

Reconnecting a Disconnected Account-1976

Introduction

Authenticate two (2) Security Questions OR the CPNI PIN and one (1) security question before *discussing or changing* any applicable [CPNI and PII-protected information](#); customers cannot opt-out of CPNI verification

- **For Digital West** customers, send an email to support@digitalwest.net and include the following information:
 - Contact Name
 - Daytime contact number
 - Details of the request

Credit and Deposit Guidelines by Reconnect Type

- **Disconnected *less than 90 days*: no** credit check required; take payment for full balance **and** secure deposit if old one was refunded to account

- **Disconnected *more than 90* days:** credit check **required**

Resolution Steps

■ [Expand All](#) | [Collapse All](#)

[Before Placing the Reconnect Work Order](#)

[ICOMS Tips](#)

[Reconnecting Cable and/or Data](#)

[Data only](#)

Cable and/or Data

Data Customer - extra steps

Reconnecting Phone only or Cable and/or Data with Phone

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=310>