

# Customer Privacy Settings

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## Introduction

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- 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

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[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**

<b>Record Type</b>	Non Technical
<b>Reason</b>	Account Maintenance
<b>Reason Detail</b>	Account Information
<b>Case Reason</b>	Telephone Consumer Protection Act
<b>Destination</b>	Financial Services
<b>Queue</b>	
<b>Notes</b>	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>