

Residential Credit Policy- 1567

Introduction

Residential Credit Policy: All Markets

Site 22: Massachusetts and **Site 9 Co. 80: Anne Arundel** special credit guidelines for **brand new customers** are in effect:

- Follow these credit guidelines for **brand new customer** sales in these areas:
 - Always run a credit check **and** collect monies on unpaid balances
 - If a customer **fails** credit, **waive** the data and cable service deposit
 - Add the international calling block if a customer subscribes to Astound Powered by RCN phone service
 - **Secure a deposit only when a customer refuses a credit check**
 - This applies to all new customer sales, including orders placed online through our website
 - **Site 9 Co 80 (Anne Arundel):** the above is in effect **from October 5, 2023 through December 31, 2023**

Site 33 New York only - when customer **fails credit:**

- **Do not** secure a deposit

- **Do not** add an international call block on the account

Site 48 - Process a Prior Debt Check in ICOMSCC:

- Prior debt check is completed by entering the Site & Account Number in ICOMSCC and press the **Search Button**
- This will display the applicant information entered into ICOMS and show any prior debt matching the applicant information they provided
- Any prior debit shown should be collected prior to placing an order for service

Site 9, 14, 22, 33, 39, 44 - when customer fails credit:

- Collect monies on unpaid balances
- **If this message displays: 2 - SSN Alert - Re-Verify Information, DO NOT Provide Service:**
 - Customer must provide Credit Compliance with a copy of their ID and Social Security card
 - **Fax to 570-270-1499 Or email to** Credit Compliance at Verify@astound.com
- For a complete overview, see: [How to Run a Credit Check](#)

Resolution Steps

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

When to Run a Credit Check

- **New Customers:** complete a credit check for NEW customers who request cable, phone or high speed data service
 - Prior debts **must be paid** before providing service
 - Includes ownership changes

- **Existing Customers:** complete a credit check when an existing customer requests service at **more than one** address
 - Must run a credit check **every** time existing customer requests service at an **additional address**
 - **Exceptions-** when reconnecting service that was disconnected **less than 90** days ago
 - Must have a zero balance
 - If the deposit was released and applied toward the balance, a new deposit must be secured

- **Bulk Customers:** with tenure less than **4 months** who are **adding** a line of business **not included** in agreement (See CF screen):
 - Must have zero balance
 - If over 4 months tenure, follow credit policy
 - Obtain an SSN and DOB even when Credit Check is not necessary

When a Credit Check is not Needed

- Do **not** run a credit check for:
 - **Existing customers** with tenure **under 4 months** who paid a deposit: in the credit check tool, check the most recent **decision code** to see if a deposit is still necessary
 - Seasonal reconnects
 - Dial up service
 - Existing customer **upgrades and transfers** of service with:
 - **Under 3 years tenure:**
 - Must be current (no balance due in 31-60 day bucket)
 - Take payment to bring account current
 - **Over 3 years tenure:**
 - If balance is due in 31-60 day bucket, attempt to take payment
 - Process request provided a soft disconnect will not generate before payment is expected
- **Important Note:** If the customer has a pending upgrade that stops the processing of a soft disconnect, FS contacts the customer for immediate payment or the upgrade order will be cancelled such that their services can be disabled until the past due amount is paid

Determining Credit Status

- **Mandatory credit check step** - we must ask consumers to **grant us permission** to run a credit check **by pressing any button** on their telephone key pad
- **Request customer consent in the following way:**
 - Using the information you have provided, I need your authorization to process a credit inquiry by **pressing any key** on your telephone key pad.”
 - The tone gives you the consent to move forward with processing the credit check
- Not to be compared to a FICO score, **Experian** is the company we use for our soft credit checks
- Verify the **decision code** in ICOMSCC
 - Credit scores that are considered *high risk / require a deposit*: **4 - Deposit Required**

- Credit scores that do not require a deposit in accordance with our scoring threshold: **1 - Passing Score - No Deposit Required**
- ICOMSCC displays prior accounts with exact match to name and SSNs with **prior debt** owed to us within the past seven years (Astound Powered by RCN / Grande areas) and **four years** (Astound Powered by Wave areas) and greater than \$50.00
 - Credit Compliance may deny service when account is greater than 4 / 7 years old as above and has a balance of \$1500 or greater
- **Do not discuss credit scores with customers.** When a customer does **not pass** credit, they receive a [notification letter](#) within 5 business days, even when service is not installed
- Customers who **ask for their score, their credit report or who have a credit dispute** must **contact Experian**
 - **Call 800-200-6020** for a copy of your credit report to be delivered by U. S. Mail and/or other services offered by Experian
 - Visit <https://www.experian.com/corporate/personal-services-contacts.html>

for an online credit report and/or other services offered

- Contact the phone number on their credit report or other contact they have for Experian

Deposits

- When a customer does not meet credit guidelines, take a deposit for **each line of business requested**. Follow the credit check tool. For all markets **except** New York (Site 33) and Massachusetts (Site 22 special guidelines above):
 - **Cable** - \$100.00 (RCDEPST) **except Texas** where the cable deposit is **\$50.00**
 - **Home Security for enTouch Texas** - \$50.00 (RHDEPST)
 - **Data** - \$50.00 (RDDEPST)
 - **Telephone** - no deposit required but an international block is required with the exception of New York (Site 33)
- For deposit payment **scheduling** guidelines, **see [this grid](#)**
- When **twelve months** of timely payments **without** a past due balance and/or a returned payment are made, the deposit and interest (when applicable) **is automatically** credited back to the account ledger
 - Deposits **are returned** on the next bill cycle **after** the 12 month anniversary
- If 12 months of timely payments are **not made**, the deposit will then be returned when 12 consecutive months of timely payments **are received** OR when the customer disconnects service, whatever occurs first:
 - **Active customers** - the deposit is placed on the account ledger and monthly charges are deducted from credit on the ledger

- **Disconnected customers** - we credit the deposit against the remaining account balance; if a credit balance remains, a refund is issued to the customer in 6 to 8 weeks
- **Never installed customers** -deposit payments made by credit card will be refunded in approximately 5-7 business days from the day the request is made. If a check is being issued, the refund will be received in approximately 4 - 6 weeks from when the request is made
- **Special Note:** A customer can request to increase their PPV/VOD credit limit and order international long distance when their deposit is credited to the account ledger

Financial Holds

- **What is a Financial Hold?**

- Customers who have a financial hold on their account must meet specific criteria required by the credit department
- The credit department may require more information like proof of residency, proof of identity, a payment or deposit requirement

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