

# Write Off Accounts-3513

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## Introduction

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- 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] |; 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

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

[Handling Write Off Accounts](#)

[Collections Agency Designation Information](#)



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