Add / Remove International or 900 Call Block-1723

Introduction

- **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

International Block restricts **all** International calling, while **900 Block** restricts **all**

versions of 900 numbers (976, 936, etc.)

- **Adding** a block is completed on the same day
- **Removing** a block takes **up to 72 hours**; approved by **Credit Compliance**
- Verify criteria below is met before **removing** a block

Remove Credit Policy Related Block

International Call Block is **automatically** added to **install** orders when the **credit score doesn't meet minimum requirements**

- After **12 months** the block can be removed, **as long as the deposit shows refunded on the account**
- If these requirements are **met**, follow the steps for **Remove Customer Initiated Block,** above

Resolution Steps

Add International or 900 Number Block at Customer's Request

1. In **ICOMS,** create a **Service Change** [**UD**] with work type **Internal Order**

2. Enter through **Order Entry Services [ES]**

3. Go to the **Telephony Services** [**TE**] screen, add **NBLKINT** and press **Enter** to confirm

4. Go to the **One Time Charges** [**OT**] screen, add **RSVCTEL** and **zero** the charge

5. On the **Work Order Scheduling** [**SW**] screen, complete as **Office Only**

6. Hit **Enter** to reach the **Order Summary** [**OS**] screen and review order with the customer.

7. Hit **Enter** again to reach the **Work Order Check In Screen,** then **Exit** to lock in the order.

Remove Customer Initiated / Financial Services Block

Account must be current before block can be removed; **take a payment to bring the account current** before proceeding

1. In **ICOMS,** create a **Service Change** [**UD**], with work type **Internal Order**

2. Enter through **Order Entry Services [ES]**

3. Go to the **Telephony Services** [**TE**] screen, remove **NBLKINT** and press **Enter** to confirm

4. Go to the **One Time Charges** [**OT**] screen, add **RSVCTEL** and **zero** the charge

5. On the **Work Order Scheduling** [**SW**] screen, schedule in **FLLWUP** quota

6. Hit **Enter** to reach the **Order Summary** [**OS**] screen and review order with the customer

7. Hit **Enter** again to reach the **Work Order Check In Screen,** screen, then **Exit** to lock in the order.





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