

# Residential Credit Policy- 1567

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## Introduction

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### 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](mailto:Verify@astound.com)
- For a complete overview, see: [How to Run a Credit Check](#)

## Resolution Steps

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

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### 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

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=68>