

Phone In Order Tracking

Occasionally you may have to call support for order entry.

Fill out the Phone-In Order form to see these in your BASS reporting

This will allow you to see the order status as it updates

Support team will provide you **order #** and **BAN** (billing account number)

[Home](#)[Dashboard](#)[Order](#)[Phone-in Order](#)[Report](#)[FYI](#)[Profile](#)[Return to Admin](#)[Logout](#)

BASS > Order > Phone-in Order

Create Phone-in Order

Manage Phone-in Order

[List](#)[New](#)[Edit](#)[Approve](#)[Delete](#)[Suspend](#)

Phone-in Order ID: *

Sales Agent ID: *

Sales Agent Name: *

Sales Agent Email: *

Sales Code: *

Customer Type: *

Type Of Sale: *

56f455e2-6408-4d63-a0c3-4202a7194

PAH4Z

DANIELREED

daniel.reed@brightspeed.com

20001001

☒ Consumer

CUSTOMER PREMISE

CUSTOMER INFO

ATTENTION: All information from this point forward should be the customer's. Inputting sales person or store information in place of customer's is a violation of policies and procedures.

Customer First Name: *

Customer Street Address: *

Customer City: *

Customer Zip: *

Does customer want to change existing Brightspeed account or install new service? *

Phone #: *

Billing Number: *

Status: *

Create Time: 1/27/2025 8:52:11 AM

Customer Last Name: *

(Service Street Address cannot be a PO Box)

Customer State: *

Please Select

BAN: *

WTN: *

Order #: *

[Cancel](#)[Submit](#)

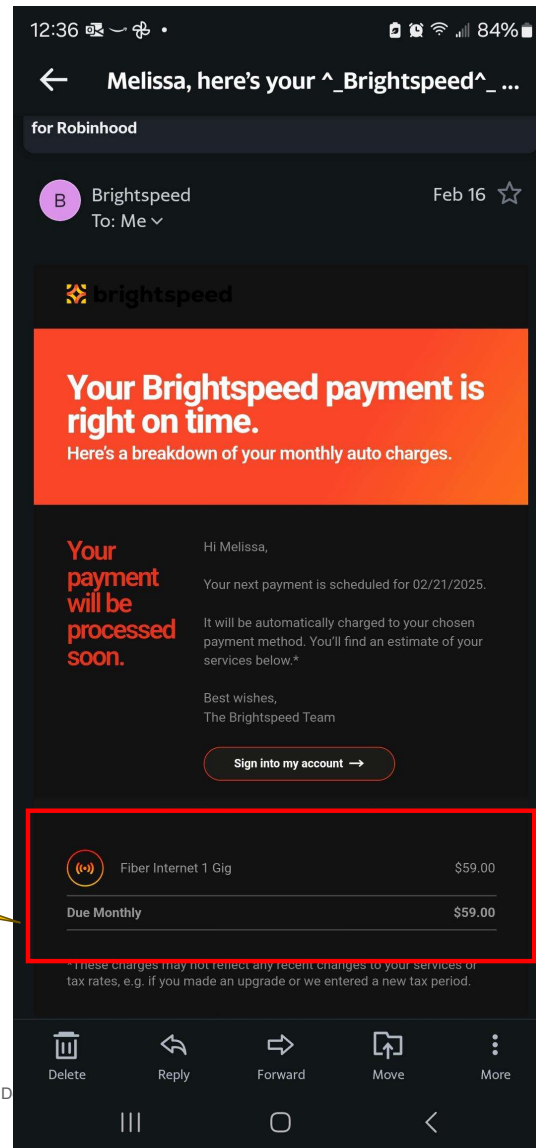
extract.com/Orders/TelephoneOrder.aspx?k1=New

Preventing Cancels – Explaining Fiber Billing & Payments

- Brightspeed Fiber customers are setup on reoccurring payments.
 - Monthly due dates are determined by installation date.
 - *Example: Customer places order 1/5/25, making payment for 1st month. Order is installed on 1/20/25. Customer will have auto deduction for 2nd month ~2/20/25.*
 - Customers will get email reminders that a payment will process soon. NOTE The customer will still get one if they received a promotion
 - Existing pre-paid Brightspeed Fiber customers are suspended on Day 3 if their automatic payment does not go through.
 - Beginning 2/24/25, customers will begin receiving communications advising them their payment did not complete and directing them to go online or call us at a designated TN to bring their account current.
 - As an effort to retain these customers, two email/text communications will be sent.
 - The first communication will be sent on Day 4 advising the customer that their account has been suspended and to make a payment to resume services.
 - The second communication will be sent on Day 10 advising the customer that their account is subject to cancellation unless payment is made.

Example Emails

3 months free, but still received this email each month, must login to account to see nothing due



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