

# Service Outage Verification - Article N0: 2013

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## 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 details

## Internal Information

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### 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 [global.leads@astound.com](mailto:global.leads@astound.com)
  - **Outsourcers send email** to: [vendor.relations@astound.com](mailto:vendor.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,*

*Astound Broadband Support Team powered by (RCN / Grande / Wave / enTouch)*

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=44>