

Service Outage Verification - Article no. 2013

Introduction

Accounts are flagged in **BOLT** and **ICOMS** when the customer's address is part of an **outage**

[Merlin red error messages](#) do not mean the customer may be part of a declared outage

When an account is **flagged** as having an outage or if [the outage page](#) shows an outage at the customer's address, **do not** enter a TC, **unless** the service problem **is not related to the outage**

[Outages Overview](#) explains more information about outages

Resolution Steps

In BOLT and ICOMS

The **BOLT Summary Screen** displays the words **Outage Logged in ICOMS**

Any trouble call problem codes related to the outage will be **unavailable** and cannot be selected

The ICOMS **Customer Flash**[CF] screen also displays outage details

Check the [Outage Page](#)

The outage page displays outages by market, services affected, node/cabinet ID scheduled and unscheduled maintenance, as well as other internal issues

Click **Check Maintenance Schedule** for outages not flagged in ICOMS

On the **BOLT Summary screen**, take note of the cabinet ID and node

In ICOMS the **House Maintenance**[HM] screen will display the cabinet ID and node, page down on the **House Maintenance** [HM] screen for the detail

Internal Information

Customer Requests Outage Letter:

Some customers, especially those working from home, may ask for an outage letter when experiencing a service interruption

To send an **outage letter** to your customer for **Internal agents**, send an email to leads@astound.com

Outsourcers send email to: relations@astound.com

In the body of the email, be sure to include the customer's name, email address, account number and date(s) of outage

A member of the Support Team works the request and **emails the letter** to the customer in **24-48 hours**

The letter displays the appropriate brand and says the following:

Dear (Customer Name),

We have recorded a service interruption at your address of _____, which started approximately 00:00 am/ pm and was resolved at 00:00 am/pm.. We apologize for any inconvenience..

If you have any questions or concerns, please feel free to contact us at 1-800-4-ASTOUND (1-800-427-8686). We are available 24 hours a day 7 days a week to assist you.

Thank you,

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=40>