

SafeLink Plan Not on the Account

When the SafeLink Plan is not attached in the customer's SafeLink account, the customer will no longer receive benefits from SafeLink wireless. Therefore, if the customer is still eligible for the SafeLink program, you will have to create an escalation ticket to update the account of the customer with the SafeLink plan.

One indication that the SafeLink Plan is not attached on the customer's phone is when the SafeLink Flash does not appear when entering the customer's serial number in TAS and if the LifeLine ID is not displaying in the Service Profile.

Follow the steps below to create the escalation ticket.

1. From the left hand side menu, go to ESN Support and select Create Ticket.
2. Select the Ticket Type and Ticket Title and Enter the Issue.
Ticket Type: SafeLink
Ticket Title: Missing EID – SafeLink
3. Add all pertinent information in regard to the customer's enrollment to SafeLink.
4. Click **Save and Continue** to proceed.

ESN Support

- Accessory Ticket
- APN Settings
- Balance Inquiry
- Change Ownership (Sprint)
- Create Ticket**
- Device Management
- Easy Exchange
- External Links
- Low Balance Tool
- Master Subsidy Lock
- Personality
- Register iPhone Exchange
- Reserved Pins
- Reward Points
- SIM Info
- SIM Marriage
- Solutions
- Universal Branding
- Unthrottle
- Workforce Pins

Create Ticket

Ticket Type: SafeLink

Ticket Title: Missing EID - SafeLink

Priority: Low

Status: Pending

Point of Contact: Call

Source: Customer

Issue: Missing EID - SafeLink

Notes: TEST

Select a Title

- 611 Not Added
- De-Enroll
- HMO Minute Deduction
- Incorrect SMS unit deduction - Safelink
- Missing EID - SafeLink**
- Non-Usage Re-enrollment
- Non-Usage Reactivation
- Re-Enrollment/USAC Duplicate
- Re-enrollment/No Usage
- Value Plan not on account
- Wrong EID #
- Wrong Monthly Minutes Plan

New Line: ☐

Zip Code: 11201

Part Number:

Technology:

Domain:

SIM Profile: NA

Save & Continue

5. Get the Balance of the customer's phone. Click Done once completed.
6. Enter the * required information and click Save & Continue to complete the escalation.

Balance Inquiry

Balance Inquiry Results

VOICE N/A

DATA MB N/A

SMS N/A

SEQUENCE

NOTE: This ticket type should only be used if the customer has a valid SafeLink Enrollment ID, but was not transferred or is missing on the current SafeLink phone.

Ticket Details

Ticket Detail Name	Req.	Ticket Detail Value	Help
SIM_STATUS		SIM ACTIVE	HELP_LINK
PHONE_STATUS		ACTIVE	HELP_LINK
LINE_STATUS		ACTIVE	HELP_LINK
ENROLLMENT ID	*		HELP_LINK
UNITS_TO_TRANSFER		100	HELP_LINK
RATE_PLAN			HELP_LINK
REPL_SIM_ID			HELP_LINK
SIM_ID		B9014103213695036749	HELP_LINK
CORRECT_PLAN_MINS_ONLY			HELP_LINK