Submitting a Service Now Ticket- Article no. 1838

Introduction

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- **Use your resources** before entering a **Service Now** ticket
- **Service Now** tickets should be placed if there is a billing dispute for **Metered Data Usage** that **cannot** be explained or can be identified as an error
    - **Check pricing and codes**
    - Work through ICOMS errors and pre-reqs
    - Review Simon Alerts

Resolution Steps

ICOMS Account is Locked by Another User

Adding Other Individuals to the "Watchlist"

Billing, Tax and Fee Issues - Submit a Ticket

Missing or Change CPNI PIN - Submit a Ticket

Phone Number Reserve and Release - Submit a Ticket

Ported TN is invalid or un" - Submit a Ticket

Printed Call Detail Requests - Submit a Ticket

ICOMS Systems Issues - Submit a Ticket

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