Suspended Service as a Result of Unbilled Calls Article no. 1866

Introduction

Suspense Team's Responsibility:

- Research accounts for bill usage (**unguided traffic**) on a telephone number that is **not being billed**

- If an account is **not** associated with the phone number, it is **911 suspended**

Resolution Steps

Locate the Phone Number on an account in BOLT:

- If notes referring to *****UNGUIDED TRAFFIC***** are displayed, the account is suspended

If **no account is found**, create a **BOLT Case**

- Fill out the information as described below and click **Submit**

Record Type	Non Technical
Reason	Bill / Invoice Questions or Issue
Reason Detail	Dispute Call Usage
Case Reason	Call Usage Dispute
Destination Queue	Credit Department
Include in Notes	Phone Number, Name and Address

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=373