Email in Abuse Status for DC Metro, IL, MA, NY and PA-Article no. 5677

Introduction

Before we resolve the abuse status we should do the following:

- **Advise customer** that we turned off their email to protect the **security** of the Astound network system
- **Assure the customer** that once they have taken steps to **secure** their equipment that you will **restore service**
    - Visit the Federal Trade Commission data protection website for measures to protect personal data https://consumer.ftc.gov/articles/protect-your-personal-information-data
- **Remind the customer** that once you restore service, that it could go into abuse status **again** if the **problem remains**

Resolution Steps

1. Locate the customer information in BOLT
2. **Authenticate two (2) Security Questions OR the CPNI PIN and one (1) security question before discussing or changing any applicable CPNI and PII-protected information; customers cannot opt-out of CPNI verification**
3. Locate the email account under the **Data User Tab.**
4. Once properly CPNI authenticated, advise the customer on how to change it themselves securely
5. If the customer is unable to do this themselves a lead might need to change it for them
6. Follow this link to WebTools and enter the email address in question.

7. Locate the **drop down menu** in the center of the screen where only option is **Reactivate from abuse.**
8. Select the **Reactivate from abuse** option.

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=440