**Templates**

**Upgrade**

|  |  |
| --- | --- |
| **Customer Details** | |
| **Customers Name:** |  |
| **Mobile Number (to be upgraded):** |  |
| **Mobile Number (ALT):** |  |
| **Current tariff:** |  |
| **Requested Tariff:** |  |
| **Time remaining in the contract :** |  |
| **Product Details** | |
| **Handset Type:** |  |
| **Handset Color:** |  |
| **Memory size:** |  |
|  |  |
| **Price agreed on :** |  |
| **Any other information needed:** |  |

**Return Upgrade**

|  |  |
| --- | --- |
| **Tracking Upgrade Order** | |
| MISDIN |  |
| Return Reference Number |  |

**Extra 5GB for Simply Smart**

|  |  |
| --- | --- |
| **Simply Smart Tariff** | |
| **Mobile Number:** |  |
| **Contract End Date:** |  |
| **Did you remove instant GB ? (Yes/No)** |  |

**Network Issue**

|  |  |
| --- | --- |
| **EQX Network Crew Resolution** | |
| **MSISDN:** |  |
| **Eircode:** |  |
| **Main Serving Cell Site on Touchpoint:** |  |
| **Remedy TT#:** |  |
| **Issue Description :** |  |
| **Resolution Suggested: (Discount/Reference Number)** |  |
| **Authorized Floorwalker:** |  |

**Tracking Upgrade**

|  |  |
| --- | --- |
| **Tracking Upgrade Order** | |
| MISDIN |  |
| Order ID |  |
| Date of the order |  |
| Shipping ID |  |

**Changing Price Plan**

|  |  |
| --- | --- |
| **Changing to Original Price Plan** | |
| MISIDN |  |
| Current Tariff |  |
| Original Tariff |  |
| Contract Start Date |  |

**Copy Bill**

|  |  |
| --- | --- |
| Copy Bill | |
| MISIDN |  |
| Customer Name |  |
| Email Address |  |
| TT# if any |  |

**TSAR Upgrade**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Customer Number** | **Name** | **Date of Upgrade** | **Order Number** | **Sales Username/ Sales Agent Code** | **Issue** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Roaming Issue**

|  |  |
| --- | --- |
| **Mobile Number** |  |
| **Country** |  |
| **Remedy Ticket Number** |  |

**LMI Sure Signal Box**

|  |  |
| --- | --- |
| Name |  |
| Customer Mobile Number |  |
| Alternative Contact Number **(Mandatory)** |  |
| Computer availability **(Mandatory)** |  |
| Session Password **(Mandatory)**  ( Customer needs to know the password as he will ask the caller for it as validation) |  |
| Make & Model "If Port forward include Router Make & Model" AND Sure Signal Version |  |
| Is Customer Roaming? |  |
| In case of Email Setup kindly provide Username and Password | Username:  Password: |
| **Validation (Yes/No)** |  |
| **Time to callback (Cairo time)** |  |
| Troubleshooting performed  Case Description |  |
| In case of Sure signal - Please answer those questions**(Mandatory)** | Kindly note that any PF case will be rejected if the below Questions are not included :  - What are the lights on the sure signal box?  - Was the sure signal provisioned?  - Who is the landline provider?  - What is the speed test result?  Download speed is :  Upload speed :  - Have you tried rebooting everything?  - Was the process of reset performed, what are the lights after you reset the device? |