

Customer Privacy Settings

Introduction

- Change **Privacy Settings** only at a **customer's request**
- **Always use BOLT** to change Privacy Settings, or verify a customer's existing settings
- To stop solicitation from **all companies**, customers can add their name to the [National Do Not Call List](#)
 - **National Do Not Call List** rules **supersede** our company's privacy settings

Resolution Steps

[Expand All](#) | [Collapse All](#)

Active or Former Account

1. In BOLT, click the **Customer Info Tab** to update the **Account Owner's Subscriptions**
2. **Uncheck** boxes to block each type of marketing the **customer requests**, as follows
 - **USPS Mail**: still receives **Financial Services** and **Account Change** notices
 - **Email**: still receives **Account Maintenance** notices
 - **Door Sales**: may still be approached at lobby events
 - **Phone Calls**: still receives **Trouble Call** and **Service Change Appointment** reminders
3. Click **Save Changes**; allow **up to 8 weeks** for changes to take effect

Never Account / Not a Customer

1. In **ICOMS**, highlight the **address** and type **SS** in the **Task** field
2. Select **Install** from the **Order Entry** drop down and fill in the following:
 - Type **NEVER** in the **Last Name** field
 - **Customer Type** is **O** (Owner) and **Category** is **R** (Residential)
3. **Enter** through to the **Customer Demographics [DM]** screen and click **Exit**
4. In **BOLT**, click the **Customer Info Tab** to update the **Account Owner's Subscriptions**
5. **Uncheck the box to block** each marketing type **requested** by the customer
 - **USPS Mail: still receives Financial Services and Account Change notices**
 - **Email: still receives Account Maintenance notices**
 - **Door Sales: may still be approached at lobby events**
 - **Phone Calls: still receives Trouble Call and Service Change Appointment reminders**
6. Click **Save Changes**; allow **up to 8 weeks** for changes to take effect

No Address Found

- If a caller's address is **not** in the system and they state they want solicitation from us to stop, **ask for** the following information:
- Enter a [Service Now Ticket](#) under Billing Systems
 - **First and last name**
 - **Verify if they were a customer in the past**
 - **Full address with zip code** (include apartment number, floor, etc. when applicable)
 - **Phone numbers:** home phone number **and** mobile contact number
 - **Enter type of solicitation** in the notes:
 - **By mail:** identify the type of mail received - marketing, mailer, letter, bill, collections notice, etc.
 - Verify who the letter is addressed to **and** the address on the letter
 - **By phone:** in the CSOR notes, include the number that is being called
 - Note the type of calls / messages they receive
 - **By email:** note the email address the solicitation came from
 - **By door:** type of solicitation, name on badge when possible
- If the address is identified and added in ICOMS, follow the steps for **Never Accounts**, as above

Internet Privacy

If a caller asks about our policy on **S.J.Res.34 - Protecting the Privacy of Customers of Broadband and Other Telecommunications Services**, please respond with the following:

- To **OPT-OUT** of sharing information with other **companies / third parties** as outlined in our **Privacy Policy**, uncheck **USPS Mail** and **Phone Calls** in BOLT

California Consumer Protection Act - California Only

When a **California** customer has an inquiry or requests to exercise their rights regarding the **California Consumer Protection Act**, **respond** with the following statement only:

"Wave has a privacy team dedicated to compliance with the **California Consumer Protection Act**.

If you are a California resident and would like to submit a personal information or deletion request,

you can either complete the online form on our website

at

[https://ww](https://www.astound.com/policies-disclaimers/privacy-policy/)

[w.astound.com/polici](https://www.astound.com/policies-disclaimers/privacy-policy/)

[es-disclaimers/privacy-policy/](https://www.astound.com/policies-disclaimers/privacy-policy/) or call 1-833-396-0001."

See **[California Consumer Protection Act \(CCPA\)](#)** for complete information

Telephone Consumer Protection Act (TCPA)

For callers who reference the **Telephone Customer Protection Act** (TCPA), and request that **auto-dialed** or **pre-recorded calls** from our company **stop**

- Ask for the **phone number** receiving unwanted calls, and remove the phone number from the field in BOLT; this removes the number from the dialer list
- **Submit a BOLT Case**

Record Type	Non Technical
Reason	Account Maintenance
Reason Detail	Account Information
Case Reason	Telephone Consumer Protection Act
Destination Queue	Financial Services
Notes	Caller name, number removed, reason and valid contact nu

- The **number is removed** from all dialer lists **within 24 business hours**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=67>