Install Canceled by the Credit Compliance Team Article no. 5336

Introduction

Credit Compliance cancels installations for the following reasons:

- Prior account with a **write-off balance**
    - *Payment in full is needed for a write off balance that is associated with the applicant's name*
- Customer is **linked to another account** with a write-off balance
- **Incorrect** or **fictitious** Social Security Number
- **File Freeze** initiated by customer
- **Deposit or Install fee not paid/received** as stated in the Credit Policy

Resolution Steps

Always read BOLT notes first! When an installation is canceled by Credit Compliance, the account will be noted in BOLT.

Customers can Fax Proof of ID and residency:

- Copy of State ID or Driver's license
- Copy of social security card
- A copy of the customer's current lease

- Bills in the applicant's name from a previous address
    - Landlord verification is likely to confirm tenancy

Customers can fax or email the above information to the Credit Compliance Department

- **California, Oregon, Washington**
    - **Fax:** 570-270-1499
    - **Email:** Verify@astound.com
- **enTouch, TX**
    - **Fax:** 833-347-2633
    - **Email:** Verify@astound.com
- **Grande TX**
    - **Fax**: 833-347-2633
    - **Email**: Verify@astound.com
- **DC Metro, IL, MA, NY and PA**
    - **Fax**: 570-270-1499
    - **Email**: Verify@astound.com

When necessary, please call the Credit Compliance team with any questions regarding a canceled installation

- Alvaria: Speed Dials / Credit Compliance

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