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
    - **If SIK 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