IPG Error: One Moment Please this Channel will be Available Shortly- Article no. 5433

Introduction

Customers may have to wait up to 5 minutes for the channel to restore itself

- This typically occurs when the station is experiencing technical difficulty
- This also happens when the station is not airing content due to a Sports Blackout
- If this occurs while in the guide, change the channel

Resolution Steps

If the issue persists, click **Create Work Order or Technical Case** on the **Work Orders Tab in BOLT**

- Fill out the information as described below and click **Submit**

Trouble Call or Tech Case:	Trouble Call
Service Category:	Cable
Problem Description:	AF - Converter Problem Cable
Select:	All Affected Equipment
Schedule:	First available time that works for the customer

Notes:	Valid contact name and phone number

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