

## PROCEDURES ON DISCONNECTION AT MAINLINE

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Step 1 . Customer Accounts Division forwards list of over six months disconnected connection (solo connection) to Customer Servicing Section. After ocular inspection conducted by investigator, he will recommend disconnection at M/L.



Step 2. Frontline Service Desk will issue Maintenance Order, records in the logbook and forwards to Maintenance Division for their appropriate action. 3 – 5 minutes excluding waiting period.



Step 3. Submits the accomplished Maintenance Order to the Customer Servicing Section within three (3) days.



**End of Transaction**