

## 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
  - 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
  - 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