 - Equipment serial number(s), when applicable, and information on what happened to the equipment
 - Caller may contact their insurance company when applicable

- **For customers who are reporting stolen equipment**, advise them they must send a **copy of the police report** to Financial Services in one of these ways:
 - **Fax to:** Attn: Financial Services / Cash Processing at **(570) 270-1498**
 - **Email to:** FSBO@astound.com
 - **Mail to:**
Attn. Financial Services / Cash Processing
100 Baltimore Dr.
Wilkes-Barre, PA 18702
 - **Note account with this information:**

- **Name of person** reporting the equipment issue
- Equipment serial number(s), when applicable, and information on what happened to the equipment
- Caller may contact their insurance company whenever incident applies to their insurance

ICOMS: Replace Equipment on the Account

1. **In ICOMS**, create a **Service Change [UD]** with work order type **Schdl Tech Visit**
- On the **Order Entry Services [ES]** screen, add the appropriate equipment
 - Go to the **One Time Charges [OT]** screen:
 - Add the appropriate **OTC(s)** to install the equipment
 - Note the **Work Order Comments** to indicate the reason for the truck roll
 - i.e. *Customer's DVR was stolen and needs to be replaced / Customer lost Cable Modem and needs a new one*
 - On the **Work Order Scheduling [SW]** screen, select a time convenient for the customer

- Hit **Enter** to reach the **Order Summary [OS]** screen and review the pending charges with the customer
- Hit **Enter** again to reach the **Work Order Check In** screen, then **Exit** to lock in the order
- Issue credit as needed for any services that are unavailable until they receive new equipment
 - Examples:
 - *Cable services will not be available until a new converter box can be delivered*
 - *Phone service will not be available until they get a replacement EMTA*

Internal Information

- **Local Market Follow Up:**
 - Researches the Case, then moves the equipment from the account and marks it as Lost / Stolen / Damaged
 - Or routes a Case to Financial Services where the account is charged for

the equipment if applicable

- Is the only group authorized to issue credit for a EMTA back-up battery when they determine credit is justified

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=306>