Winback- Article no. 1105

Introduction

- Astound phone customers requesting to port their number **to another** landline or cell phone carrier **must place an order** with the company they want service with

- When our company receives the order, the **Port Out** team **enters a work order in ICOMS** to let us know the customer is porting out to another company

- **Do NOT cancel these Work Orders or disconnect the phone line!** The number must be **active** (not disconnected) to port to another provider

How to identify a Port out (Winback) Work Order

- Work order is entered as an **Internal Order / Downgrade**

- **Work Order** comments provide this information: name of phone company, customer's phone number, due date and PON number

- *Example:* **AT&T 570-222-1234**
  DD 10/25 PON: ABC12345678

- Note: we do **not require** a PIN for a customer to port out to another company

    - **Winback Business Rules**

- **Winbacks / Port Outs are handled by CSD_Port_Outs@astound.com**

- **Related article: Porting Phone Number Issues**

Resolution Steps

Expand All | Collapse All

Winback Definition

Winback Process

Do Not Enter a Phone Disconnect on a Winback

Order Rejected - Freeze on Line

Winback Order Rejection Reasons

Customer Claims We are Not Releasing Their Phone Number

Timeframe to Release Number to New Provider

Customer Claims the New Company is Servicing their Phone Number Now

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=366