

LEVEL 1

Customer Request/Actions



- All accounts must validate level 1

LEVEL 1- HOW TO VALIDATE

Verification of **any 2** from the following (not in any order):

- Name
- ICCID
- IMEI
- Last Four of CC
- Email Address
- Mailing Address
- E911 Address

If account **can** be authenticated please select the following

Yes, the customer is successfully authenticated.

If account **cannot** be authenticated please select the following

No, the customer has failed authentication.

ONLY AVAILABLE BY SELF-SERVICE OPTIONS



- Name Change
- Account Password Reset
- E911 Address Update

LEVEL 2

Customer Request/Actions



- PIN/PUK Code Request
- Voicemail Reset
- Voicemail Password Reset
- Suspend/Unsuspend Account
- CDR Request

LEVEL 2- HOW TO VALIDATE

Verification process flow **ranked** in order:

1. Send a one-time 4-digit temporary code using 6700 Text/SMS. This feature can be found under "SMS Subscriber".
  - If unable to validate, proceed to Level 3 "Send Email OTP" via Secure Info

2. Create a L2 ticket

- Select the **User Authentication** option and fill out the form by asking those questions to the customer.
  - Authentication Ticket: [MINT](#) OR [ULTRA](#)
  - User Authentication Ticket Guideline: [HERE](#)

Sample Verbiage:

Since I'm unable to authenticate your account, I will be submitting a ticket to our authentication team; for this, I will need to ask you some security questions. Upon review, they will get in touch with you within 4 hours.

LEVEL 3

Customer Request/Actions



- Port Out Information
- Phone Number Change
- Email Address Change\*
- Sim Swap/Sim Activation\*
- Mailing Address Change
- Replacement pSIM/eSIM\*

\*Self-Service Options Available

LEVEL 3- HOW TO VALIDATE

Verification process flow **ranked** in order

1. Go Under **Secure Info** send the 6 digit code by selecting the button "Send SMS OTP" or "Send Email OTP"
  - If unable to validate, proceed to Option 2

2. Create a L2 ticket

- Select the **User Authentication** option and fill out the form by asking those questions to the customer.
  - Authentication Ticket: [MINT](#) OR [ULTRA](#)
  - User Authentication Ticket Guideline: [HERE](#)

Sample Verbiage:

Since I'm unable to authenticate your account, I will be submitting a ticket to our authentication team; for this, I will need to ask you some security questions. Upon review, they will get in touch with you within 4 hours.

PLEASE NOTE

Account # and PIN

When providing Account# and PIN, DO NOT send the information via text (6700 messages), ONLY verbally over the phone or provide it directly in the Chat platform.

For customers following up because they never received VM or a callback from our Level 2 team to get Account# and PIN, follow the next steps by clicking [HERE](#)

Level 2 & 3 Validation

**Example Scenario** - When a customer is asking PIN/PUK (level 2 request) & PO Information (level 3 request), you **DO NOT** need to validate twice (sending 4 digit code SMS & sending OTP code via secure info), you can simply use secure info OTP code via SMS/Email to validate and assist the customer for both inquiries.

Activating replacement pSIM (SIM Swap)

When Customers call to activate a replacement pSIM; always check notes, and remember to offer self service options. If the customer is unable to do self service and/or validate using OTP, validate MTR/UMR Order #/ Replacement ICCID, then create a L2 Ticket to complete the process. Get the template by clicking [HERE](#)

For RSR

**Level 1 Validation:** RSR agents should attempt to validate two out of seven NON-CPNI. However, if the retailer cannot provide the two pieces of information, the RSR agents can request the ICCID of the MSISDN they are inquiring about and use it to validate and to open the account.

**Level 2 and 3 Validation:** Validation for RSR remains the same.

For **ULTRA** customers; If unable to do any of the above verification methods, **Customers can go back to their activating dealer to get assistance as they have access to customers' account**



WARNINGS



**NEVER** log in as a customer to bypass any validation level.

If unable to pass validation, **NEVER** proactively provide any account information; including Order Numbers to the caller.

**NEVER** service an Employee account; refer them to their company for assistance.

OPT-IN REQUIREMENT PIN ENROLLMENT IDENTIFICATION ENROLLMENT

This method of verification was initiated in [reddit](#), to give our customers a security option to protect the account in addition to our validation guidelines. It consist in customers requesting to Op-in to this feature. IF THE CUSTOMER DOESN'T ASK TO BE ENROLLED; **DON'T BRING IT UP - DON'T DO IT!** - unless it was asked by them

**This pin must be validated before going over any of the customer's information. If the customer is enrolled in PIN identification, it overrides Validation Level 1 and 2.**

