Areas to monitor when evaluating calls:

- **Silence**
- **Allowing customer to speak freely/ <mark>politeness and being sarcatic</mark>**
- **Idle screen**
- **<mark>Ensuring notes are properly documented in Solix and CSR tool</mark>**

Reminder for the customer when seeing Transaction Summary

Transaction Summary

| Send Email | Send to a Different Email | Update Email |

Thank you for your Purchase! To receive your benefits, you must keep your phone turned ON.

REP: If the customer is NOT enrolled in Auto-Refill, please read this reminder:

Please remember to add benefits to your phone before your Service End Date. As a reminder, we will send you a text message or email before this date.

Service Plan Added   TRACFONE NON-POSA 60 UNIT AIRTIME / 90 ACCESS DAYS

Current Service Plan   Paygo

MIN	3022200378	Auto Refill	NO	Email	1265726294@tracfone.com
Rate Plan	TFWAP2	Activation Date	4/22/2017		
MIN Status	ACTIVE	Service End Date	N3/2026		

For the moment, please refer to www.safelinkwireless until we confirm and waiting for a dispute with file number

When providing turn around times for VMBC, please ensure to cross cheeck either "<mark>Time frames</mark>" and "<mark>Automated interfaces List</mark>"

Useful Information

Timeframes
Automated interfaces List
Phone Numbers & Others

See more

<mark>**Ensure to AVOID unnecessary questons when researching TAS**</mark>

Secuirty questions

- What is step 1?
- Whe is step 2?
- What is step 3 when the phone is lost/stolen?
- What is step 3 when the phone is not lost/stolen?
- What is step 3 for BYOP GSM?
- What is step 4?

Remember to offer auto refill depending of the demonination of minutes added or purchased. *"Would you like to save $X.XX right now and $X.XX every month after your first redemption?"*

- The exception is when adding or buying data, 1000 SMS and 1 Year Plan
- *"Would you like the convenience of enrolling in our auto re-fill program?"*

Should we acknoeldge the following before validating last 4 digits or after?

> **Main Flash**
> **MHEALTH**
> REP: This customer is enrolled in the SafeLink Wireless Program and is a customer of one of our HMO partners.
>
> If the customer has not received their monthly minutes, please give the customer the 555 instructions. If the 555 instructions do not work, follow the OTA pending flow to issue the minutes.
>
> If the customer has any questions related to their HMO health plan, please ask them to contact their HMO provider. This should be a free call.

1. When making a reactivation, what all features should be tested?
2. When making an activation/upgrade, what all features should be tested?
3. When the IMEI is active and customer called to activate ONLY their sim card, what all do we test?

Important:

TF # 076.2017 TAS Interaction Enhancements 05 11 17 ORI

You are now required to create an interaction for each call, even instances when you need to create a ticket for further resolution. As such, the drop-down fields have been modified to enable you to specify the reason and details of each call

Create Interaction

Reason Safelink/VMBC

Detail Did not receive minutes

Notes

Result

| Choose a Result |
| Call Completed |
| Call Transfered |
| Hang up/Disconnected |
| Case created |

Cancel

Redemption New Script

Thank you for adding benefits to your phone!

REP: Select the correct option:

- If customer ADDED NOW:

You will need to turn your phone OFF and back on to reset and restore your high-speed data.

- If customer added to the Reserve:

To receive your benefits > Keep phone ON.

REP: If this customer is NOT enrolled in Auto-Refill, please read this reminder:

Please remember to add benefits to your phone before your Service End Date. As a reminder, we will send you a text message or email before this date.

REP: International calling is only available for TracFone, not SafeLink.

To make an international call:

- Call 1-800-706-3839 > Follow instructions > Enter your international number.

   OR

- Go to Google Play > Download the FREE Tracfone International app.

- **If a SL customer wants a replacement phone. We followed the correct flow and TAS is allowing to exchnage it but the enrollment is cancelled, in process to be de enrolled, should we still replace the phone?**