Telephone Feature Changes Article no. 1929

Introduction

Authenticate 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

When adding / changing phone features in ICOMS, advise your customer it can take approximately 30 minutes to become active

- Many popular phone features are typically included in a **Feature Package** however some features must be individually added to ICOMS (i.e. voice mail and distinctive ring)

    - **See Simon spreadsheets** for **Residential** / **Business** and ICOMS for feature package codes and a la carte code information for individual features

- **Grande, TX Only**: some **Broadworks (digital)** phone changes are completed in the **Phone Manager** in BOLT

    - On the **Telephone** tab **in BOLT,** click on the **Phone Manager** button; see available options in BOLT

    - Note: Phone Manager is using older encryption protocols that may not be compatible with Chrome or Firefox

        - If you are unable to open Phone Manager, try another browser if possible

        - A fix is being worked on; no ETA

- - Legacy phone changes are entered in ICOMS, only

- **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

Phone Feature Changes in ICOMS

Ultra Calling Forwarding

Call Forwarding Busy Line / Don't Answer

Voice Mail Ring Cycle

Voice Mail Pin Reset