

# 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>