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!

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.

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.

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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.

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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 SOCs.

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.

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.

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2 Open Grand Central, assist with device troubleshooting, and verifying device compatibility with T-Mobile network.
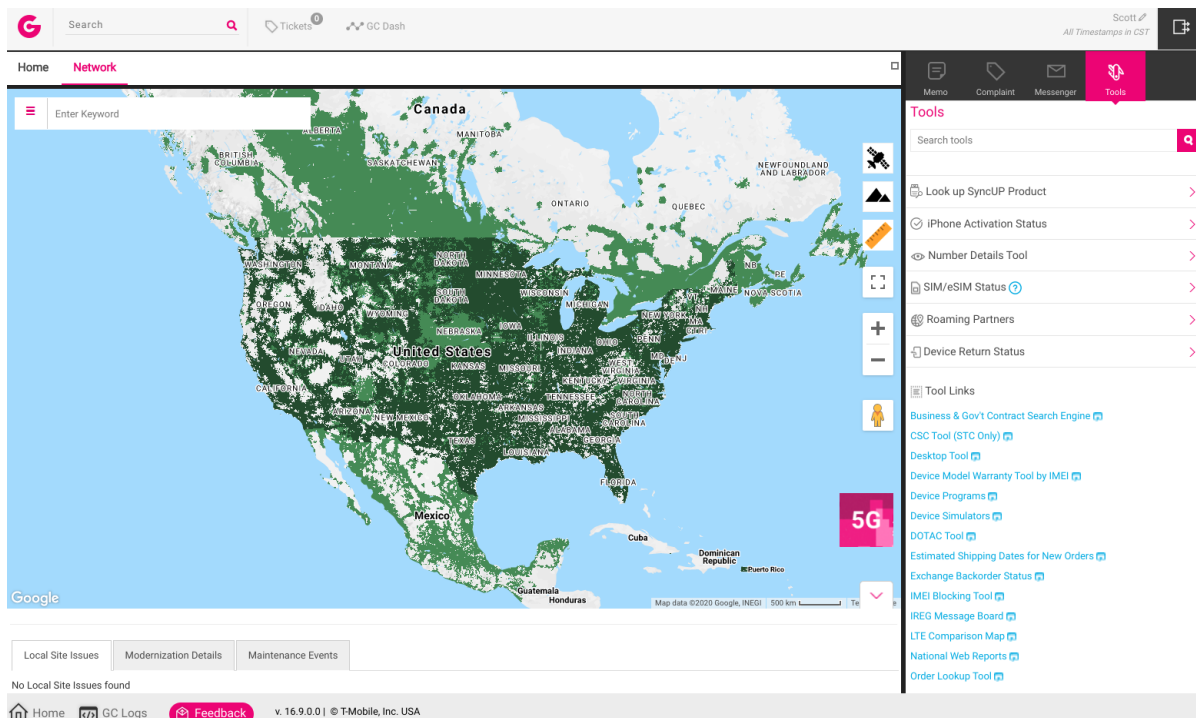
3 Select the Network tab. Do not search for the customer as Legacy Sprint accounts will not populate.

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.