Handling Slamming Claims Article no. 1672

Resolution Steps

If a customer states their **telephone service** (Local, Regional (LPIC), Long Distance (PIC)) was changed without authorization:

- Create a Service Now Ticket to Investigate Slamming Claim
- Include the service the customer states was changed without authorization

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=405