

Common Fall Out Order Reasons and Process

Common Fall Out Reasons where orders will not automate and customer will need to speak with Altice Fall Out representative.

- Customer has Past Debt that needs to be resolved.
- There are Active Altice services at the new location.
- Existing Customer shopping for new offers.
- Invalid Address entered that doesn't match billing platform.

With the most common fall out orders, we will need to warm transfer the customer to Altice OE team.

» Altice Sales Support Number for fall out orders: 1-833-870-2039

» Sales ID: **ME5** (Identify yourself as IBEX Agent)

» **DO NOT refer any CS inquiry to Sales Support team.**

Mon-Fri: 9AM – 10PM ET, Sat: 10AM – 7PM ET and Sunday is OFF

Once the customer has been connected or warm transferred with our Altice Fall Out representative, please be prepared with the following so Altice Rep can easily research and find customer's order.

- Customer Name
- Customer Address
- Customer Phone Number

Common Nuances around Altice orders

Standard Pricing vs Promo Pricing:

- Altice buy flow links-out of the bundle dealer and all promotional pricing should be quoted from within Altice buy flow.

Promos pull-up via SSN:

- You cannot proceed without entering customer's SSN for Identity Check – **No Credit Check**, Altice buy flow does not return promotional pricing.

Clear cache:

- You must completely clear your browser's cache before initiating every Altice order.

Install date/OCN missing:

- Mostly a simple refresh can resolve this concern but when buy flow returns the final page without confirming an install date, those orders will fail their automation, that means you need to call Altice Sales Support team to resolve that automation failure. It happens when there are no time slots available or there is an active account or a pending order already booked for a date or pending bills/bad debts, etc...

Common Fall Out Screen Shots

- Certain addresses may not be available in Altice billing system or blocked due to pending disconnects/bad debts/fraud alerts.
- **Call Altice sales support line.**

The screenshot shows the 'Enter Customer Information' form in the Altice system. The form is titled 'Enter Customer Information' and includes a progress bar at the top with six steps: Customer Information (completed), Select Product, Customize Product, Schedule Installation, Payment, and Order Confirmation. The form fields are organized into two columns. The left column contains: First Name *, Last Name *, Email *, Phone *, Social Security Number, and Alternate Phone. The right column contains: Address Line 1 (399 LAKE SHORE DR), State (NJ), and Zip (5 digit) (07421). A modal dialog box titled 'Serviceability Check' is displayed in the center, with the message: 'Oops, something went wrong.... Call into Sales Order Entry at 833-870-2039 for assistance.' and an 'OK' button. The 'Continue' button is visible at the bottom right of the form.

altice

Enter Customer Information

You

Customer Interaction ID : 25525030 | Sales ID : ID1 | Leapfrog ID : ibexdigital20

Customer Information

Select Product

Customize Product

Schedule Installation

Payment

Order Confirmation

Mandatory fields *

First Name * Enter First Name

Last Name * Enter Last Name

Email * Enter Email

Phone * (xxx) xxx-xxxx

Social Security Number xxx-xx-xxxx

Alternate Phone (xxx) xxx-xxxx

Address Line 1 399 LAKE SHORE DR

State NJ

Zip (5 digit) 07421

Serviceability Check

Oops, something went wrong.... Call into Sales Order Entry at 833-870-2039 for assistance.

OK

Continue

Common Fall Out Screen Shots

- Certain addresses may be blocked due to pending disconnects/bad debts/fraud alerts.
- **Call Altice sales support line.**



Retailer: **ibex.digital**

We're Sorry

We're unable to process your credentials
or the service is not available at this time

Please try again soon, or click here to
try a different address.

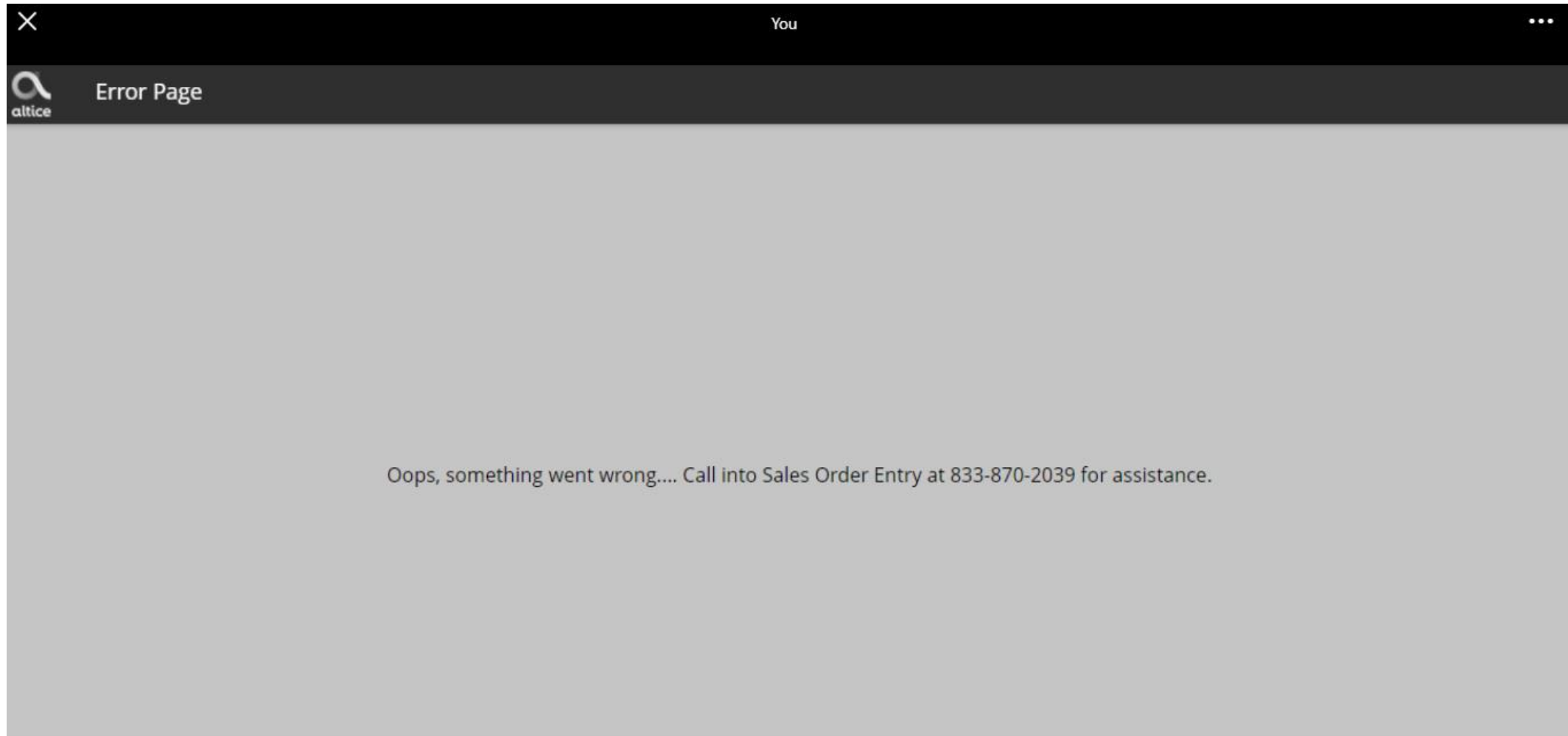
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Common Fall Out Screen Shots

- Call Altice sales support line.



Channel line-up:

- Every cable package does carry a link to open-up the channel line-up pop-up window. (Shown below)

Product

Christopher Burg

Christopher.Burg@AlticeUSA.com

13221 SARATOGA LN,
BALCH SPRINGS, TX, 75180

Customer Information

Select Product

Customize Product

Schedule Installation

Payment

Order Confirmation

ALTICE ONE Premier TV,
Internet 1 Gig Unlimited
Data and Phone

\$125⁰⁰
mo./FOR LIFE

(Plus taxes, fees and other
charges)

View Channel Lineup

Description

Select

ALTICE ONE Premier TV,
Internet 100 and Phone

\$105⁰⁰
mo./1 yr

(Plus taxes, fees and other
charges)

View Channel Lineup

Description

Select

Channels	Suddenlink Value	Suddenlink Core	Suddenlink Select	Suddenlink Premier
Fox College Sports Atlantic				✓
Fox College Sports Central				✓
Fox College Sports Pacific				✓
Fox News Channel	✓		✓	✓
Fox News Channel HD	✓		✓	✓
Fox Prime Time On Demand	✓		✓	✓
Fox Sports 1	✓		✓	✓
Fox Sports 1 HD	✓		✓	✓
Fox Sports 1 On Demand	✓		✓	✓
Fox Sports 2				✓