

Salem, Oregon Migration

Resolution Steps

Customers in Salem, Oregon currently with video equipment are being notified their equipment needs to be replaced

Customer Notifications are sent beginning September 12, 2023 and are sent throughout the process until equipment is connected

Letters state the video equipment is **no longer supported after 10/15/2023** and needs to be replaced **before** that date (all shut downs will be completed by November 10, 2023)

Customers **without** internet service are receiving phone calls to schedule a professional install and will be provided **complimentary standalone internet** to power their IPTV

Complimentary Standalone internet codes:

N100M - 100MB IPTV ONLY

NMDRTND - MODEM + WIFI CBL NO DATA

Customers **with** internet service are receiving **Self Install Kits** with the new TV equipment

IPSIK fails, schedule free install

Customers are being asked to go

to <https://www.astound.com/support/internet/equipment-return/> to print a prepaid **shipping label** and for **instructions** on how to ship the equipment back

If a customer asks for additional equipment / changes, the original SIK work order **must be completed first** and a new work order entered

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=38>