





MSISDN NUMBER (\*)

DATE (\*)

11/20 - 12/20 

CUSTOMER ADDRESS

Enter and select an address... 

REASON FOR ANALYSIS (\*)

- ☐ Reason for Analysis 1
- ☐ Reason for Analysis 2
- ☐ Reason for Analysis 3
- ☐ Reason for Analysis 4
- ☐ Reason for Analysis 5
- ☐ Reason for Analysis 6
- ☐ Reason for Analysis 7
- ☐ Reason for Analysis 8

DESCRIPTION OF ISSUE (\*)

Begin Analysis

(\*) = mandatory



Insights



11/19 - 12/19



Diagnostics ⓘ



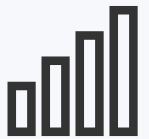
Device



Poor

Device Compatibility  
Fully Compatible (5G)

Software Issues  
Detected



Coverage



Great

Home Coverage  
Great

Device-Site Compatibility  
Great

Software Issues  
Detected



Voice  
Network



Great

Dropped Calls  
None

Audio Quality  
N/A



Data  
Network



Issues

TBD  
N/A

Recommendations ⓘ

The Customer Insights AI Recommends the following:

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Insights



11/19 - 12/19



Diagnostics ⓘ

**Device**

**Poor**

Device Compatibility  
**Fully Compatible (5G)**

Software Issues  
**Detected**

**Coverage**

**Great**

Home Coverage  
**Great**

Device-Site Compatibility  
**Great**

Software Issues  
**Detected**

**Voice Network**

**Great**

Dropped Calls  
**None**

Audio Quality  
**N/A**

**Data Network**

**Issues**

TBD  
**N/A**

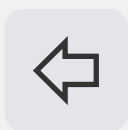
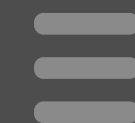
Recommendations ⓘ

The Customer Insights AI Recommends the following:

- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud
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Customer Overview

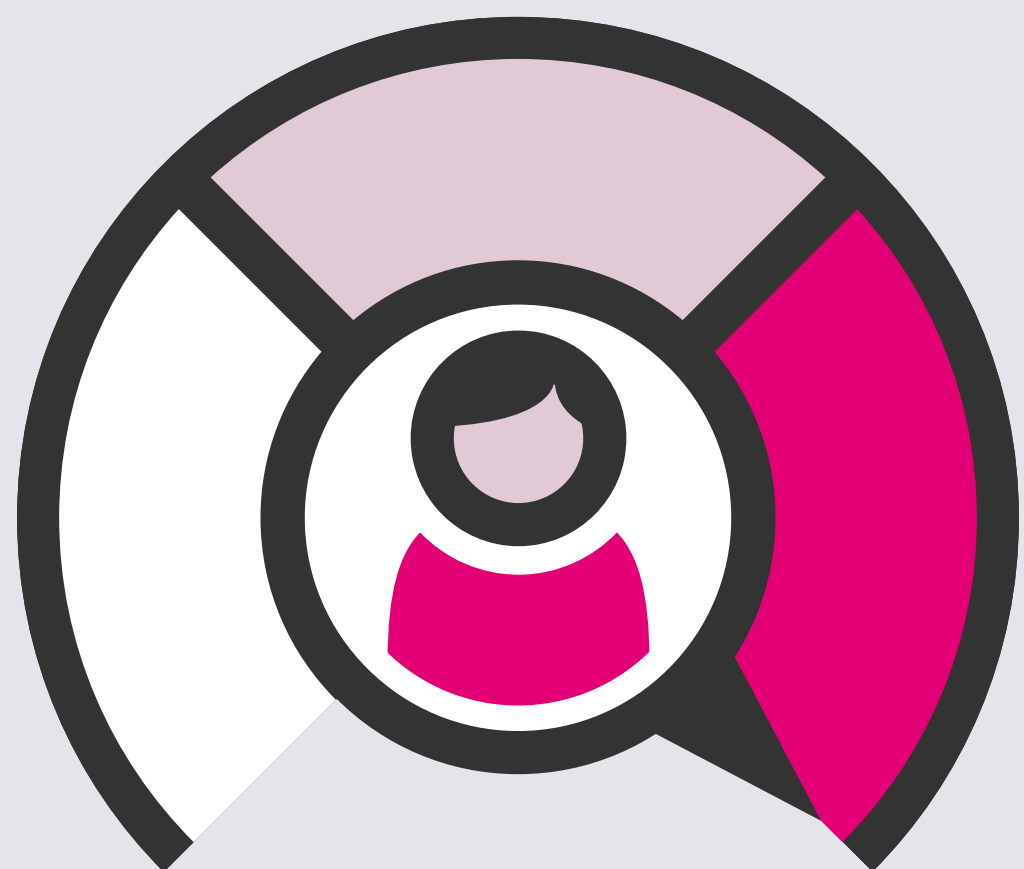
|  |  |
|--|--|
| MSISDN<br><b>+1234567890</b>                 | MOBILE NETWORK CODE(S)<br><b>260,-1</b>                          |
| DEVICE NAME<br><b>GALAXY S22 5G UNLOCKED</b> | SOURCE<br><b>N/A</b>   |
| REGION<br><b>WEST</b>                        | CUSTOMER BRAND<br><b>TMO POSTPAID</b>                            |
| MARKET<br><b>SEATTLE</b>                     | OVERALL EXPERIENCE SCORE<br><b>★★★★★ (9 / 10)</b>                |
| VENDOR<br><b>NOKIA</b>                       | NO. OF CALLS TO CUSTOMER CARE<br><b>0</b>                        |
| COMPANY CODE<br><b>N/A</b>                   | MIGRATION CATEGORY<br><b>N/A</b>                                 |
| ACCOUNT STATUS<br><b>ACTIVE</b>              | MIGRATION DATE<br><b>N/A</b>                                     |
| ACTIVATION DATE<br><b>7/26/2007</b>          | VOICE COMPATIBILITY<br><b>VOICE FEATURE IS FULLY COMPATIBLE</b>  |
| ACCOUNT TYPE<br><b>S</b>                     | DEVICE COMPATIBILITY<br><b>SUPPORTS VOLTE AND LTE LOW BAND</b>   |
| PLAN<br><b>MAGENTA</b>                       | ASSOCIATED BANS (3)<br><b>1234567890, 1234567890, 1234567890</b> |
| MOBILE COUNTRY CODE(S)<br><b>310,-1</b>      |  |



11/19 - 12/19



## NEX Score



10 / 10

# Influencer

See score breakdown to the right:

## Details (7-Day Rolling)

Drops



0

Leakage



0%

Latency



28.89 ms

DIPS



0%

Home Coverage



-108.94 dBm

Low Coverage



28.03%

Lack of Coverage



0 sec



 Mobile Devices




11/19 - 12/19



Active Devices (1)

SMARTPHONE



APPLE

Apple A2484 iPhone 13 Pro Max iPhone Pro Max (US)

DEVICE MARKETING NAME

iPhone 13 Pro Max

T-MOBILE APPROVED

Yes

OPERATING SYSTEM

iOS

LAST USED

6/26/2022

Software Versions (6)

INSTALLED 5/27/2022

iOS, SV 09

INSTALLED 4/2/2022

iOS, SV 08

INSTALLED 3/21/2022

iOS, SV 07

INSTALLED 2/19/2022

iOS, SV 06

INSTALLED 1/3/2022

iOS, SV 05

INSTALLED 1/2/2022

iOS, SV 04

Past Devices (2)

LAST USED: 1/1/2022

Apple A2161 iPhone 11 Pro Max (North America)

LAST USED: 1/1/2022

Apple A2161 iPhone 11 Pro Max (North America)

Compatibility

SUMMARY

Voice Feature is **Fully Compatible**

Supports VoLTE and LTE Low band

NETWORK TECHNOLOGY

5G

LOWBAND 5G

YES

STANDALONE 5G

NO

NON-STANDALONE 5G

YES

VONR

MR

VOLTE

YES

LOWBAND LTE

YES

VOICE OR DATA

BOTH

IMEI

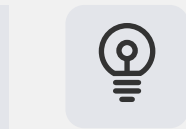
3574478680048

IMEI SV

09

IMSI

310260428595749



11/19 - 12/19



Active Devices (1)

ROUTER

NOKIA

Nokia 5G21-12W-A High Speed Internet Gateway  
Broadway Gateway

DEVICE MARKETING NAME

Nokia 5G21-12W-A

T-MOBILE APPROVED

Yes

LAST USED

6/26/2022

Software Versions (6)

INSTALLED 5/27/2022

Linux, SV 09

INSTALLED 4/2/2022

Linux, SV 08

INSTALLED 3/21/2022

Linux, SV 07

INSTALLED 2/19/2022

Linux, SV 06

INSTALLED 1/3/2022

Linux, SV 05

INSTALLED 1/2/2022

Linux, SV 04

Past Devices (2)

LAST USED: 1/1/2022

Nokia 5G21-11W-A  
(North America)

LAST USED: 1/1/2022

Nokia 5G21-10W-A  
(North America)

Compatibility

SUMMARY

Home Internet is **Fully Compatible**

Supports up to 50Mbps

NETWORK TECHNOLOGY

5G

LOWBAND 5G

YES

STANDALONE 5G

NO

NON-STANDALONE 5G

YES

VONR

MR

VOLTE

N/A

LOWBAND LTE

N/A

VOICE OR DATA

N/A

IMEI

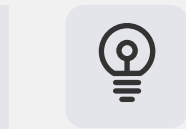
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IMEI SV

09

IMSI

310260428595749



11/19 - 12/19



Active Devices (1)

WEARABLE

APPLE

Apple A1975 Watch Series 4 (40MM)

DEVICE MARKETING NAME

iPhone 13 Pro Max

T-MOBILE APPROVED

Yes

OPERATING SYSTEM

iOS

LAST USED

6/26/2022

Software Versions (6)

INSTALLED 5/27/2022

watchOS, SV 09

INSTALLED 4/2/2022

watchOS, SV 08

INSTALLED 3/21/2022

watchOS, SV 07

INSTALLED 2/19/2022

watchOS, SV 06

INSTALLED 1/3/2022

watchOS, SV 05

INSTALLED 1/2/2022

watchOS, SV 04

Past Devices (2)

LAST USED: 1/1/2022

Apple A1975 Watch Series 3 (40MM) (North America)

LAST USED: 1/1/2022

Apple A1975 Watch Series 2 (40MM) (North America)

Compatibility

SUMMARY

Voice Feature is **Fully Compatible**

Supports VoLTE and LTE Low band

NETWORK TECHNOLOGY

5G

LOWBAND 5G

YES

STANDALONE 5G

NO

NON-STANDALONE 5G

YES

VONR

MR

VOLTE

YES

LOWBAND LTE

YES

VOICE OR DATA

BOTH

IMEI

3574478680048

IMEI SV

09

IMSI






















310260428595749


























Event Timeline

## Tuesday, November 22, 2022

|   |   |  |
|---|---|--|
|  8:00:00AM   |  Dropped Call      |   |
|  9:00:00AM   |  Dropped Call      |   |
|  10:00:00AM  |  Tower Maintenance |   |
|  11:00:00AM  |  Poor Coverage     |   |
|  12:00:00AM  |  Dropped Call      |   |
|  1:00:00PM   |  Dropped Call      |   |
|  2:00:00PM |  Dropped Call    |  |

## Monday, November 21, 2022

|  |   |   |
|--|---|---|
|  8:00:00AM  |  Dropped Call      |  |
|  9:00:00AM  |  Dropped Call      |  |
|  10:00:00AM |  Tower Maintenance |  |
|  11:00:00AM |  Poor Coverage     |  |
|  12:00:00AM |  Dropped Call      |  |
|  1:00:00PM  |  Dropped Call      |  |
|  2:00:00PM  |  Dropped Call      |  |

## Sunday, November 20, 2022