

Write Off Accounts-3513



Introduction

- Accounts go into write-off status when:
 - The account is **disconnected for non pay** for a **minimum of 2 days**
 - Customer requests to disconnect and the **bill is unpaid 45 days** after disconnection
- The amount due is considered a bad debt and may be assigned to a **specific** collection agency
 - The company **communicates daily** with collection agencies regarding payments, both paid and unpaid
- To **identify the collection agency** handling the caller's account:
 - **In BOLT account:** Click on *Collections* tab. The agency name is listed

below the tab **and** in the Collection History

- **In ICOMS account:** Task [CL] I; click on *Addl Info* on left
- When in write off, the unpaid balance is **taken off the account** and the account displays a **0.00 balance**
- Payments on a write off account are applied to the **oldest debt first**, ensuring the write off buckets are settled before any other debt
- To **restore** service faster, make payment directly to our company
 - Payments made to a collections agency take 7-10 days to be applied
- If a customer requests to make payment arrangements, direct them to the appropriate collections agency and phone number

Note: customers with a **Write-Off balance** are still eligible to sign up for ACP

- For **FORMER** accounts with a **Write-Off balance**, create a **new** account; **do not restart** the old account with the Write-Off balance

Resolution Steps

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

[Handling Write Off Accounts](#)

[Collections Agency Designation Information](#)



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