

# 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**

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

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