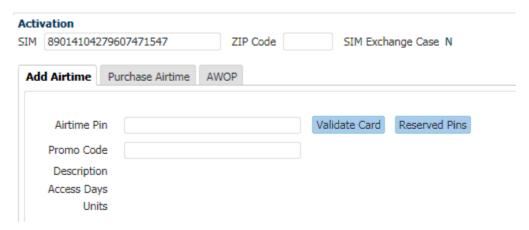
Major Areas we cannot fail

- Idle screen
- Allowing customer to speak freely
- Extended after call
- Incorrect use of aux 4 when the call is over
- When activating the phone, should we validate here the zipcode?



- 1. If the SMS feature is provisiones both in SUI and the Clarify side, how many times we should click on "Auto Fix"?
- 2. What is universal branding? And what brands are exempted from this process?
- 3. How many points are marked off for not creating denied exchange once TAS allows you not to exchange the phone?

The following we need to control:

| If the caller does not hang the phone up properly, wait 5 seconds and follow the steps below. |
|---|
| 1. Mr/Mrs or Caller are you there? Wait 5 seconds |
| 2. Mr/Mrs or Caller are you there? Wait 5 seconds |
| 3. Release the call. |

- When resetting VM, should we apply secuirty questions? How about resetting VM password?
- If we aux from the avaya when CTI is working, how many points are marked off?

VMBC:

How many ways could you locate the enrollment information either in CSR tool or Solix?

Ways of getting a prmo code:

PROMO CODE

What is a Promotional Code?

- Customers will receive bonus minutes corresponding to the promo code.
- Customers can receive promotional codes through mails, emails, voice blast, and text messages.
- Customers can also check for promotional codes on the TracFone website.
- Promotional codes are only applicable to TracFone and SafeLink accounts.

Shipping Information: Tracfone

Effective immediately, we will NO longer use overnight delivery for TracFone and NET10 warranty exchange shipments or any air bills (exceptions noted below.) All items will now be shipped using 2nd day delivery.

It is imperative that you set the correct expectations for two day delivery. Please review the timeframes below and advise our customers accordingly:

| TracFone & Net10 | | | | | |
|----------------------------|---------|----------------------|-----------|--|--|
| Case Created | | Handsets & SIM Cards | | | |
| | | Fedex 2 - day | | | |
| | | Ships | Arrives | | |
| Saturday, Sunday or Monday | Anytime | Tuesday | Thursday | | |
| Tuesday | A.M. | Tuesday | Thursday | | |
| | P.M. | Wednesday | Friday | | |
| Wednesday | A.M. | Wednesday | Friday | | |
| | P.M. | Thursday | Monday | | |
| Thursday | A.M. | Thursday | Monday | | |
| Thursday | P.M. | Friday | Tuesday | | |
| Friday | A.M. | Friday | Tuesday | | |
| Friday | P.M. | Monday | Wednesday | | |

Shipping Information: Safelink

| SAFELINK | | | | | | |
|---|--------------|-----------------------|--|--|--|--|
| Shipping Method: <u>USPS (Smart Post 7-10 days)</u> | | | | | | |
| Case Created | | Ships | Arrives | | | |
| Monday | Anytime | Tuesday | Next week Tuesday or by Tuesday of week after | | | |
| Tuesday | A.M. | Tuesday | Next week Tuesday or by Tuesday of week after | | | |
| | P.M. | Wednesday | Next week Wednesday or by Wednesday of week after | | | |
| Wednesday | A.M. P.M. | Wednesday Thursday | Next week Wednesday or by Wednesday of week after Next week Thursday or by Thursday of week after | | | |
| Thursday | A.M. P.M. | Thursday | Next week Thursday or by Thursday of week after Next week Friday or by Friday of week after | | | |
| Friday | A.M. P.M. | Friday Monday | Next week Friday or by Friday of week after Next week Monday or by Monday of week after | | | |
| Saturday, Sunday | Anytime | Tuesday | Next week Tuesday or by Tuesday of week after | | | |

Spelling correctly when creating an enrollment: VMBC

· Confirm enrollment information

Verify that the caller is the account holder, that the name on file is the legal one (spell it phonetically) and that the contact and plan information match with the enrollment information: