Add, Change or Remove Regional or LD Carrier-1741

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.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 Hawai**i at no charge**!**

Resolution Steps

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

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=319