

should the customer be issued monthly minutes even though the id is not yet attached and case is just being created?(if customer is calling in reference to monthly minute not received)

**in addition to this, if the enrollment id is missing, and customer is being charged for text, should two separate cases be created?

IN REGARDS TO CALLING BACK THE CUSTOMER DUE TO BAD CONNECTION, THE CUSTOMER IS UNABLE TO HEAR WHAT THE REP IS SAYING, BUT SHE IS ABLE TO GIVE AN ALTERNATE NUMBER, (IS THE REP REQUIRED TO PROVIDE THE ERD TOLL NUMBER BEFORE CALLING BACK?) ALTHOUGH THE CUSTOMER IS UNABLE TO HEAR CLEAR AND KEEPS figuring out what rep is saying?

for safelink replacement phone rejected, or any other replacement not sent, customer is offered different options as to purchase a phone and make upgrade, customer mentions will call back for upgrade, when she decides what to do, should we offer erd toll number? or not, since the upgrade could be handled by tier 2?

is it required to offer auto refill when the customer purchase a data card?

IF THE CUSTOMER CALLS TO CHANGE THE CREDIT CARD WITH A NEW ONE, SHOULD WE STILL ASK IF SHE WANTS TO SAVE IT FOR FUTURE USE, EVEN THOUGH IT IS FOR THE SAME AUTO REFILL SHE IS UPDATING IT?