

Customer Updates & Controlled Changes

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Product: i2i Core OSS/BSS

Company: i2i Tech Services Private Limited

Purpose

Customer updates must be controlled because changes can impact billing, compliance communication, and operational routing. This page defines safe update practices and approval boundaries.

Allowed Routine Updates (L1)

- Contact phone/email corrections (verified)
- Address corrections (as per SOP)
- Non-policy metadata updates (tags/notes if used)

Restricted Updates (Require Approval / L2-L3)

- Customer classification changes (residential ↔ enterprise ↔ partner)
- Billing owner / invoicing identity changes
- Compliance identifiers used in invoices or regulatory reporting

Safe Workflow

1. Confirm you are editing the correct customer (ID verification).
2. Review active services and accounts before changes.
3. Apply minimal change; avoid bulk edits.
4. Save and document reason/notes (as per policy).

Common Risks

- Wrong customer edited → downstream billing/communication issues.
 - Unapproved classification change → policy mismatches and audit risk.
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Screenshots

Screenshots not yet added.

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