Overview

Different processes depend on whether a customer is classified as new or existing. For example, all new customers must submit to the Customer Verification process when establishing service with Charter.

Helpful Information
- A **new customer** is defined as:
    - No active Charter services at a primary address, excluding any that are part of a Consumer Bulk agreement o   A Consumer Bulk-only tenant requesting to upgrade service above the bulk service level
    - Re-establishing service from a voluntary or non-pay disconnected account that was disconnected more than
    60 days ago o   Current customers requesting to establish
    service at a fourth or higher location
    - Current customers requesting to move equipment to a new account under a new name who opt for a new connect order instead of submitting a name change on the old account and having a transfer of service entered after the name change is processed
- An **existing customer** is defined as:
    - Someone with active Charter services that he pays for monthly (non-Consumer Bulk services)
    - Restarting services from a voluntary or non-pay disconnected account that was disconnected less than 60 days ago
    - Someone starting services at a second or third location while maintaining the primary account
    - Someone with a pending installation order
    - Someone restoring their account from a Seasonal disconnect

NOTE: Bandwidth Builders is **<u>not authorized</u>** to place any **<u>move</u>** orders. (existing customers)