

T-Mobile Network Experience

Introduction

Why T-Mobile Network Experience (TNX)? Customers can now access the full experience of T-Mobile nationwide network while keeping their phone and plan, all at the same price.

This job aid takes you through five easy steps to move every eligible Sprint customer to TNX: **Add a Lines**, **Upgrades**, **Bring Your Own Device**, **Network Troubleshooting** interactions, or really ANY service-related interactions with ANY Sprint customer.

T-Mobile Network Experience – Five Easy Steps

Check the **Network Indicator** in the account for TNX.

Complete **NBA Eligibility Check**.

Utilize the **Switch to T-Mobile** button in eligible flows.

- ☐ AAL
- ☐ Upgrade
- ☐ SIM swap (Any eligible customer)

Scan a **Magenta SIM** and ring out **physical SIM** in RMS.

Onboard the customer's device with **T-Mobile App Experience** for Android devices. For Apple Devices, manually download **T-Mobile Visual Voicemail (VVM)**, **T-Mobile ScamShield**, and **MySprint App**.

There are four key interactions when you should ALWAYS add TNX:

Activation

Get a T-Mobile SIM at first contact!



Upgrade

Make the most of their new device!



BYOD

Great time to check compatibility to maximize benefits!



Network Troubleshooting

Troubleshoot with TNX as an option to address Sprint network issues!



T-Mobile Network Experience

GST Current Customer – SIM Swap with T-Mobile Network Experience

Customer Scenario: Customer comes into your store with a device and they would like to perform a SIM Swap for a line on their account.

Follow these key steps to perform a SIM Swap. Full step by step available in [RISE](#) Tool.

SIM Swap – Key Steps

Click **Current Customer**.

Manage **Account**.

Check the **Network Field Indicator** for TNX.

Click **Subscribers**.

Click **Change SIM**.

Click **Switch to T-Mobile Network** button and scan the **SIM Serial Number**.

Select the **SIM SKU**.

consultant IC710046 | Store number: T859

NeCTR Test Mode

Account | Subscribers

Profile [Edit](#)

JANICE SAMPLE
janice.sample@sprint.com

DOB: 08/04/1969
PRIMARY PHONE NUMBER

Account ●

ACCOUNT NUMBER	ACCOUNT SPENDING LIMIT	No
COMMUNICATION METHOD	Network	Sprint
NUMBER OF ELIGIBLE LINES	IB/LEASE ELIGIBLE	Yes
DEVICE	SERVICE DEPOSIT (PER LINE)	1+ \$0.00
NON DEVICE	IB ACCESSORY	Yes
ACCOUNT STATUS	BILL TO ACCOUNT	No
ACCOUNT TENURE	AUTOPAY	No
ACCOUNT SUBTYPE		Individual

Choose a SIM

Please choose a SIM type that will be used with the device you've selected.

Switch to T-Mobile Network

[SERIAL NUMBER \(OWN SIM\)](#)
89312530000193081314

☐ IDEMIA POSTPAID MULTI SIM BYOD SIM KIT
SIM SKU 760492044707 Card part # SIMOLW516TQ SIM ID: D \$10.00

☐ IDEMIA POSTPAID MULTI SIM BYOD SIM KIT
SIM SKU 760492044707 Card part # SIMOLW416TQ SIM ID: D \$10.00

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SIM Swap – Key Steps, cont.

Click **Add Available Discount**.

Discount the SIM to \$0.

Enter **your credentials** to verify you want to add TNX.

Cancel **SIM change** or continue.

Your **cart** is ready. Continue.

1-Click to RMS to finish **CSIM tender** on REMO running GST or select **Floating Cash Drawer** from drop-down menu on GST tablet.

Click **Transaction Receipt** if needed.

Choose a SIM

Please choose a SIM type that will be used with the device you've selected.

☐ SERIAL NUMBER (OWN SIM)
89011201000417922398

☐ SIM KIT Model
SIM SKU 760492043656 Card part # SIMOLW506C SIM ID. A \$10.00

☒ IDEMIA POSTPAID MULTI SIM BYOD SIM KIT
SIM SKU 760492044707 Card part # SIMOLW506C SIM ID. A \$10.00 **Add Available Discount**

Cancel

Got it

Add available discount

Discount
\$6.00

Select ✓

Got it

Your Sprint retail consultant IC710046 | Store number: T859 | Hi, Janice | BAN 977357504
312ef6e9-0174-1000-0000-5ee06c196856

Payment summary

AMOUNT
\$0.00

TODAY \$0.00 PAID \$0.00

Card reader not connected. Connect to enable card payment method.

Payment method

Pay with 1Click
Order details

Continue

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GST Current Customer – Device Purchase/Add a Line with T-Mobile Network Experience

Customer Scenario: Customer comes into your store and they would like to upgrade a line on their account.

Follow these key steps to perform Add a Line. Full step by step available in [RISE](#) Tool.

Device Purchase/Add a Line – Key Steps

Click **Current Customer**.

Click Upgrade/Add a Line/Device Swap **Account**.

Click **Add**.

Select **Keep Your Number or New Number**. Note: The Sub doesn't exist yet so they will already be pre-selected to TNX if any other subscriber has TNX, or they will have the ability to choose if eligible.

Click **Switch to T-Mobile** button.

Enter **your credentials** to proceed.

Click **Add to Cart**.

2:07 PM

Your Sprint retail consultant ED928822 | Store number: 000
db4f822e-0174-1000-0001-1a6d320a3209

New line 1

☒ Keep your number (port) ☐ New number

MOBILE NUMBER
Mobile number

SUBSCRIBER NAME
Subscriber name

Add a line

Bring your number

Coverage map

Continue

2:08 PM

Your Sprint retail consultant ED928822 | Store number: 000
db4f822e-0174-1000-0001-1a6d320a3209

New line 1

☐ Keep your number (port) ☒ New number

ZIP
66251

Update

AREA CODE
(913) XXX-XXXX

SUBSCRIBER NAME
Subscriber name

You have Best Coverage

Add a line

Bring your number

Coverage map

Continue

T-Mobile Network Experience

Device Purchase/Add a Line – Key Steps, cont.

Click **Add to Cart**

Click **Continue**.

Enter **your credentials** to verify you want to add TNX.

Cancel **SIM change** or continue.

Your **cart** is ready. Continue.

GST will add the **TNX SOC** and auto resolve any incompatible SOC's.

Scan the **device serial number** and validate.

The device will require a firmware update before proceeding, tap the **SIM selection** box.

Select the **Magenta SIM card**.

Scan the **Serial Number** and click **Got It**.

Select the **Add Available Discount** button.

Discount the **SIM** to \$0.

Updated **price** is available.

Confirm with customer correct device is assigned and SIM. Click **Continue**.

1-Click to RMS to finish **CSIM tender** on REMO running GST or select **Floating Cash Drawer** from drop-down menu on GST tablet.

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GST Current Customer – Network Troubleshooting with T-Mobile Network Experience

Customer Scenario: Customer walks into the store and has a problem with their device on the network. Follow these steps to troubleshoot TNX.

1

Look up the customer's account in GST and check the **Account Network Indicator** for T-Mobile. This will indicate that at least one line on the account is on TNX. Check the subsequent line on the customer's device that is having the issues.

15:56 Thu 27 Aug
50%
NeCTR Test Mode

Your Sprint retail consultant IC710046 | Store number: T859
312ef6e9-0174-1000-0000-5ee06c195856

Account
Subscribers

Hide
JANICE SAMPLE
(203) 981-7081

DEVICE DESCRIPTION	iPhone 11	SUBSCRIBER STATUS	Active
ESN	352899119642634	UPGRADE ELIGIBILITY DATE	Mon Aug 01 2022
ACTIVE IB/LEASE	COS-701953	TIER DESCRIPTION	Early Upgrade
IB/LEASE STATUS	OPEN		Upgrade to a new device. If your current device balance is greater than \$0, then you must give back your device or pay off your balance.
IB/LEASE DEVICE	IPHONE 11 BK 64 KIT		
IB/LEASE IMEI	352899119642634		
MONTHLY PAYMENT	\$29.17		
PAYMENTS REMAINING	24 of 24		
PLAN	Unlimited Plan		
CURRENT DEVICE PROTECTION	ACS		
	TEPPLUS		
SERVICES	ACS-\$0 add \$15 Sprint Complete		
	Unlimited Service Plan		
	Amazon Prime		
	LTE Provisioning w/Hotspot		
	Unlimited Premium		

Data Usage

Special Offers
Account memos

Continue

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2

Open [Grand Central](#), assist with device troubleshooting, and verifying device compatibility with T-Mobile network.

3

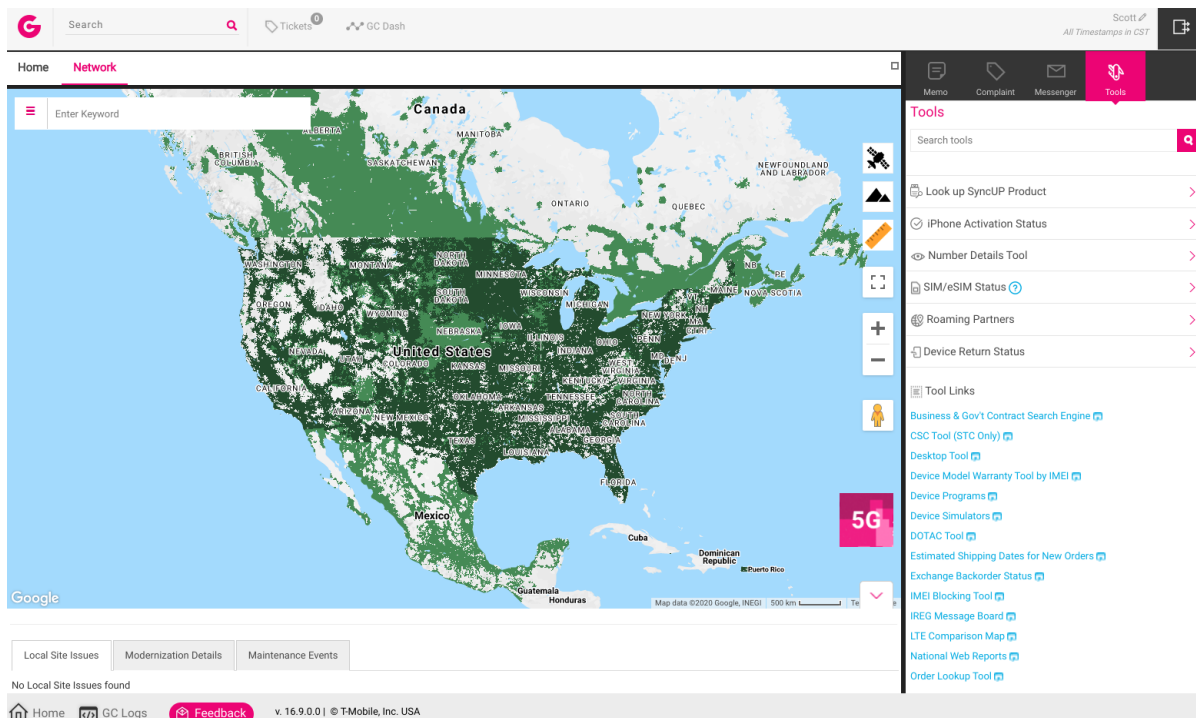
Select the [Network](#) tab. Do not search for the customer as Legacy Sprint accounts will not populate.

The screenshot displays the T-Mobile Grand Central interface. At the top, there is a search bar and navigation links for Tickets and GC Dash. The user is logged in as Scott. The main navigation bar includes Home, Network (highlighted with a red box), and Tools. Below the navigation bar, a welcome message reads "Hello, Scott! Welcome to Grand Central!". The "THE FIX" section features a "Select Audience" dropdown and a "Show All" button. A progress bar shows steps: Select Category, Verify Problem, Find Fix Flows, Troubleshoot, and Resolution. A search bar for topics is present. The "Categories" section lists various service areas: Scam Shield, Data, Signal & Voice, Software, Messaging, Hardware, Services & Features, DIGITS, FamilyMode, SyncUP & IoT, T-Mobile Home Internet, Entertainment, and TVision. The "TASXIT" section at the bottom provides a new way to find everything needed in one place, with tasks like BYOD Check, TVision Ticketing, and BusinessHub Connect. On the right, the "Tools" sidebar lists various diagnostic and management tools such as Look up SyncUP Product, iPhone Activation Status, Number Details Tool, SIM/eSIM Status, Roaming Partners, Device Return Status, and various tool links like Business & Gov't Contract Search Engine, CSC Tool, Desktop Tool, etc.

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4

Enter the **address** where the customer is having issues.



5

Troubleshoot using existing **available tools** within this tab. If the customer is still having problems, connect them with **Legacy Sprint National Sales Support** so they can do more in depth troubleshooting.

