

Cancel a Pending Disconnect Article no. 1582

Introduction

- **For Digital West** customers, send an email to support@digitalwest.com and include the following information:
 - Contact Name
 - Daytime contact number
 - Details of the request

Important

- Pending non-pay disconnect orders *cannot* be canceled
- Customers must make a payment | payment arrangements or reschedule for a sooner date
- For **phone orders**, see Winback (gentle return) information and contact numbers

Resolution Steps

- Select **Cancel** from the Order Entry drop down

- **Highlight** the disconnect work order
 - If you see the error message *@CM60 invalid for any Work Order on this Account*, there is a pending install for a new customer at this address

 - ICOMS will not allow you to cancel the order

- **Work Order Scheduling** screen
 - Select the appropriate cancel reason and hit **Enter**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=368>