Service Outage Verification - Article N0: 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 details

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 global.leads@astound.com

  - **Outsourcers send email** to: 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)