

# Disconnect Account

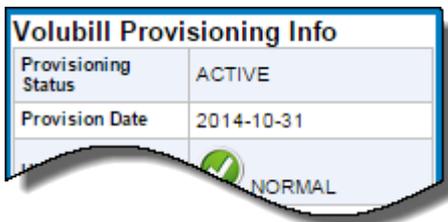
## Summary

This Desk Reference covers:

### [Suspend an Account](#)

This Desk Reference supports the **Authorized Reseller** audience. It covers how to **disconnect** a Viasat account.

## Disconnect an Account



Volubill Provisioning Info	
Provisioning Status	ACTIVE
Provision Date	2014-10-31
	 NORMAL

**Note:** The Provisioning Status field must read *Active* in the **Volubill Provisioning Info** column of the **SVT tab** of the Support Portal before beginning the Suspend Process.

Log into the Support Portal, and search for the customer from the Home tab using one of these methods:

- Phone Number
- Modem MAC
- First name, Last name
- Business Name (for Business)

If necessary, click the **WildBlue Account #** link of the desired customer from the search results list.

Viasat Support Portal Logout

Home SVT Quick Flash Tools Orders **Field Support**

**Outage Board**

[View Outage Details](#)

See Current Outages in Network Status Tool

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**Notice Portlet**

caresupervisor message test

productionscheduler message test

tier1 Message test

**Customer Search**

Phone Number:

Account:  Service Agreement:

MAC Address:

Contact Name:

Business Name:

Email Address:

Ticket #:

Site Address:

Serial #:

**Current Customer**

First Name	Frankie
Last Name	Customer
Business Name	
MAC Address	11:11:03:12:81:09
Ticket #	
Phone Number	388-123-4567
Exede Voice Phone #	
Email Address	thecustomerscontactemail@anydomain.com

**Accounts**

Legacy(WBRES)	
Partner	WB_DIRECT/29300941
Provisioning	302872285
WildBlue	302872285
Service Agreement	403128109

With the customer showing in Current Customer grid, click the **Orders** tab, and then the **Order Management** sub-tab. The page now looks like this.

Viasat Support Portal

Home SVT Quick Flash Tools **Orders** Field Support

Add Customer **Order Management** Order Summary

**Order Management**

Cancel Add Customer

**Disconnect**

Suspend

Resume

Update Service

Cancel Update Service

Add Discount

Add One-Time Charge

Update Contract

Update Contact Info

Refresh

**Service / Installation Info**

Provisioning Status	ACTIVE
Activation Date	Feb 4, 2020
Service Agreement Reference	403128109
Sales Channel	RESELLER_CHANNEL
Address	198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274
Equipment Plan	NO_EQUIPMENT_PLAN
Contract Term	MONTH_TO_MONTH_AGREEMENT

**Billing Info**

**Subscriber Info**

Name	Frankie Customer
Primary Phone	3881234567
Secondary Phone	3889876543
Email Address	thecustomerscontactemail@anydomain.com

Click the **Disconnect** button. The Disconnect Account page appears.

**Disconnect Account** Cancel

This account is to be disconnected. Select a reason then click "Disconnect Account" to continue.  
Disconnect Reason External Partner Request

Service / Installation Info		Billing Info
Provisioning Status	ACTIVE	
Activation Date	Feb 4, 2020	
Service Agreement Reference	403126109	
Sales Channel	RESELLER_CHANNEL	
Address	198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274	
Equipment Plan	NO_EQUIPMENT_PLAN	
Contract Term	MONTH_TO_MONTH_AGREEMENT	

Click **Disconnect Account**, or **Cancel**, as appropriate.

The Confirmation page appears.

Order Management

Cancel Add Customer Disconnect Suspend Resume Update Service Cancel Update Service

Add Discount Add One-Time Charge Update Contract Update Contact Info **Refresh**

Disconnect Customer: Accepted (Pending Completion) Order Reference Number: 29316532		
Service / Installation Info		Billing Info
Provisioning Status	ACTIVE	
Activation Date	Feb 4, 2020	
Service Agreement Reference	403126109	
Sales Channel	RESELLER_CHANNEL	
Address	198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274	
Equipment Plan	NO_EQUIPMENT_PLAN	
Contract Term	MONTH_TO_MONTH_AGREEMENT	
Subscriber Info		
Name	Frankie Customer	
Primary Phone	3861234567	
Secondary Phone	3869876543	
Email Address	thecustomerscontactemail@anydomain.com	

Click the **Refresh** button to see that the Provisioning Status has changed to *Disconnected*.

Service / Installation Info

Provisioning Status	DISCONNECTED
Activation Date	FEB 4, 2020
Service Agreement Reference	403126109
Sales Channel	RESELLER_CHANNEL
Address	198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274
Equipment Plan	NO_EQUIPMENT_PLAN
Contract Term	MONTH_TO_MONTH_AGREEMENT