

# Add, Change or Remove Regional or LD Carrier-1741



## Introduction

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**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.com](mailto:support@digitalwest.com) and include the following information:
  - Contact Name
  - Daytime contact number
  - Details of the request

## Quick Tips

- These steps are for **all markets except California, Oregon, Texas and Washington**
- Account must be **current** when adding **our company's** Regional (LPIC) or LD (PIC) service
  - **IPIC not used; always set to mirror PIC (LD Service)**
- [Follow CPNI guidelines](#)
- Process [Third Party Verification \(TPV\)](#), unless changing the carrier to **0NONE** (no carrier)
- Carrier changes take effect **within 1 hour of order entry**
- Note: customers who subscribe to **unlimited** nationwide calling can make calls **to** landlines and mobile numbers in **Canada, the US Virgin Islands, Puerto Rico, Alaska and Hawaii** at no charge!

## Resolution Steps

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1. Create an ICOMS **Service Change [UD]** with work order type **Internal Order**

2. Go to the **Telephony Services [TE]** screen to add **Service Codes** and update **LPIC / PIC**

- **Add Our LPIC / PIC:** add the service codes, then click the **Carrier's** button to [add our LPIC / PIC](#)

- Add the customer's [PIC Freeze](#) choice with Change Reason **CR - Customer Request**

- **Remove Our LPIC / PIC:** Swap to the **No LD** service codes, then click the **Carrier's** button to add the [correct LPIC / PIC](#)

- **Remove** the [PIC Freeze](#) with Change Reason **CR - Customer Request**

3. On the **One Time Charges [OT]** screen, add the **RSVCTEL** OTC for **\$5.00; waive the fee** when **adding** our company's LPIC / PIC

1. On the **Work Order Scheduling [SW]** screen, schedule as **Office Only** and **enter** through the **Order Summary [OS]** screen

2. Click **Completed** on the **Work Order Check In** screen, enter your **employee number** and hit **Enter twice** to complete the order



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