Swap EMTA for Standard Modem Article no. 1422

Resolution Steps

1. Create an **ICOMS Service Change** [**UD**] with work order type **Schdl TechVisit**

2. On the **One Time Charge Screen [OT]** screen, add **RDSWPMD**

3. On the **Work Order Scheduling** [**SW**] screen, schedule in the first available quota after today's date

4. Enter through the **Order Summary** [**OS**] screen to confirm the work order

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=364