

# Cancel a Pending Disconnect Article no. 1582

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## Introduction

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- For **Digital West** customers, send an email to [support@digitalwest.com](mailto: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>