VOD Error CL-17- Article no. 5452

Introduction

CL-17 Errors **cannot** be resolved over the phone; a technician visit **is required**

Resolution Steps

- Click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT**
    - Fill out the information as described below and click **Submit**

Trouble Call or Tech Case:	VOD Issue
Service Category:	VOD
Problem Description:	Unable to Process Request CA/OR/WA: Use **Misc VOD error - Truck Roll**
Select / Enter:	All Affected Equipment, Valid Contact Name and Phone Number
Schedule:	First Available Time that Works for the Customer
Required:	Indicate Error CL-17, Title, Date and Time of Occurrence