1. The customer was unable to make and rec calls with the serial number **014643008165897.** There were minutes on the phone and after the CSR followed the flow chart it lead him to call the carrier. T-Mobile informed the CSR the minutes are expired. What should be done in this case? Please refer to the interaction number **1456114155**

   Please submit to Training Clarifications.

2. With the following serial number **268435461216024733** (TracFone), the customer was unable to make and rec calls. There were 277.29 minutes after making a TTV. When making a call, it says "insufficient funds". What can be done in this case?

   Please submit to Training Clarifications.

3. With the following serial number **014643007136550**, the customer called to make a purchase but there was a flash indicating not to make the purchase and check the balance. Should we honor what the flash is saying or continue in helping the customer?

   We have to follow the instructions from the Flash accordingly. Please refer to the information from TAS Introduction page 63 with instructions for scenarios when an important notification is reflected on the customer's account.

4. If it's a VMBC call and the CSR is creating the enrollment, after getting the last 4 of the SSN, can the CSR validate it back or should ask for the customer to provide it for the second time for verification process?

   They need to ask for the last four digits of the SSN to make sure they have the right information.

5. Use the file number as reference **9128742742700000191** at (7.40), the CSR tool shows the customer should be getting a smart phone with 500 voice minutes but as per TF 209 (November 29, 2016 located in SafeLink Agent Support), it indicates the customer will receive 350 voice minutes with 1GB for the first 3 months. What is the correct information we need to communicate to the customer?

   If the customer has a feature phone, they will be receiving 500 minutes. Regarding a smartphone, they will be receiving 350 minutes.

6. During the call the customer makes a comment "hold on okay?" we must answer the comment since the customer is expecting a reply for us. On the other hand the customer says "hold on" if the CSR does not reply, should we take off points under appropriate response?

   No.

7. When making a TracFone Upgrade we need to ensure the old phone has a my account as per TF 238 (November 02, 2015). We can determine if the customer has a my account by going in the old account's contact profile. When there is no my account, what are the only elements we need to update from the contact profile in order to comply with TF 238?

   If there is no account, CSRs should create one accordingly and due to the fact that no information from the customer has been collected, they have to proceed as indicated in the TAS Training Manual Introduction page 45.

   > **NOTE:** You must request all of the informaon above; however, the customer is only required to provide the **IMEI/ESN/Serial Number, Zip Code** and a **4 Digits Security PIN**. The customer can change their PIN on the website and you can also update the PIN in TAS once it's created. For BYOP, you must create the new contact without the IMEI/ESN/Serial number.

8. The customer's account is active; however the customer received a new sim card. The csr was able to update the new sim on the customer's account and was able to resolve the issue. What should be the drop down list when creating the interaction? Is it Reactivation/ prefer to speak to rep or is it Technical/Other. Kindly clarify.

   If the account is already active, selecting "Reactivation" as the reason is not going to be applicable. The more applicable one could be "Technical/other". Always remember to create each Interaction based on the main reason for the call.

9. Are CSRs allowed to pull up the new ESN in TAS and check the Technology before proceeding with upgrade flow?

   Yes they can as this will allow them to determine the exact technology before asking for the SIM number as outlined in the Flowchart.

10. 2. What interaction drop result should a CSR select for scenarios that they initiate a call back when the call got disconnected but did not reached the customer and was only routed to voicemail? Is it Hang Up/Disconnect or Unsuccessful?

    The accordable result is; Unsuccessful. The current call was disconnected; however, they attempted to contact the customer but they did not succeed in contacting them. It then becomes an unsuccessful result.

11. For VAS ERD agents, are they required to create Denied Exchange ticket when denying replacement for cases that customer is enrolled in the EEP program and they have to refer the customer to service net? Considering that agents can no longer replace the phone because it's out of warranty or it's an enrolled BYOP customer to EEP.

    They don't have to create a Ticket because there won't be a replacement handset sent to the customer. BYOP handsets are replaced when the customer has an existing EEP enrollment, however, the replacement procedure is made by Service Net.

12. Script-related Scenario, the script says "Rep: If customer is not enrolled in Auto -Refill, please read this reminder: Please remember to add airtime to your device before your service end date. As a reminder, we will send you an email or text message before this date." Will this be acknowledged at all times or only if customer has a valid email on file? How about the text message that the customer should receive before the service end date?

    Please disregard the script if the customer is enrolled in Auto Refill. The script will be provided to the customer when there is a valid email on the account and the customer has a phone number assigned. There is no need to provide the information about the email if there is no such item saved on the account.

13. For ENT Onboarding Agents: "Brand Extension", for any SafeLink Enrollment Transactions (Transactions that should be transferred to VMBC. i.e New Enrollments/Annual Verification and etc), should agents transfer it to VMBC right away or should the call be transferred to SafeLink New Hire?

    If the call is about an enrollment transaction, the call should be transferred to VMBC.

14. For ENT Onboarding Agents, should they assist SafeLink Transactions such as Monthly Minutes not Received and creation of any SafeLink Ticket?

    Please refer to Onboarding FAQs, question #24.

15. For ENT Onboarding Agents: "For Reactivation/Activation of Replacement SafeLink Phones, CSRs should check the enrollment status of the customer first before activating the phone with free service". Should Onboarding agents assist these type of calls? or should it be transferred to SafeLink Brand Extension.

    If the call is not related to a Port transaction / request or there is no Port Ticket on the account, CSRs should transfer the call accordingly.

16. As per TF # 013.2017 From TF #032.2016 UPDATED Confidential Information and Security Questions 01 31 17, CSRs can text "FOUR" to 611611 to retrieve the ESN. However, under the tab "How to" in Agent Support under 611611 Services, it states that the result when texting FOUR to 611611 is the last 4 digits of the ESN. So, if CSR would use Step 3 of the SQ procedure

and would utilize 611611 Services to retrieve the ESN, do we consider the last 4 digits of the ESN as part of Step 3 (ESN, MIN and one attribute) or is this only for BYOP GSM?

The latest information is exclusively instructing CSRs to verify the last four digits of the serial number for BYOP phones. However, CSRs should follow the regular process to ask for the serial number when it comes to working with non BYOP devices.

17. Customer was complaining that she is unable to make/receive calls but using the handset to call us as shown in CTI and AVAYA. Since we are encouraged to follow the troubleshooting steps in the flow chart exactly as designed, does it mean that Tf#12 is no longer applicable if the customer is calling from the handset?

    There is a red notification below each unable/unable Flowchart that was recently added with instructions to follow when the customer is calling from the phone.

    If the customer is calling from the handset, ask for an alternate number. If none is available, make sure TAS/Billing System are provisioned, analyze coverage, verify balance, sequence are correct before asking the customer to call from another phone. You may send OTA's from TAS/SUI, reset features and remove hotlines with the customer on the line.

18. Customer received a replacement SIM due to invalid SIM or SIM card rejected error, are we to stay on the line to let the customer place a test call and access the data after reactivating the new SIM card? Or Rep should just read the steps displayed in transaction summary?

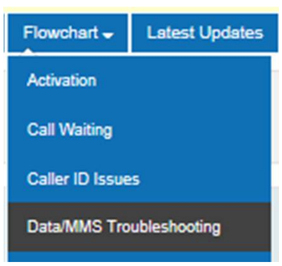
    If a SIM change will be performed on the account, CSRs don't need to test the customer's phone or access the internet because there is no Flowchart assigned for these types of transactions.

19. For throttled accounts, data is not working at all, can we troubleshoot the phone if the customer would insist that they should still access the internet at a slower speed or just advised the customer that once the account is throttled (2G) they may or may NOT be able to access the internet at all.

    If the customer's data has already been consumed and the account is throttled, CSRs need to follow the Flowchart and instruct customers to get a new service plan.

20. For MMS issues, are we to use the flowchart for data troubleshooting? or use the troubleshooting found in the CRT carrier troubleshooting guide?

    The Flowchart for Data is applicable for MMS as well. It has been updated to Data/SMS.



21. Cannot access Facebook, but other internet sites are working? Should we offer a call back or just educate the customer with basic steps like installing the app. This is a third party application, is this something that requires troubleshooting?

    If the customer cannot access the web browser with a specific webpage, CSR should troubleshoot the customer's phone once they were able to get an alternate number. If they can access the internet but the main concern occurred with a specific APP, then, it would be considered as a third party application

22. As per flow chart, we check Balance if account is throttled, while troubleshooting the phone, Are we required to acknowledge the script advising them on how to check their balance even if this is not the customer's concern?

    No, CSRs are not required to acknowledge the script if the customer is calling regarding a different transaction. In addition, there will be instances when the script will display on the

screen, however, the information should be limited to circumstances when they want to know how to get their balance.

23. Customer mentioned onset of the call that he/she wants to add minutes on his hotspot device but TAS shows a Smartphone phone number, should VAS ERD agents still to verify the last four digits of the MIN knowing that it's not a hotspot device at all?

    No points will be deducted if they verify the number reflected in TAS. However, the process will be faster if they proceed to ask for the number the customer is calling about.

24. Do we need to ask security questions when we update the shipping address on a 2g migration ticket that has a bad address status?

    No need to ask security questions at the time to update a Ticket with a bad address status.

25. 17. TF # 005.2017 UPDATED Auto Refill using Checking or Saving Account 02 02 17 ORI - when adding checking account, should agents spell/verify the Routing Number and Bank Account Number or can they repeat it twice?

    CSRs need to ask customers to verify the information to them twice.

26. 18. For SIM change transaction (see File Number: 9128761013970010191) what would be the most appropriate dropdown for the interaction of this call? Should it be Activation-prefers to speak with rep or technical- other?

    Please see #8.

27. In the past, we were marked off on Adheres to Correct Processes under not following CTI Job Aid, for not typing in notes in the comment box/section when transferring the call. Is it necessary to type in notes in the comment box when transferring the call.

    CSRs are not required to type notes in the comments box when transferring the call. Please refer to CTI Interaction Center Job AID page 10. If necessary they can add notes in the comment field.

28. According to the ticker update, agents must not change or remove the MPN. For instances where it is not included in the billing tools, are agents allowed to add the MPN? Because if MPN is not included, data will not work. Agents might be marked off on Resolution.

    If the MPN is not listed in the required field and there is a need to add such feature in the Billing System, then CSRs can follow the instructions from the Data Services Training Manual page 42-43.

29. If the account is not throttled in TAS, but throttled in the billing system, are agents allowed to unthrottle the account using the billing tools? Agents might be marked off under Adheres to Correct Processes.

    This is something that can only be done by Corp ERD (BAQ/CEB), Miami, Chat, Social Media, and CRD after being guided by the indications listed in TF #016.2016 UPDATED How to Unthrottle an Account 09 28 16. Please also refer to the instructions located on the Carrier Rate Plan tool as well.

    *If any of the SOC's below are provisioned in the billing system, the customer's data has been throttled or suspended.The customer's data will be restored on their next redemption following their due date. DO NOT ATTEMPT TO REMOVE THESE SOC'S!!

30. When agents would contact the carrier, Carrier Representatives are sometimes advising the agents to deactivate and reactivate the account even if it is already active in the billing system. Are the agents allowed to update the status without being marked-off on QA?

    Is not about deactivating the line itself, remember that they have the option to suspend the line. They can do it if the carrier instructed them to apply that step.

31. For SafeLink unlimited text messages issues that they are having limited messages what should they do? Should they create a case for wrong min deduction or use workforce pin?

    They have to follow the instructions from TAS Training Manual Programming page 234; "Wrong SMS Click Rate". This procedure should be applied because the customer has been charged for text messages when they currently have unlimited service.

32. In regards to the same subject above if they have a case already created for the same issue should they reopen it or create another case?

    We need to determine first if the 48 hours has been completed from the moment the case was created. In addition, for instances when there was a Ticket already created followed by the 48 hours that were accomplished, we also have to verify the reason under the Ticket to explain us why the customer's concern was not resolved.

33. When it comes to the Flowchart and its indications to activate a CDMA/GSM PPE Device, it is noticed that before closing the call there is a particular instruction that reads: "Offer to Help set up customer's My Account". Isn't that the same as creating the Contact Profile in TAS? Does it refer to the TracFone My Account App only available for Smartphone devices? If not, how would the agent proceed to this set up?

The instructions: "Offer to help set up customer's My Account" is not limited to customers with android devices. Please refer to the information located in the "Company Apps & Customer Self Service Reference Guide", pages 3-7. For customers with prepaid phones, they have the same menu option called "Prepaid", so they can verify their minutes, redeem an airtime PIN and buy airtime.

34. Branding- Can we brand BYOP Verizon phones, When branding it does not allow change the SIM card number, nor does it allow to reset the phone.

    The universal branding is not applicable to Verizon 4G LTE devices.

35. In regards to the Training Flash#142 **Number of Outbound Calls** directed to all Customer center representatives.

    It states that:

    "Number of Outbound Calls Made". This attribute must be filled with the number of times an outbound call was made to the customer. If the ticket is newly opened, you must enter 0 in this field. The field must then be updated after each additional call made to the customer related to the ticket.

    PORT agents would like to know if they should update the field "Number of Outbound Calls Made" with a 0 or 1, as in some instances they receive the case with the field in blank and a previous PORT agent has already handled this customer and previously created the case and no number was placed.

    Portability agents should only log their attempt. Regarding the example that you described in your question, if the CSR performed an Outbound Call it should be 1, otherwise document 0.

36. If a TIER 2 SUP and above receives a dead air call, in the voicemail left if reached, what toll free number should the agent leave the regular brand or the direct response toll free number, taking into account that agent is not aware of the reason of the call customer is calling for.

    The regular number as we were not able to determine the customer's concern.

37. If there is a bad connection, and customer requests to be called back, before doing the call back what toll free number should be given, the brand number or the direct response number. Does this depend on the scenario if issue is our fault or not? What happens if the issue is still not determined?

    If we were unable to determine the customer's concern, only provide the brand number.

38. Does the modified Toll Free number process (only provide if issue is due to "ourside") apply to CRD online/offline agents as well? Or should they continue process BAU provide Direct Response Toll free # and SMS with company info.

    CRD analysts need to provide the toll free number when the transaction occurred from our side and was not resolved. Please refer to "CRD & CRD ANALYST TRAINING MANUAL" page 9 for a quick example about this process.

Unresolved	• Provide further assistance/instructions to resolve the issue. **NOTE**: If the customer cannot speak at the moment, offer the CRD Toll free number, PIN and hours of Operation.

39. We would like to know if the call needs to be transfer to the floor manager, do we still need to provide the toll free number?

    No, there was no opportunity to provide a resolution for the call from our side.

40. Supervisor skilled agents receive a customer call that reaches the incorrect brand; do we provide the toll free number before transferring the call even if we don't know the reason of the call?

    There is no need to provide the toll free number for instances when we were unable to find out if the inconvenience was from our side.

41. In regards to the new process GSM BYOP ESN's are the last 15 digits of the SIM – Verify the last 4 digits **ONLY. When customer calls in and no security question is set up, customer states they don't have the original SIM card they activated the phone with, should we advise the customer that we are unable to proceed or validate the current SIM card number that appears in the account?**

    If the customer says they no longer have the SIM card in their possession because they threw it away, or anything else related to not having the card, we should ask for the current SIM card.

42. Not providing the due date in an upgrade is penalized in the section adheres to correct processes or correct use of tools?

    Correct Use of Tools.

43. If by any chance any agent mistakenly provides the direct response toll free numbers inverted, where will points be deducted – Information or Adheres?

    Information.

44. When following the upgrade process and customer is calling from the phone are agents to first follow Delay Upgrade Option TF # 127.2016 selecting the option Customer is calling from the phone they are upgrading or should they ask for the alternate number immediately, question arises since flow chart indicates either or. Can agents follow both steps at once:

    - Select the option and also request the alternate number at the time in case call disconnects prior.

    We need to be follow the instructions listed in the Flowchart. For example, if the CSR asks for an alternate number and was unable to get another number, contact the customer. For instances when no alternate number was provided, they have to select the option, "the customer is calling from the phone they are upgrading". Either way, they will need to ask for an alternate number as instructed in TF # 127.2016 UPDATED Delay Upgrade Option 07 07 16 which also instructs them to do so after 3-5 minutes of troubleshooting the new phone - unless they were able to get the new device working by the end of the call.

45. Can an agent provide his last name if the customer requests it?

    No, they cannot. What they can provide is their First name and their Avaya ID.

46. If a corporate agent receives a call from a customer that has the easy exchange program, and he has not received the air bill in order to send the phone and receive the replacement, what should do the agent? On the manual it says the agent needs to escalate the issue to an email, but we do not handle emails.

    This process is handled by Quality One as they are in charge of replacing the customer's phone. It is really important to let the customer know that providing an accurate email address will help in speeding up the customer's claim. Please refer to Easy Exchange Protection Program pages 19-20.

47. If a SafeLink customer ask if he could get a free smart phone, but he already has an account with us, and the agent tells the customer he cannot, but the customer says maybe he could do it by de-enrolling and then re enrolling in the SafeLink plan, is this true or not? Can they de-enroll and re-apply to get a new phone? Where will we penalize the agent for not following the established procedure Resolution or Adheres?

    This is not the resolution for the call as we are not allowed to inform SafeLink customers to follow a de-enrollment from the program. They can re-apply to receive another phone. Please refer to SafeLink Product Training page 19.

NOTE: If a current customer inquires about the Smart phones/BYOP being shipped for new enrollments, please advise the customer that they have the option to upgrade their device by visiting our SafeLink website (safelink.com). The customer must click on the My Account drop-down menu and select "Upgrade My Phone" and then click on "Buy a New Phone". From there, they will be able to purchase an affordable replacement phone.

48. If the CSR is making a test call as part of the troubleshooting steps, does he/she have to provide the outbound spiel in case of getting a response from the customer?

    No they are not required to provide the Outbound Spiel.

49. Do the agents have to follow the Extended Call Policy while making a call back.

    No because we are not able to determine the current call time for the previous call.

50. Do we offer the Auto Refill on Data and Text purchases?

    Even if there is no option to enroll our customer in Auto Refill with a data or text service plan, we have to take the opportunity to let them know of the options they have to enroll in Auto Refill.

51. Do we ask the customer if they have a promo code when making a data/text purchase?

    Yes we should. There are several promotions that are constantly sent to our customers and both of these cards might be part of a specific promo code.

52. If a SafeLink customer does not have unlimited text, what are the required troubleshooting steps?

    Please see #31.

53. If TAS populates the customer phone's serial number (New Activation), do we need to ask for the entire serial number or just the last 4 digits? OR is it okay to ask the customer " Are you calling about the last 4 digits of the phone's serial number that ends with ****?

    That is ok. CSRs can verify the last four digits of the Serial Number.

54. For 2G Migration customers that are still getting the message that they need a replacement phone, should we follow the flow and send the phone since the account is Flash?

    If there is a flash instructing CSRs to replace the phone, they have to follow the instructions.

55. On a reactivation call we must always test the features to make sure the phone is working, however, if the customer is calling from the phone, do we need to ask for an alternate number to complete the reactivation instructions?

    There is no Flowchart to follow for Reactivation. CSRs need to follow the instructions outlined in TF # 015.2017 From TF #071.2016 UPDATED Welcome Call for Activations, Reactivations and Upgrades 02 03 17. The only information instructing CSRs to have customers test their phone in order to make sure the call was successful and test the data services is for GSM BYOP phones.

56. Should we penalize if agents don't use the New search tab in TAS as first preference?

    No, there are just new functionalities implemented in the system as described on TF # 007.2017 TAS Enhancement 01 17 17.

57. For Net 10 AT&T to T-Mobile Migration call, if the customer claims that the received a message about the migration but there is no Flash/pre-created ticket on the account, what should we do?

    No replacement should be processed for the customer.

58. For Net 10 AT&T to T-Mobile Migration call, the flash is on the account but there is no pre-created ticket, what is the next step since we can't go to AT&T to T-Mobile migration?

    Please submit to Training Clarifications.

59. When informing customers about the BYOP program, is it a requirement to advice the customer "'Unlocked GSM phone: Phone must operate in 850 and 1900 MHz bands''.

    Yes. They should know the compatibility requirements at the time of bringing their own phone to the company. Please refer to Bring Your Own phone manual page 7.

60. If yes, what does ''Phone must operate in 850 and 1900 MHz bands'' means?

    It means that in order for the customer to bring their own phone with us, the phone needs to operate within that frequency range in order to capture or acquire the necessary signal for our available towers.

61. MTI Map Tool is currently not working, is there any work-around? or is only calling the carrier the only option?

    Please submit to Training Clarifications.

62. How long can they place the customer on hold when hearing the recording, is it needed to place the customer on hold when listening to the recording?

    They are not needed to place the customer on hold. However, for instances when they are needed to do so, they have to be guided by established hold procedures.

63. If a VMBC agent receives a call as a regular TracFone call and after solving the customers Issue the customer requests a VMBC transaction, can the CSR save the interaction during the call?

    Yes they can create an Interaction.

64. If the customer calls to de enroll but on TAS the status is de-enrolled; however on the CSR tool the status is enrolled how does the CSR proceed?

    Please submit to Training Clarifications.

65. Can agents use wordreference.com during the call?

    Yes they are allowed to use it as a reference for the call.

66. If TAS is expired during a VMBC and the CSR is requested to use it, is the CSR going to be penalized?

    Yes, CSRs must be prepared with their tools at the beginning of each call.

67. If an agent makes a mistake during the recording (like coughing, sneezing, clearing throat) is it considered as an auto fail?

    No.

68. HMO recordings cannot be uploaded, what to do?

    Please submit to Training Clarifications.

69. Are CSRs allowed to cancel accounts from the CSR tool?

    Yes, they are allowed to only when it is applicable. Please refer to the instructions listed in the VMBC – TracFone Lifeline Project – page 31.

70. What to do when a customer is calling to cancel application and the account is already in de-enroll period grace. What is the time frame to follow?

    Please submit to Training Clarifications.

71. When a SSN is in risk list or in black list, what to do?

    If this is related to a new enrollment, this happened because the customer provided information against the Public Records. For scenarios when the customer wants to continue, they will be required to submit a proof of their SSN. If there is no SSN proof, the application is not going to be approved, not until they submit the required information. VMBC – TracFone Lifeline Project – page 48-51.

72. Whenever you are performing a transaction on the CSR tool and the "Oh Snap" error appears, what to do?

    Close the application and reopen again.

73. If the customer calls in and states he/she only received a BYOP SIM card and she applies for a free phone what should we do?

    Please refer to SafeLink Product Training page 17.

    NOTE: For SafeLink BYOP, the customer must bring their own T-Mobile compatible or any unlocked phone.

74. What to do when the customer needs to reapply but the system shows the customer already has an account and the system does not allow a reapplication?

    Verify if there is an existing application. If there is, verify with the customer if all of the information matches. If it does not match, cancel the Application and create a new one.

75. What to do when account displays as black list?

    Inform the customer to verify if they have an existing application with another Lifeline Provider prior to creating one with us.

76. Can VMBC representatives perform a TX new enrollment or is it just needed to provide the customer the toll free number?

    A new Enrollment can be created.

77. How many numbers or letters does a promotional code have, on the SafeLink programs, in order for it to apply? Where can SafeLink customers get these promotional codes?

    It can be combined with numbers and letters or just numbers. They can get them via mail, email either voice blast or text message.

78. VMBC agents do not have after call, what AUX can they use in these cases?

    Please submit to Training Clarifications.

79. Can agents send the qualification proof when a street agent calls requesting for this information, how long will it take for them to receive it?

    No, CSRs cannot share any of the customer's confidential information.

80. When the customer's calls to replace their device, but the ESN displays as not eligible, can the customer cancel the enrollment and re-apply to have a new enrollment with a new phone?

    CSRs are not allowed to inform customers to cancel their existing service in order to get a new phone. Please see #47.