**Activity 3**

1. Discuss the kinds of questions you can ask the customer to figure out which service is causing the charges the customer is referring to. Write down the questions used to figure out which service was causing the charge.

Questions:

1. Do you have access to streaming services?
2. Do you have access to Mobile Apps?
3. Do you have access to Cloud Services?
4. What are you capable of doing through our platform?
5. How often do you use this service?
6. How many users make use of this service?