

\*Straight Talk Wireless  
\*Walmart Family Mobile  
\*Hi Customer.

\*Are you chatting from the phone?  
\*Are you going to use an airtime card?  
\*Are you chatting about the number ending in ?  
\*Are you using and Android phone or an iPhone?  
\*Are you able to navigate the phone while chatting?  
\*Are you on the area where you are going to use the phone the most?  
\*Can I get the service PIN?  
\*Can I get your phone number?  
\*Can I get the address you are located now?  
\*Can I get the IMEI/MEID number from the phone?  
\*Can I get the e-mail address you have on the account?  
\*Can I get a 4-digit PIN you would like to use on your account?  
\*Can I get the last four digits of the IMEI number from the phone?  
\*Can I get the last four digits of the SIM card number from the phone?  
\*Could you please be more specific?  
\*Do you have the phone with you?  
\*Do you have an e-mail for the account?  
\*How many signal bars you have now?  
\*Checked the information on the account.  
\*How many signal bars you have?  
\*Is the phone from Straight Talk Wireless?  
\*Is the phone number from Straight Talk Wireless?  
\*Is the SIM card you mentioned from the BYOP kit?  
\*You will receive an e-mail with a new password in a couple of minutes, then you can change it.  
\*Would you like to get a new number or transfer a number from another company?

\*Check the information. SUI was correct.  
\*Check the information on the system.  
\*The customer was chatting from the phone.  
\*I could not understand that perfectly.  
\*Just remember add an airtime plan to your phone before your service end date, as a reminder we will send you an text message or e-mail befor that day that is .  
\*Let me transfer you to the Supervisor.  
\*Let me check some information. One moment, please.

\*You will need to turn the phone off and back on, then make a call. If does not connect, wait a few minutes, then reboot the phone and try again.  
\*In this case I need to contact another department for assistance but before call them I need to get some information from your phone and from my system.  
\*In this case you will need to contact us from a different phone or from a computer because we need to work directly on the phone.  
\*I need the address where you are located right now, please.  
\*I need the IMEI/MEID number from the new phone and the ZIP code where you are going to use the phone.  
\*The SIM card on this phone is expired son you cannot use it anymore. We can send you a new one so until you receive that you can activate the phone.

\*The situation here is that the plan you added is on the reserve. If you need the Hi-speed data back, we need to add now the plan but the service days you have left will be lost and you will not receive a refund or credit for the days you are not going to use.

\*You cannot transfer the SIM card just like that. Your device is compatible with our company, the only thing you need to do is get the BYOP kit and you will get a SIM card that will be compatible with your phone.

#### VAS/REFUND Spanish

Para continuar con la situación de su dispositivo Hotspot, por favor contáctenos por teléfono al número 1-866-667-6470 ingresando el PIN 949155 para inglés y 914955 para español. EL PIN es válido por una semana únicamente. Para su conveniencia nuestros representantes lo atienden de lunes a domingo desde las 8:00 am hasta las 11:45 pm en horario estándar del este.

#### INSTRUCTIONS

\*Check if the Wi-Fi is off, the Airplane Mode off and the Cellular Data on, please.

\*Turn the phone off, then turn it back on, please.

ANDROID: go to Settings, then Cellular Networks or More, check for Network Mode option and check if the 4G is enable by choosing LTE/GSM/WCDMA or LTE.

IPHONE: go to Settings, then Cellular Options and check if the 4G is enable for Data and voice if available.

#### Walmart

We are almost done! There are just a few more steps you need to follow to get your device working:

1. Please make sure your SIM card is inserted into your phone.
2. Turn your phone off and back on.
3. Make a call.
4. If the call does not connect, wait a few minutes, reboot your phone, and try again.
5. Once your new phone is active, you may receive a text message to update your data settings. If your data does not work, text APN to 611611. In some instances, the data may take up to 30 minutes to work properly.

#### ST

Turn phone off and back on, then make a call. If call does not connect, wait a few minutes, then reboot phone and try again.

CHAT ID:

EMAIL:

ISSUE:

ACTION:

CARRIER/DEPARTMENT:

RESOLUTION: