User Acceptance Test

BITEL Peru

Loan Credit Service



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# Document Management

## Revision History

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## Document Contributors

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| Name | Role | Providing Input | Review |
| Theocharis Kalamaras | QA Engineer | YES | YES |
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|  |  |  |  |

## Document References

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# Summary

This document is a generic User Acceptance Test (UAT) plan for Loan Credit Service, developed and implemented by ChannelVAS for BITEL Peru. This document has been customized for BITEL Peru use to certify the system implementation. The objective of this document is to inform the stakeholders about the test approach, test resources and organization, detailed test-cases, reporting and test deliverables for the BITEL Peru Loan Credit Service implementation. This is to prove that the Loan Credit Service system is properly integrated with the BITEL Peru’s landscape and operates as described in the technical designs and the user interactivity designs.

# Audience

This document is intended for ChannelVAS and BITEL Peru engineers. The document assumes an advanced level of familiarity with setting up, configuring and using Loan Credit Service services.

# General Prerequisites

## System Connectivity

1. All BITEL Loan Credit Service servers are up, running and connected to the Operator LAN

2. All BITEL Loan Credit Service system components are up and running

3. BITEL integration tasks have been properly executed and the systems are ready to be integrated with the Loan Credit Service systems

4. Remote access to Loan Credit Service servers are up and working

5. Interfaces & integration points described in the technical design should be up and accessible and the IAT should be passed before the UAT can start.

## Devices and SIM Prerequisites

The short codes assigned to the service.

Test cell phone devices

Test Data, Test SIMs and Test MSISDNs with the following specifications:

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Account Type | Validation Period | Additional Characteristics |
| 1 |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Progress Reporting

During the UAT period, the ChannelVAS test lead will send out daily progress e-mails to the UAT team members presented in the table above, showing the status of the UAT. The daily e-mail will present the following topics:

* General status and open issues
* An overview of all test-cases, their projected and actual pass-rate as well as the projected and actual number of executed test-cases.
* A list of defects that are blocking, and the responsible department for resolving them
* Statistics on the number of defects and the severity
* Statistics on the number of Change Requests and the severity.

All defects & change requests will be registered in the ChannelVAS defect management system Jira.

Test cases are organized and executed in the ChannelVAS Test Director system TestLink.

# Business Rules Overview

## Airtime

|  |  |  |  |
| --- | --- | --- | --- |
| Lending Band | Airtime Value | Service Fee | Recoverable Amount |
| 1 | 1 SOL | 0.2 SOL | 1.2 SOL |
| 2 | 2 SOL | 0.4 SOL | 2.4 SOL |
| 3 | 3 SOL | 0.6 SOL | 3.6 SOL |
| 5 | 5 SOL | 1 SOL | 6 SOL |
| 10 | 10 SOL | 2 SOL | 12 SOL |
| 20 | 20 SOL | 4 SOL | 24 SOL |

## Data

|  |  |  |  |
| --- | --- | --- | --- |
| Lending Band | Monetary Value | Service Fee | Recoverable Amount |
| 100 MB (MM3) | 3 SOL | 0.6 SOL | 3.6 SOL |
| 200 MB (MM5) | 5 SOL | 1 SOL | 6 SOL |
| 1 GB (MM10) | 5 SOL | 1 SOL | 6 SOL |
| 500 MB (MIB5) | 10 SOL | 2 SOL | 12 SOL |

## Bundle

|  |  |  |  |
| --- | --- | --- | --- |
| Lending Band | Monetary Value | Service Fee | Recoverable Amount |
| V5 | 5 SOL | 1 SOL | 6 SOL |
| V10 | 10 SOL | 2 SOL | 12 SOL |

## Eligibility Checks

|  |  |
| --- | --- |
| Parameter | Value |
| Subscriber Status | Active |
| Subscriber Type | Prepaid |
| Minimun Tenure | 180 days |
| Service Excluded list |  |
| Minimum ARPU (average recharge during last 3 months) | 6 |
| Maximum Last Topup Interval | 30 days |
| TCL | >0 |
| Available Credit Limit | >1.2 |

# Test Scenarios Details

## Successful Advance

### Successful Airtime Advance - USSD

|  |
| --- |
| **SILVIA** |
| **Description**  An eligible subscriber requests and receives an airtime advance via the **USSD** channel. |
| **Steps**  USSD:   1. Dial \*152# 2. Select S/1 from the menu. 3. Dial \*152# again 4. Select Outstanding Advances from the menu. 5. Verify the response |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Airtime Advance – SMS

|  |
| --- |
| **JACKIE** |
| **Description**  An eligible subscriber requests and receives an airtime advance via the **SMS** channel. |
| **Steps**  SMS:   1. Send **1** to **152** 2. Verify the response 3. Send **YES** to **152** 4. Verify the response 5. Send **CREDIT** to **152** 6. Verify the response |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Airtime Advance – IVR

|  |
| --- |
| **SOLAGE** |
| **Description**  An eligible subscriber requests and receives an airtime advance via the **IVR** channel. |
| **Steps**  IVR:   1. Dial 152 2. Select S/1 from the menu. 3. Dial 152 again 4. Select Outstanding Advances from the menu. 5. Verify the response |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Data Advance - USSD

|  |
| --- |
| **SILVIA** |
| **Description**  An eligible subscriber requests and receives a data advance via the **USSD** channel. |
| **Steps**  USSD:   1. Dial **\*152#** 2. Select 100MB from the menu. 3. Dial **\*152#** again 4. Select **Outstanding Advances** from the menu. 5. Verify the response 6. Check validity days of received data advance |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Data Advance – SMS

|  |
| --- |
| **JACKIE** |
| **Description**  An eligible subscriber requests and receives a data advance via the **SMS** channel. |
| **Steps**  SMS:   1. Send MM3 to **152** 2. Verify the response 3. Send **YES** to **152** 4. Send **CREDIT** to **152** 5. Verify the response 6. Check validity days of requested data advance |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Data Advance – IVR

|  |
| --- |
| **SOLAGE** |
| **Description**  An eligible subscriber requests and receives a data advance via the **IVR** channel. |
| **Steps**  IVR:   1. Dial **152** 2. Select 100MB from the menu. 3. Dial **152** again 4. Select **Outstanding Advances** from the menu. 5. Verify the response 6. Check validity days of requested data advance |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Data Advance – Zero Balance Landing Page (ZBLP)

|  |
| --- |
| **SILVIA (PENDING ZBLP FROM DIGITAL)** |
| **Description**  An eligible subscriber requests and receives a data advance via the **ZBLP** channel. |
| **Steps**  ZBLP:   1. Land to **ZBLP** page 2. Select **100MB** from the menu. 3. Dial \***152#** 4. Select **Outstanding Advances** from the menu. 5. Verify the response 6. Check validity days of received data advance |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Data Advance – WEB

|  |
| --- |
| **JACKIE (PENDING WEB)** |
| **Description**  An eligible subscriber requests and receives a data advance via the **WEB** channel. |
| **Steps**  WEB:   1. Use **WEB** application 2. Select **100MB** from the menu. 3. Select **Outstanding Advances** from the menu. 4. Verify the response 5. Check validity days of received data advance |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Bundle Advance – USSD

|  |
| --- |
| **SOLAGE** |
| **Description**  An eligible subscriber requests and receives a bundle advance via the **USSD** channel. |
| **Steps**  USSD:   1. Dial **\*152#** 2. Select V5 from the menu. 3. Dial **\*152#** again 4. Select **Outstanding Advances** from the menu. 5. Verify the response 6. Check validity days of received bundle advance |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Bundle Advance – SMS

|  |
| --- |
| **SILVIA** |
| **Description**  An eligible subscriber requests and receives a bundle advance via the **SMS** channel. |
| **Steps**  SMS:   1. Send **V5** to **152** 2. Verify the response 3. Send **YES** to **152** 4. Send **CREDIT** to **152** 5. Verify the response 6. Check validity days of received bundle advance |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Bundle Advance – IVR

|  |
| --- |
| **SOLAGE** |
| **Description**  An eligible subscriber requests and receives a bundle advance via the **IVR** channel. |
| **Steps**  IVR:   1. Dial **152** 2. Select **V5** from the menu. 3. Dial **152** again 4. Select **Outstanding Advances** from the menu. 5. Verify the response 6. Check validity days of received bundle advance |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Successful Multiple Advances

|  |
| --- |
| **JACKIE** |
| **Description**  An eligible subscriber requests and received multiple types of advance via all possible channel till subscriber’s credit limit is reached |
| **Steps**  Subscriber must have enough TCL to make multiple loans   1. Dial **152** 2. Select **S/1** from the menu 3. Verify the response 4. Send **MM3** to **152** 5. Verify the response 6. Send **YES** to **152** 7. Dial **\*152#** 8. Select **V5** from the menu. 9. Verify response 10. Repeat above steps till TCL is reached |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. * All loans are granted correctly |
| **Notes**  Please repeat this test case for several combinations of loans. |
| **Result**  Passed/Failed/Blocked |

### Successful Advance – USSD shortcode

|  |
| --- |
| **SILVIA** |
| **Description**  An eligible subscriber requests and receives loan via USSD shortcode |
| **Steps**   1. Dial **\*152\*1\*1#** 2. Verify Response |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes**  Please repeat the test using all available shortcodes |
| **Results**  Passed/Failed/Blocked |

### Send NO after Advance Request via SMS

|  |
| --- |
| **SOLAGE** |
| **Description**  An eligible subscriber sends NO after advance request via SMS |
| **Steps**   1. Send **1** to **152** 2. Verify the response 3. Send **ΝΟ** to **152** |
| **Expected Result**   * No loan is granted |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Correct Update of Main & Dedicated Accounts

|  |  |
| --- | --- |
| **Jackie** | |
| **Dedicated Account ID** | **Function** |
|  | Debt Balance Tracking |
|  | Fee Balance Tracking |

## Unsuccessful Advance

### Unsuccessful Advance Request: Subscriber with Low Tenure – all channels

|  |
| --- |
| **SILVIA** |
| **Description**  A subscriber whose tenure is under **180 days** requests an advance via the all available channels. |
| **Steps**  USSD:  The subscriber’s tenure should be under **180 days**.   1. Dial **\*152#** 2. Check that no lending bands are available |
| **Steps**  SMS:  The subscriber’s tenure should be under **180 days**.   1. Send **1** to **152** 2. Verify the response |
| **Steps**  IVR:  The subscriber’s tenure should be under **180 days**.   1. Dial **152** 2. Check that no lending bands are available |
| **Steps**  ZBLP  The subscriber’s tenure should be under **180 days**.   1. Land to ZBLP page 2. Check that no lending bands are available |
| **Steps**  WEB  The subscriber’s tenure should be under **180 days.**   1. Use WEB application 2. Check that no lending bands are available. |
| **Expected Results**   * No advance is provided * The response notifies the subscriber that their tenure is under **180 days**. |
| **Notes**  Please repeat this test case for every lending band (Airtime, Data, Bundle) |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance Request: Subscriber has reached TCL – all channels

|  |
| --- |
| **JACKIE** |
| **Description**  A subscriber who has reached his/her TCL requests an advance via all possible channels. |
| **Steps**  The subscriber should have the maximum amount of outstanding credit.  USSD:   1. Dial **\*152#** 2. Check that no lending bands are available |
| **Steps**  The subscriber should have the maximum amount of outstanding credit.  SMS:   1. Send **1** to **152** 2. Verify the response |
| **Steps**  The subscriber should have the maximum amount of outstanding credit.  IVR:   1. Dial **152** 2. Check that no lending bands are available |
| **Steps**  The subscriber should have the maximum amount of outstanding credit.  ZBLP:   1. Land **ZBLP** 2. Check that no lending bands are available |
| **Steps**  The subscriber should have the maximum amount of outstanding credit.  WEB:   1. Use WEB app 2. Check that no lending bands are available |
| **Expected Results**   * No advance is provided * The response notifies the subscriber that their TCL has been reached, and of their outstanding credit. |
| **Notes**  Please repeat this test case for every lending band (Airtime, Bundle, Data) |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance Request: Subscriber with TCL=0 – all channels

|  |
| --- |
| **SOLAGE** |
| **Description**  A subscriber who has TCL=0 requests an advance via all possible channels. |
| **Steps**  The subscriber should have a TCL of 0.  USSD:   1. Dial **\*152#** 2. Check that no lending bands are available |
| **Steps**  The subscriber should have a TCL of 0.  SMS:   1. Send **1** to **152**. 2. Verify the response |
| **Steps**  The subscriber should have a TCL of 0.  IVR:   1. Dial **152** 2. Check that no lending bands are available. |
| **Steps**  The subscriber should have a TCL of 0.  ZBLP:   1. Land ZBLP page 2. Check that no lending bands are available. |
| **Steps**  The subscriber should have a TCL of 0.  WEB:   1. Use WEB application 2. Check that no lending bands are available. |
| **Expected Results**   * No advance is provided * The response notifies the subscriber that they are currently not qualified to receive an advance. |
| **Notes**  Please repeat this test case for every lending band (Airtime, Data, Bundle) |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance Request: Subscriber with Expired Last Topup – all channels

|  |
| --- |
| **SILVIA** |
| **Description**  A subscriber whose most recent topup was over **30 days** ago requests an advance via all possible channels. |
| **Steps**  The subscriber’s last topup has taken place over **30 days** ago.  USSD:   1. Dial **\*152#** 2. Check that no lending bands are available |
| **Steps**  The subscriber’s last topup has taken place over **30 days** ago.  SMS:   1. Send **1** to **152** 2. Verify the response |
| **Steps**  The subscriber’s last topup has taken place over **30 days** ago.  IVR:   1. Dial **152** 2. Check that no lending bands are available |
| **Steps**  The subscriber’s last topup has taken place over **30 days** ago.  ZBLP:   1. Land ZBLP page 2. Check that no lending bands are available |
| **Steps**  The subscriber’s last topup has taken place over **30 days** ago.  WEB:   1. Use WEB application 2. Check that no lending bands are available |
| **Expected Results**   * No advance is provided * The response notifies the subscriber that they have not topped up in the last **30 days**. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance Request: Low ARPU Subscriber – all channels

|  |
| --- |
| **JACKIE** |
| **Description**  A subscriber with ARPU lower than 6 requests an advance via all possible channels |
| **Steps**  Subscriber’s ARPU is lower than 6.  USSD:   1. Dial **\*152#** 2. Check that no lending bands are available |
| **Steps**  Subscriber’s ARPU is lower than 6.  SMS:   1. Send **1** to **152** 2. Verify response |
| **Steps**  Subscriber’s ARPU is lower than 6.  IVR:   1. Dial **152** 2. Check that no lending bands are available |
| **Steps**  Subscriber’s ARPU is lower than 6.  ZBLP:   1. Land ZBLP page 2. Check that no lending bands are available |
| **Steps**  Subscriber’s ARPU is lower than 6.  WEB:   1. Use WEB application 2. Check that no lending bands are available |
| **Expected Results**   * No advance is provided * The response notifies the subscriber that should topup more than S/6 for the last 3 months. |
| **Notes**  Please repeat this test case for every lending band |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance Request: Low TCL for band – SMS/USSD

|  |
| --- |
| **SOLAGE** |
| **Description**  An eligible subscriber requests a loan which costs more than available TCL |
| **Steps**  Subscriber has available TCL of S/1.2  SMS:   1. Send **2** to **152** 2. Verify the response |
| **Steps**  Subscriber has available TCL of S/1.2  USSD shortcode:   1. Dial **\*152\*1\*2#** 2. Verify the response |
| **Expected Results**   * No advance is provided * The response notifies the subscriber about the available TCL |
| **Notes**  Please repeat the test using all types of data and different combination of remaining TCL |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance Request: Post-Paid Subscriber – all channels

|  |
| --- |
| **JACKIE** |
| **Description**  A post-paid subscriber requests an advance via all possible channels. |
| **Steps**  The MSISDN must belong to a post-paid service class.  USSD:   1. Dial **\*152#** 2. Check that no lending bands are available |
| **Steps**  The MSISDN must belong to a post-paid service class.  SMS:   1. Send **1** to **152** 2. Verify the response |
| **Steps**  The MSISDN must belong to a post-paid service class.  USSD:   1. Dial **152** 2. Check that no lending bands are available |
| **Steps**  The MSISDN must belong to a post-paid service class.  ZBLP:   1. Land ZBLP page 2. Check that no lending bands are available |
| **Steps**  The MSISDN must belong to a post-paid service class.  WEB:   1. Use WEB application 2. Check that no lending bands are available |
| **Expected Results**   * No advance is provided * The response notifies the subscriber that they are not qualified to receive an advance. |
| **Notes**  Please repeat this test case for every lending band (Airtime, Data, Advance) |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance Request: Subscriber who is marked as blocked – all channels

|  |
| --- |
| **SILVIA** |
| **Description**  A subscriber who is marked as blocked requests an advance via all possible channels. |
| **Steps**  The subscriber should be marked as blocked.  USSD:   1. Dial **\*152#** 2. Check that no lending bands are available |
| **Steps**  The subscriber should have a negative main account balance.  SMS:   1. Send **1** to **152** 2. Verify the response |
| **Steps**  The subscriber should be marked as blocked.  IVR:   1. Dial **152** 2. Check that no lending bands are available |
| **Steps**  The subscriber should be marked as blocked.  ZBLP:   1. Land ZBLP page 2. Check that no lending bands are available |
| **Steps**  The subscriber should be marked as blocked.  WEB:   1. Use WEB application 2. Check that no lending bands are available |
| **Expected Results**   * No advance is provided * The response notifies the subscriber that they are not qualified to use the service. |
| **Notes**  Please repeat this test case for every lending band (Airtime, Data, Advance) |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance Request: Service Excluded Subscriber – all channels

|  |
| --- |
| **SOLAGE** |
| **Description**  A service excluded subscriber requests an advance via all possible channels. |
| **Steps**  The MSISDN must be excluded from the service.  USSD:   1. Dial **\*152#** 2. Check that no lending bands are available |
| **Steps**  The MSISDN must be excluded from the service.  SMS:   1. Send **1** to **152** 2. Verify the response |
| **Steps**  The MSISDN must be excluded from the service.  IVR:   1. Dial **152** 2. Check that no lending bands are available |
| **Steps**  The MSISDN must be excluded from the service.  ZBLP:   1. Land ZBLP page 2. Check that no lending bands are available |
| **Steps**  The MSISDN must be excluded from the service.  USSD:   1. Use WEB application 2. Check that no lending bands are available |
| **Expected Results**   * No advance is provided * The response notifies the subscriber that they are not qualified to receive an advance. |
| **Notes**  Please repeat this test case for every lending band (Airtime, Data, Bundle) |
| **Result**  Passed/Failed/Blocked |

## Recovery

### Partial Recovery of a Loan (and VAD Update)

|  |
| --- |
| **SILVIA** |
| **Description**  A subscriber with outstanding credit partially recovers an advance. |
| **Steps**  The subscriber should have outstanding credit.  Topup the account by an amount which is lower than the outstanding amount. |
| **Expected Results**   * The notification which follows the recharge should state the deducted amount, as well as the remaining amount. |
| **Notes**  Retry by using all possible ways of topup (Voucher, P2P) |
| **Result**  Passed/Failed/Blocked |

### Full Recovery of a Loan (and VAD Update)

|  |
| --- |
| **JACKIE** |
| **Description**  A subscriber with outstanding credit fully recovers an advance. |
| **Steps**  The subscriber should have outstanding credit.  Topup the account by an amount which is greater than or equal to the outstanding amount. |
| **Expected Results**   * The notification which follows the recharge should state the deducted amount, as well as the fact that the outstanding credit has been fully repaid and that the subscriber is now eligible again. |
| **Notes**  Retry by using all possible ways of topup (Voucher, P2P) |
| **Result**  Passed/Failed/Blocked |

## Customer Support Functions

### Outstanding Credit – SMS/USSD/IVR

|  |
| --- |
| **SOLAGE** |
| **Description**  A subscriber with outstanding credit checks his/her outstanding amount. |
| **Steps**  The subscriber must have outstanding credit.  SMS:   1. Send **CREDIT** to **152** 2. Verify the response |
| **Steps**  The subscriber must have outstanding credit.  USSD:   1. Dial **\*152#** 2. Select **Outstanding Advances** from the menu 3. Verify the response |
| **Steps**  The subscriber must have outstanding credit.  IVR:   1. Dial **152** 2. Select **Outstanding Advances** from the menu 3. Verify the response |
| **Expected Results**   * The response contains the outstanding amount (principal+fee) |
| **Notes**  Please repeat the test case for every type of advance. |
| **Result**  Passed/Failed/Blocked |

### Subscriber Status – SMS/USSD/IVR

|  |
| --- |
| **SOLAGE** |
| **Description**  A subscriber checks his/her status. |
| **Steps**  SMS:   1. Send **status** to **152** 2. Verify the response based on the subscriber’s eligibility |
| **Steps**  USSD:   1. Dial **\*152#** 2. Select **Status** from the menu 3. Verify the response based on the subscriber’s eligibility |
| **Steps**  IVR:   1. Dial **152** 2. Select **Status** from the menu 3. Verify the response based on the subscriber’s eligibility |
| **Expected Results**   * The response notifies the subscriber of their eligibility status. |
| **Notes**  Please repeat the test case for every eligibility check. |
| **Result**  Passed/Failed/Blocked |

### Subscriber Transaction History – SMS/USSD/IVR

|  |
| --- |
| **SOLAGE** |
| **Description**  A subscriber checks his/her transaction history. |
| **Steps**  SMS:   1. Send **HISTORY** to **152** 2. Verify the response |
| **Steps**  USSD:   1. Dial **\*152#** 2. Select **History** from the menu 3. Verify the response |
| **Steps**  IVR:   1. Dial **152** 2. Select **History** from the menu 3. Verify the response |
| **Expected Results**   * The response contains **10** of the subscriber’s most recent transactions * Each advance and recovery is marked accordingly * Each transaction contains the date and time when it took place |
| **Notes**  Please repeat the test case for every type of advance and recovery. |
| **Result**  Passed/Failed/Blocked |

### Information About Service – SMS/USSD/IVR

|  |
| --- |
| **SOLAGE** |
| **Description**  A subscriber requests information about the service. |
| **Steps**  SMS:   1. Send **INFO** to **152** 2. Verify the response |
| **Steps**  USSD:   1. Dial **\*152#** 2. Select **Info** from the menu 3. Verify the response |
| **Steps**  IVR:   1. Dial **152** 2. Select **Info** from the menu 3. Verify the response |
| **Expected Results**   * The response contains information about the service. |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Invalid Keyword or Input – SMS/USSD/IVR

|  |
| --- |
| **SILVIA** |
| **Description**  A subscriber uses an invalid keyword. |
| **Steps**  SMS:   1. Send **test1234** to **[sms\_shortcode]** 2. Verify the response |
| **Steps**  USSD:   1. Dial **\*152#** 2. Send a number which does not correspond to any of the available options 3. Verify the response |
| **Steps**  IVR:   1. Dial **152** 2. Send a number which does not correspond to any of the available options 3. Verify the response |
| **Expected Results**  SMS   * The response prompts the subscriber to try again and contains a list of available keywords or choices.   USSD/IVR   * The response prompts the subscriber to try again |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Language

|  |
| --- |
| **SOLAGE** |
| **Description**  Checking Language |
| **Steps**   1. Check that the default language of service is Spanish 2. Check all available channels (SMS, USSD, IVR, ZBLP, WEB, FCR, Marketing) 3. Check that no other language is available |
| **Expected Results**   * Spanish should be the language of Loan Credit Service |
| **Notes** |
| **Results**  Passed/Failed/Blocked |

## Call Center

### Call Center: Check Eligibility

|  |
| --- |
| **ROBERTO** |
| **Description**  Checking a subscriber’s eligibility in the Call Center |
| **Steps**   1. Log in to the Call Center 2. Select “Customer Profile” 3. Enter the subscriber’s MSISDN 4. Check eligibility status |
| **Expected Results**   * If subscriber is not eligible, the response returns the subscriber’s current eligibility status * If subscriber is eligible, the list of available products is displayed |
| **Notes**  Please repeat the test for every eligibility check |
| **Result**  Passed/Failed/Blocked |

### Call Center: Exclude Subscriber from Service

|  |
| --- |
| **ROBERTO** |
| **Description**  Excluding a subscriber from the service in the Call Center |
| **Steps**   1. Log in to the Call Center 2. Select “Customer Profile” 3. Enter the subscriber’s MSISDN 4. Click on “Exclude from Service” 5. Verify the response |
| **Expected Results**   * The subscriber is no longer qualified for the service; this can be verified via any of the available channels. |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Call Center: Check Subscriber’s Transactions History

|  |
| --- |
| **ROBERTO** |
| **Description**  Checking a subscriber’s transaction history in the Call Center |
| **Steps**   1. Log in to the Call Center 2. Select “Customer Profile” 3. Enter the subscriber’s MSISDN 4. Click on “Loans” tab 5. Click on “Transactions” tab 6. Verify the data |
| **Expected Results**   * The subscriber’s recent advances and recoveries are returned * The advances and recoveries are marked accordingly * Each transaction has a timestamp |
| **Notes**  Please repeat the test for every type of advance and recovery method |
| **Result**  Passed/Failed/Blocked |

### Call Center: Exclude from Marketing

|  |
| --- |
| **ROBERTO** |
| **Description**  Excluding a subscriber from marketing in the Call Center |
| **Steps**   1. Log in to the Call Center 2. Select “Customer Profile” 3. Enter the subscriber’s MSISDN 4. Click on “Exclude from Service” 5. Verify the response |
| **Expected Results**   * The subscriber is no longer receives marketing SMS |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

## Low Balance Notifications

### Successful Reception of Low Balance Notifications by Eligible Subscribers

|  |
| --- |
| **SILVIA** |
| **Description**  An eligible subscriber receives SAT PUSH when the balance gets low |
| **Steps**   1. Consume airtime and gets the balance low 2. Check that a SAT PUSH is received |
| **Expected Results**   * Subscriber receives a SAT PUSH regarding Loan Credit Service |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Non-Eligible Subscribers do not Receive Low Balance Notifications

|  |
| --- |
| **JACKIE** |
| **Description**  An ineligible subscriber does not receive SAT PUSH when the balance gets low |
| **Steps**   1. Consume airtime and gets the balance low 2. Check that no SAT PUSH is received |
| **Expected Results**   * Subscriber does not receive a SAT PUSH regarding Loan Credit Service |
| **Notes**  Please repeat the test for all eligibility checks |
| **Result**  Passed/Failed/Blocked |

### Excluded from Marketing Subscribers do not Receive Low Balance Notifications

|  |
| --- |
| **SOLAGE** |
| **Description**  An ineligible subscriber does not receive SAT when subscriber is excluded from marketing. |
| **Steps**   1. Consume airtime and gets the balance low 2. Check that no SAT is received |
| **Expected Results**   * Subscriber does not receive a SAT regarding Loan Credit Service |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Subscribers in “Do not Disturb” List don’t Receive Low Balance Notifications

|  |
| --- |
| **SOLAGE** |
| **Description**  A subscriber in Do not Disturb list does not receive SAT |
| **Steps**  Eligible Subscriber   1. Consume airtime and gets the balance low 2. Check that no SAT is received |
| **Expected Results**   * Subscriber does not receive a SAT regarding Loan Credit Service |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

## Failed Call Route (NO DISPONIBLE OCS HACIENDO DEV)

### Successful Advance via FCR

|  |
| --- |
| **Description**  An eligible subscriber requests and receives a loan via FCR |
| **Steps**  An eligible subscriber with zero balance   1. Make a call 2. Verify that call is forwarded correctly 3. Press to make a loan 4. Verify the response |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Deny Advance via FCR

|  |
| --- |
| **Description**  An eligible subscriber denies a loan via FCR |
| **Steps**  An eligible subscriber with zero balance   1. Make a call 2. Verify that call is forwarded correctly 3. Terminate the call 4. Verify the response |
| **Expected Results**   * Subscriber doesn’t receive any loan * SAT is sent to subscriber |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Invalid input – FCR

|  |
| --- |
| **Description**  An eligible subscriber presses invalid input via FCR |
| **Steps**  An eligible subscriber with zero balance   1. Make a call 2. Verify that call is forwarded correctly 3. Press invalid input 4. Verify the response |
| **Expected Results**   * Subscriber doesn’t receive any loan * SAT is sent to subscriber |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance – FCR

|  |
| --- |
| **Description**  An ineligible subscriber is not able to request loan via FCR |
| **Steps**  An ineligible subscriber with zero balance   1. Make a call 2. Verify that call is forwarded correctly 3. Check that no lending bands are available |
| **Expected Results**   * No loan is granted |
| **Notes**  Please repeat test for all eligibility checks |
| **Result**  Passed/Failed/Blocked |

## Failed Bundle Activation (PENDIENTE DESARROLLO DE CHANNEL VAS)

### Successful Advance via Bundle Completion Functionality (SAT-PUSH)

|  |
| --- |
| **Description**  An eligible subscriber requests and receives a loan for Bundle Completion via SAT-PUSH |
| **Steps**  An eligible subscriber with not enough balance   1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that a SAT-PUSH message that includes the most suitable airtime loan for bundle completion, is delivered to subscriber 4. Subscriber ‘accepts’ the airtime offer 5. Verify that a 2nd confirmation message is delivered to subscriber. 6. Subscriber ‘accepts again’ |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### CONFIRM Advance via Bundle Completion Functionality (SAT-PUSH) after selecting CANCEL

|  |
| --- |
| **Description**  An eligible subscriber confirms a loan for Bundle Completion that is offered to him/her via SAT-PUSH after selecting ‘cancel’ at 1st confirmation dialogue |
| **Steps**  An eligible subscriber with not enough balance   1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that a SAT-PUSH message that includes the most suitable airtime loan for bundle completion, is delivered to subscriber 4. Subscriber ‘denies’/’cancel’ the airtime offer (1st confirmation step) 5. Verify that a 2nd confirmation message is delivered to subscriber that encourage him send CONFIRM for airtime loan provisioning (since he/she pressed ‘cancel’ at 1st phase) 6. Subscriber sends ‘CONFIRM’ |
| **Expected Results**   * The subscriber’s main and dedicated accounts are updated correctly. * The platform serves a confirmation containing the advanced amount and outstanding amount. |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### CANCEL Advance via Bundle Completion Functionality (SAT-PUSH) after selecting ACCEPT

|  |
| --- |
| **Description**  An eligible subscriber cancels a loan for Bundle Completion that is offered to him/her via SAT-PUSH after selecting ‘accept’ at 1st confirmation dialogue |
| **Steps**  An eligible subscriber with not enough balance   1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that a SAT-PUSH message that includes the most suitable airtime loan for bundle completion, is delivered to subscriber 4. Subscriber ‘accepts’ the airtime offer (1st confirmation step) 5. Verify that a 2nd confirmation message is delivered to subscriber that encourage him send CONFIRM for airtime loan provisioning (since he/she pressed ‘accepts’ at 1st phase) 6. Subscriber sends ‘CANCEL’ |
| **Expected Results**   * Subscriber doesn’t receive any loan. |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Deny Advance via Bundle Completion Functionality (SAT-PUSH)

|  |
| --- |
| **Description**  An eligible subscriber denies a loan for Bundle Completion that is offered to him/her via SAT-PUSH. |
| **Steps**  An eligible subscriber with not enough balance   1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that a SAT-PUSH message that includes the most suitable airtime loan for bundle completion, is delivered to subscriber 4. Subscriber ‘denies’/’cancel’ the airtime offer (1st verification step) 5. No other message is sent from subscriber (no CONFIRM message) |
| **Expected Results**   * Subscriber doesn’t receive any loan |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance via Bundle Completion Functionality (SAT-PUSH) for non-eligible subscriber

|  |
| --- |
| **Description**  No SAT-PUSH message for Bundle Completion is presented to non-eligible subscriber. |
| **Steps**  An eligible subscriber with not enough balance   1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that NO SAT-PUSH message for Bundle completion is delivered to subscriber due to being non-eligible for the service. |
| **Expected Results**   * No loan is granted |
| **Notes**  Please repeat test for all eligibility checks |
| **Result**  Passed/Failed/Blocked |

### Unsuccessful Advance via Bundle Completion Functionality (SAT-PUSH) subscriber who turned from eligible to non-eligible.

|  |
| --- |
| **Description**  No SAT-PUSH message for Bundle Completion is presented to eligible subscriber who turned to non-eligible after offer provisioning. |
| **Steps**  An eligible subscriber with not enough balance   1. Requests a Bundle 2. Verify that a failed Bundle activation CDR is forwarded to LCS platform 3. Verify that a SAT-PUSH message that includes the most suitable airtime loan for bundle completion, is delivered to subscriber 4. **Subscriber turns to non-eligible** 5. Subscriber ‘accepts’ the airtime offer (1st confirmation step) 6. Verify that a 2nd confirmation message is delivered to subscriber that encourage him send CONFIRM for airtime loan provisioning (since he/she pressed ‘cancel’ at 1st phase) 7. Subscriber sends ‘CONFIRM’ |
| **Expected Results**   * No loan is granted since subscriber has been marked as non-eligible at the final eligibility check for loan provisioning. |
| **Notes**  Please repeat test for all eligibility checks |
| **Result**  Passed/Failed/Blocked |

## Format of produced CDRs (Christian)

|  |
| --- |
| **Description**  Produced CDRs have the agreed format |
| **Steps**   1. Check produced Advance CDRs 2. Check produced Recovery CDRs 3. Check produced Topup CDRs 4. Check produced Bundle Activations CDRs 5. Check produced P2P CDRs 6. Check produced Life Cycle Activations CDRs 7. Check produced Life Cycle Changes CDRs 8. Check produced Life Cycle Terminations CDRs 9. Check produced Failed Bundle Activations CDRs 10. Check produced Low Balance Notification CDRs 11. Check produced “Do not Disturb” List |
| **Expected Results**   * CDRs have the correct format and trigger the event successfully |
| **Notes**  Please repeat test for all type of loans |
| **Result**  Passed/Failed/Blocked |

## Lifecycle (Christian)

### Life Cycle Activation

|  |
| --- |
| **Description**  New subscriber is created with correct activation date in VAD system |
| **Steps**   1. Create a new subscriber in Peru BITEL system 2. Verify that corresponding CDR is generated 3. Verify that corresponding CDR is parsed by VAD system 4. Check that a new subscriber with correct activation date is created in VAD |
| **Expected** **Results**  New subscriber has the same activation date in VAD as in Peru BITEL. |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

### Life Cycle Changes (Christian)

|  |
| --- |
| **Description**  The update subscriber’s state in PERU BITEL is depicted in VAD system |
| **Steps**   1. Update the subscriber’s status from Active to Block 2. Verify that corresponding CDR is generated 3. Verify that corresponding CDR is parsed by VAD system 4. Check that subscriber’s state is updated in VAD system |
| **Expected** **Results**  Subscriber’s state is updated in VAD system |
| **Notes**  Please repeat for all possible changes |
| **Result**  Passed/Failed/Blocked |

### Life Cycle Terminations (Christian)

|  |
| --- |
| **Description**  Subscriber is marked as churned in VAD system |
| **Steps**  A subscriber with open advances.   1. Update the subscriber’s status from Active to Terminated 2. Verify that corresponding CDR is generated 3. Verify that corresponding CDR is parsed by VAD system 4. Check that subscriber’s state is updated in VAD system |
| **Expected** **Results**   * Subscriber is marked as churned in VAD system * Open loans are marked as defaulted |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

## 7. Marketing Rules

|  |
| --- |
| **Roberto** |
| **Description**  Subscriber cannot get more then 1 SAT PUSH per day and 7 a week |
| **Steps**  A subscriber gets 1 SAT PUSH Offer and denies it |
| **Expected** **Results**   * Subscriber will not get more SAT PUSH in that day |
| **Notes** |
| **Result**  Passed/Failed/Blocked |

Testing and Acceptance Certificate

We confirm that the Testing and Acceptance Procedure has been carried out and the provision of the Loan Credit Service can be commenced.

The Network Operator: The Service Provider:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name |  |  | Name |  |
| Title |  |  | Title |  |
| Date |  |  | Date |  |
| Signature` |  |  | Signature |  |