

# Add or Remove Premium Channels- Article no. 1705

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## Resolution Steps

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When a customer requests a premium channel, check the channel lineup for availability

1. Order Entry: **Service Change** [UD]
2. Order Type: **Internal Order**
3. Enter your information on the **Order Entry** [ES] screen
  - **Campaign:** varies
4. From the ES screen, **add or remove service codes**
  - The service code quantity **must match** the number of converters and cableCARDS
  - When adding/removing channels on a **TiVo**, ensure the channels are checked in the **channel list**
5. **Schedule Work Order** [SW] screen
  - Office Only

## 6. **One Time Charges [OT]** screen

- OTC is not needed for an office change

## 7. **Complete Work Order Check In** screen

- Click the **Completed** radio button
- Enter employee number in the **Installer** field
- Press Enter **twice**

## 8. When the order is checked in, ICOMS automatically sends a balancing hit to the converter box

- Advise TiVo customers to **force a TiVo Connection**; this helps display new channels

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=487>