

Account Ownership Change-3558

When processing an Account Ownership Change with Phone service, and when changing any CPNI / PII-protected information, you must authenticate two (2) CPNI security questions OR the CPNI PIN and one (1) security question before discussing or changing [CPNI and PII-protected information](#); customers cannot opt-out of CPNI verification

Introduction

- **When to Process an Ownership Change**
 - **Current** account holder is **moving** and another person **who lives there** requests service in their name
 - Existing customer **divorces** spouse and the **spouse takes ownership** of the account
 - Customer wants to **combine accounts** at the **same**

address for billing purposes

Please Note the Following

- If there is **phone service** on the account:
 - The **current** account holder **and** the person taking **ownership** must speak to the agent processing the ownership change
 - The work order can **only** be done Monday-Friday (**not on a weekend**) or the customer will **lose service** for the weekend
- If there is **cable and internet service** on the account:
 - The person **taking** ownership must speak to the agent processing the ownership change
 - **eero customers** are **transferred** by pressing the **transfer eero** button and putting in the new owners information **appropriately**
- The **disconnect** of existing customer and **install** of new customer must be **completed on the same day**

- The disconnecting customer is **responsible for the bill**, up to disconnection

- **Billing** must be **current**, no money 31-60 day bucket; take a **payment** to bring the bill current
 - An ownership change must **never be used** to maintain service when the current customer is **past due** or **pending suspension**

- A **credit check** or **debt check** is required and **deposit**, when applicable, **must** be paid before the change can take place

- Accounts with **home security** are held to a contract and **do not qualify** for an ownership change

- When an **existing** customer requests to change the name due to **legal reasons**, follow the [Name Change Process](#)

- [Bulk Accounts](#)

Resolution Steps

▪ [Expand All](#) | [Collapse All](#)

Cable only, Data only, Cable + Data



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=325>