1. Can an agent interrupt a customer to deliver the 'Abusive Language Situational Script.' if a customer starts using abusive language?

   Yes, CSRs can follow the Situational Script when applicable and will be allowed to interrupt the customer if it is done in a very polite manner.

2. If an agent replaces lost service via AWOP, should the agent stay on the line to test the features of the phone?

   If this was an Activation failure, Reactivation failure or Phone Upgrade failure, CSRs need to follow the right procedure to test the customer's features as outlined in the Flowchart; however, for Reactivations, they need to follow TF # 015.2017 From TF #071.2016 UPDATED Welcome Call for Activations, Reactivations and Upgrades 02 03 17.

3. For Voicemail reset and Voicemail password reset, do we ask for an alternate phone number and offer a call back if customers are calling from their handset?

   File: 9129315427400000301

   Please submit to Training Clarifications.

4. When processing reactivation and the customer is calling from the handset, should we perform a callback if the call gets disconnected right after clicking the activate button? Or should we click refresh and check if the account will show active before performing a callback?

   No, if the call was disconnected right after clicking the "Activate" button no callback should be performed as the phone has not been programmed. Even if the account appears as active in TAS, the call will not go through since the reactivations instructions have not been provided to the customer.

5. When adding a new credit card and the customer chooses to use the contact information as the billing information, are we still required to spell verify everything even if all the information is the same?

   CSRs only need to compare the information as instructed in the TAS Training Manual Programming page 44, step 3. They have to spell the information if the customer provides something different.

3. Ask the customer if their Contact Information and Billing Information are the same.
   - If **YES**, put a check ☑ mark on the **Use my Contact Information** box, and the customer's contact information will populate. Request for the customer's billing information and compare if it matches to the populated information we have on the account.
     - If the given information is **not updated,** ask the customer for his/her billing information and manually enter all applicable information in the fields provided.

6. When asking for the billing address or shipping address, since the City and State auto populates upon entering the ZIP code, are we still required to spell verify the information?

   No, unless, the customer provides a different City.

7. For 611611 instructions do we have to provide it on all transactions or when needed?
   Refer to contact number 9129304897860000301

   When needed. If there is a Flowchart involved for those transactions, they have to apply the following instructions;

8. In relation to Call Center Calibration Questions 3-22-17 Question #7: Is it a penalization, if another call comes in the Avaya and the interaction was incomplete due to TAS refresh? Answer: CSRs need to document their current/partial notes accurately. They have 20 seconds to create their Interactions. If vital information is missing from the Interaction, points will be deducted.

   Question: According to TracFone Agent System New Hire - Programming Page 81 When to create an Interaction - At the end of the call, you have up to 20 seconds to notate the required information in the notes field. If you experience a system failure when attempting to create an interaction in a customer's account and/or receive the next call before completing your documentation, discontinue the notation and proceed with the new caller.

   It was clearly stated that when an agent receive the next call before completing the documentation, discontinue the notation and proceed with the new caller. Will points still be deducted, since this was clearly stated on the manual?

   Yes, points will be deducted if inaccurate notes are left. The information outlined in the TAS Training Manual instructs to discontinue the notation, however, this doesn't mean that CSRs can leave the Interaction with inaccurate documentation. The same paragraph also emphasizes to notate the required information in 20 seconds.

9. Is TF #020.2016 (UPDATED #150.2015) 2G Migration Training Flash still an auto fail? As the flash no longer states that whenever the CSR fails to follow this procedure it will incur them an auto fail.

   Please submit to Training Clarifications.

10. The caller would like to activate or reactivate a phone, and onset of the call mentioned that he/she was calling in behalf of his/her father. Or in cases where a caller mentioned that they are calling in behalf of someone else, are agents required to deliver the warm welcome call spiel and offer auto refill? You may refer to the Contact ID below as Corp QA (CORP, G742) evaluator put a coaching opportunity as his/her remark. Please enlighten us what should be followed to avoid certain confusion amongst our processes. Thank you.

    File 9129164849770000191
    Good job opening the call it was for a reactivation, at (0:43) you sounded tired and bored as well you did provide the due date good job
    Coaching opportunity
    The warm welcome script did not apply since the person on the phone wasn't the customer the reason it wasn't marked off was because it did not have an impact on the call.

    This file is no longer available in QM. Regarding your question, if this is the customer's relative, points should not be deducted for extending the Welcome Greeting.

11. For Migration Calls on Net 10 phones (TF # 020.2017 AT&T to T-Mobile Migration Upgrade Promotion), Avaya shows that it's a migration related call ENT_Migration_E, are CSRs required to brand the call opening and call closing or should not brand the call opening and closing? Please advise.

    The only procedure on how to handle these calls is related to 2G exclusively. For Call Opening/ Closing scenarios for T-Mobile migrations calls, submit to Training Clarification.

12. The procedures listed on Training Flash #156.2016 TAS Port-In Redesign and TAS Training Manual – Programming Page 122 - For Internal ports: The Security Questions or the last 4 digits of the ESN/MIN will be prepopulated to verify. Once confirmed, select "Security Verified" button, otherwise click "Cancel".

    Question: In cases where the customer cannot answer the Security Questions or cannot provide the last 4 digits of the ESN/MIN before submitting the port in request, will they not continue the port-in process and decline the transaction? They might be penalized on Resolution as this is just an activation call of transferring a number (internal port in) for the reason that the customer cannot answer the Security Questions or either cannot provide the last 4 digits of the ESN/MIN of the old phone as they have enough tools to process the port in request. Please advise.

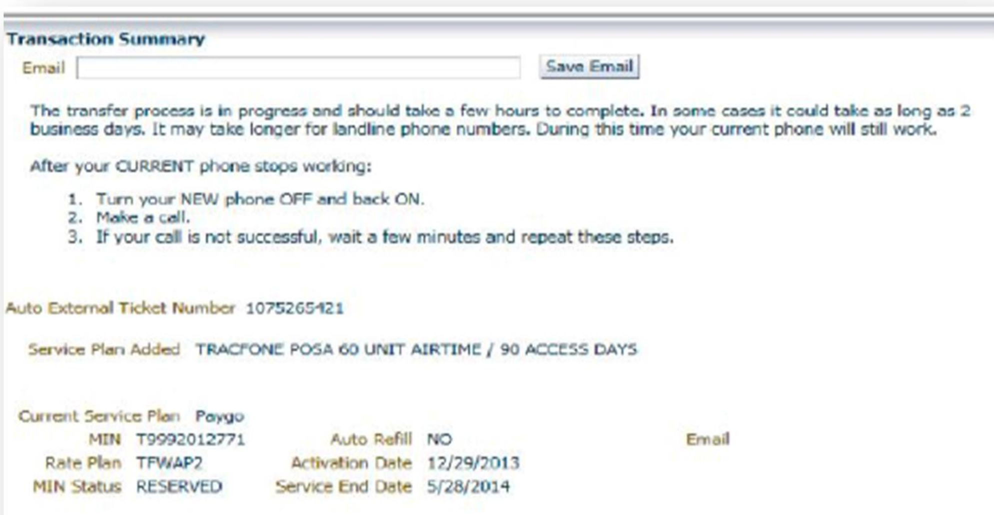
    The instructions are emphasizing; "otherwise, click Cancel". CSRs are not allowed to continue if the customer cannot provide the requested information.

13. If a customer claims that their phone is flush in the toilet, ran over by a car etc and we need to apply security questions to replace the phone, should we treat this as Lost/Stolen since most times the customer don't know their serial number?

    If the customer doesn't have the phone, the red activation card or a copy of the serial number, CSRs can apply the Lost/Stolen procedure.

14. When completing a Port transaction the activation scripts usually populates, should we acknowledge the scripts by advising the customer "turn the phone off and back on, wait a few minutes and try placing a test call and if it doesn't work to reboot the phone", knowing that the port agents have the tools to resolve the issue?

    Usually, the instructions shown in the Transaction Summary after processing a port transaction are the below. CSRs need to acknowledge the scripted information related to the current transaction.



15. For SafeLink customers that don't have the "Unlimited Text", what are the required steps we need to follow to resolve this customer issue?

    They have to follow the instructions outlined in TAS Training Manual Programming pages 232-233.

16. According to TF # 053.2017 Updating Bucket Types in SUI, If the transaction was not successful and the results still display a mismatch (or missing buckets) after pressing Auto Fix, you must use AWOP/Replacement or issue a Workforce (WF) PIN to add the missing bucket(s). My question is if the above still does not update the buckets, what are the next steps? is there an extension we need to transfer this call to?

    Please submit to Training Clarifications.

17. Cases Rep when calling for a port complete case and advising the customers that the phone is already active and customers mentioned that they can make and receive calls do we still need to provide the customer with the activation instruction for future reference. Please note cases rep are required to complete full service.

    If the customer stated the phone is already working, CSRs are no longer required to provide the Activation instructions for future references.

18. Internal and external cases without name on the account, can the agents ask for the person that is transferring the number and read the ported number out the customer?

    For these scenarios, refer to Special Skills - Portability – Revised portability FAQs.

    Port agents are require to notate the name of the person they spoke to in the case notes when placing an outbound call, however, if there is no name on the account, CSR would ask " Are you the (brand) customer". My question is after the customer agrees that he is the (brand) customer, should we ask the customer for his/her name or shoul we just document in the case notes, "CSR was able to speak to the account holder"? For External ports the customer will have a name on file. The only customers without a name are internal customers. In this case the agent should ask to speak to customer for MIN *"EX: 305855555555"*.

19. Are the SM, NT, TC, agents required to offer the Auto Refill even when the customer is enrolled in a plan that does not have any discount?

    Yes, Auto Refill should be offered when the transaction requires it to be offered. Refer to the Flowchart instructions for Activation, Reactivation and Phone Upgrade. In addition, refer to the steps outlined in the TAS Training Manual Programming pages 40-41. CSRs can take advantage to offer the program with a discounted plan.

20. If the customer´s plan does not have plan that offers a discount for the Auto Pay, how should the CSR offer it?

    A great way to offer the program is to take advantage of the Auto Refill benefits and they can also offer the customer a discounted plan that better fit their needs.

21. When adding a new credit card to the customer's account and due to system concerns is it acceptable for agents to ask customers if they'd like to save the credit card for future uses prior to adding the information so that they know whether or not to ask the security questions?

The question came up because sometimes the system does not display the identity challenge if the customer decides to save the CC for future, which causes the CSRs to go back and lose the CC information.

Yes they can as long as the customer mentions they would like to buy minutes and they are about to process a purchase.

22. Whenever an agent is assisting a customer with an upgrade, the customer is calling from the same phone and no alternate number was provided, if the call suddenly gets disconnected after the upgrade is submitted should the agents still process a call back to try and continue assisting the agent?

To prevent the call from being disconnected, CSRs should always make sure to select "Customer is calling from the phone they are upgrading". However, if for some reason the call is disconnected, CSRs are no longer required to call back because the transaction was already processed and the customer was calling from the same device. Lastly, there was no alternate number provided.

If working on a log to contact the customer are Port Cases agents required to call the customer only to the phone that shows as contact phone number or are they allowed to use other phone numbers that appear in the ticket such as for instance Home Phone or the ported MIN, if not how should the agent proceed if there is no contact number listed for this customer other than the ones mentioned.

If there is no contact number CSRs are allowed to use the ported number.

23. When working with a resolution required port request, specially so when it the zip code is incorrect for a line that belongs to WCSM and the number is coming from NT10, ST, TRACFONE, SM, Go Smart, or any other TracFone associated brands should Page Plus portability agents refer the caller to contact the other company or seeing that they have access to all of the necessary tools or should they simply check the correct information and update the request as needed.

CSRs are allowed to modify the existing port request with the required information.

24. Our business hours are Mon - Sun from 8am to 11:45 PM EST. If a call is disconnected and we are already outside of the business hours are agents still required to process a call back?

Follow the instructions outlined on the document for Dead Air and Disconnected Call Policy with the following steps: At any time that you are speaking with a customer and the call

becomes disconnected in the middle of the conversation, or call, you will immediately call the customer back. CSRs need to call the customer back to complete the customer's transaction.

25. If an onboarding agent receives a call in which there is an existing port ticket created, are they required to follow the flow chart even though they did not initiate the process?

    No. As an Onboarding CSR, they need to follow procedures outlined in the Flowchart. If this is an existing Ticket, they simply have to troubleshoot and resolve the port issue. The same instructions are applicable for internal ports.

Refer to Special Skills - Portability – Onboarding FAQs – question # 12.

12. If an Onboarding representative receives a call from a customer that has an existing Internal Port Ticket or External Port Ticket, should they complete the Ticket besides of testing all the features involved (sms, mms, incoming and outgoing calls)? Yes, they should complete the ticket and test all features.

26. While following the Situational Script of what to do if the customer places you on hold, should the CSR wait exactly 3 minutes? As the script says "approximately" which give the idea that there is a leeway to follow it.

    Please submit to Training Clarifications.

27. Does agent Port Escalations and Onboarding need to work Total Wireless and Simple Mobile process as Activations, Reactivations etc..?

    Refer to Special Skills - Portability – Onboarding FAQs – questions 6-7. In addition, if this is not Port In related, CSR should transfer the call accordingly.

6. Can Onboarding agents assist creation of a port in ticket for all Simple Mobile and Total Wireless? Our Onboarding agents are not trained for Total Wireless and SM, due to shared plans they have different process prior to creating a port in ticket. For now we can only assist existing ports for Total and SM.

7. If a customer calls in with an existing port ticket but requested for a new number instead, should we transfer the call to Sup ERD? No, Onboarding agents will cancel the port and activate a new number except for Simple Mobile and Total Wireless.

28. Referring to Center Calibration of February 2-15-17 Question #55, the answer provided for such question implies that agents do not need to make a test call or ask the customer to test the data, and that the procedure only applies to BYOP GSM's which does not coincide with TF # 15 Warm Welcome for Activations, Reactivations and Upgrades. For clarification, should our agents ask the customer to test data and place a test call to the customer's phone for reactivations?

    CSRs should instruct customers to test their phones to ensure they can make calls. However, when it comes to testing the data connection, this is limited to Activations for GSM BYOP devices as instructed in TF # 015.2017 From TF #071.2016 UPDATED Welcome Call for Activations, Reactivations and Upgrades 02 03 17.

    > Once a MIN is assigned to the phone, have the customer power the phone off and on and attempt a test call (instruct them dial *22890 for non-LTE Verizon phones). For GSM BYOP phones, have the customer insert the SIM card and power cycle the phone. If the call is successful, you can end the call with the standard closing. For new activations of GSM BYOP SIM cards, if the test call is successful ask the customer to test their data connection by going to any webpage, like Google.com or Facebook.com. If the phone cannot connect to the internet, assist the customer in updating their phone's APN settings.

29. Does the SafeLink customer needs to wait for our phone to be sent or can they get the phone from a street agent and receive their benefits on that phone once they enroll?

    If the phone is in the process of being delivered, the customer needs to wait for the delivery.

30. Which aux work code needs to be used by the CSR when a street team agent is requesting to be transferred since there is not a specific one?

    Please submit to Training Clarifications.

31. When following the flowcharts and there is a step that is not on the flowchart but it's needed to continue with the troubleshooting, are agents going to get penalized for doing it? Example: Unable/unable and data issues flowcharts for smartphones for TracFone brand don't say they have to check the balance but it is required since customer's cannot use those services if don't have balance and agents need to make sure they have balance remaining.

    Please submit these suggestions to Training Clarifications.

32. CSRs are currently being penalized when informing the customer that they are going to receive and reminder email, if there is no email address on the account. (They usually provide the information when the below script appears). Taking into account that CSRs are providing wrong information, shouldn't the CSRs be penalized under the "Information" section.

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

    Please submit these suggestions to Training Clarifications.

33. The TF #074.2016 establishes that the auto-refill should be offered as describe below.

> Please be advised:
> When offering auto-refill to the customers please read the spiel below:
>
> **For Straight Talk:**
> "Would you like the convenience of enrolling in our auto re-fill program?"
>
> **For other brands:**
> ***"Would you like to save $X.XX right now and $X.XX every month after your first redemption?"***
>
> If the customer says YES, read the spiel below:
> ***"All we have to do is enroll you in our Auto-refill program. It's quick, easy and you won't have to call in every month to have airtime added. This will ensure continued service and you can cancel at anytime without penalties. Would you like me to enroll you now?"***

When it comes to ST customers this methodology seems to be a little bit redundant. Taking into account that in the first question the agent inquired if the customer wants to be enrolled, and then if the customer says "Yes", in the second statement the CSR will need to offer the program again and describe the benefits. It seems as if the second statement was designed for the *other brands* initial question.

How are ST Representatives expected to acknowledge this second paragraph?

Please submit these suggestions to Training Clarifications.

34. It has been clarified that if the Avaya shows that customer is calling from the phone, agents are not to ask "Are you calling from the phone?" or "Do you have the phone with you?". However if the Avaya shows that the customer is calling from a different line, are agents still required to "Are you calling from the phone?

Since we are already know the customer is not calling from the phone, CSRs should ask, "Do you have the phone with you?".

35. During the upgrade – delay upgrade process 3 to 5 minutes after checking the status in SUI or how does it relate to , should they complete the steps they can in those 5 minutes and advise to call back or is it best to just finish the process as we will be working on the new phone ?

According to TF # 127.2016 UPDATED Delay Upgrade Option 07 07 16, if the call reaches 3-5 minutes while troubleshooting the new phone, CSRs should ask for an alternate number and perform a call back. However, if there is no alternate number they are allowed to finish the process after the applicable 3-5 minutes.

36. When creating an account during an activation, agents are to follow the instructions indicated in the Red Script in TAS, however the manual in page 45 states that agents are to click on "Same Customer" button to return to the main screen and then click the "New Contact Account" button in order to create the account. Creating 2 different instructions for the same process:

I. Information shown in TAS:

> The Serial/Phone Number entered does not belong to an Account. Please select the button **Contact Profile** and enter the account information selecting the button **New Contact Account**.

II. Information on the TAS Training Manual – Introduction, page 45 shows:

> You will need to create a new contact account then enter it into session. To do so, follow the steps below.
>
> 1. Click "Same Customer" button to return to the main screen and then click the "New Contact Account" button.

CSRs should follow the steps outlined in the TAS Training Manual Introduction pages 45-47.

37. Should CSRs offer the Auto refill to cards not included on the Auto Refill Tool in Agent Support?

    Yes, as long as the CSR is required to apply the Auto Refill process they should offer the program as the opportunity to enroll them.

38. Upgrade Scenario: What should an agent do when they are following the flowchart for branded phones and it does not provide indications for CDMA LTE phones and these phones a SIM Card should be requested - • On BYOP Training Manual 12 22 16 page 59 it is confirmed customers need a SIM to activate A 4G LTE phone.

    Please submit to Training Clarifications.

39. The agents should check balance when assisting for issues in regards to SMS/Unable-Unable, there are scenarios where the TMOBILE flowchart does not indicate this step, will agents be penalized for doing so even though it is needed?

    CSRs need to Flowchart exactly as it has been designed and if you have a suggestion for the Flowchart, submit to Training Clarifications.

40. What steps should an agent follow when the customer calls stating Data is working but videos and some pages open and act really slow and the account is not throttled and data is working but flowcharts only indicate scenarios for data does not work at all or is in throttled state.

    Please submit to Training Clarifications.

41. Taking into account the new release of the 611611 IAK – are the steps indicated in it will be penalized currently or is this just coaching guidelines to be taken into account

    If there was a Flowchart for the transaction involved instructing to offer 611611 services, they should follow the steps accordingly.

42. Scenario. Customer calls in with an existing port ticket. Port status is already on Resolution Required, Confirmed for Completion and Completed ports and the customer is calling from the Ported MIN using the old/new phone.

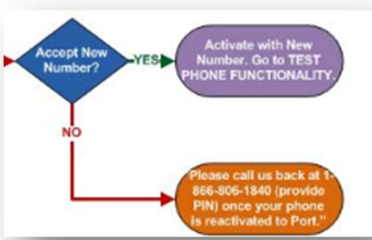
    Q1. Should port agents ask for an alternate number;
    - Before modifying the request (RR)?
    - Before completing the port to do full service (confirmed for completion)?
    - Before doing full service (completed ports)?

    Q2. Or should agent simply provide instructions on how to activate the phone and to test the features along with the Onboarding/Portability Hotline?

    Please submit to Training Clarifications.

43. For Onboarding Agents. If the MIN that customer is porting In is not active, is agent required to provide the OSP hotline found in the Carrier Cheat Sheet before providing the Onboarding Hotline if customer refuses to activate the phone with a new number?

    CSRs need to follow the Flowchart exactly as it has been designed.



44. We would like to clarify as to what would be the basis for the agent to follow the VMBC QA guidelines. Should the agent base it on the Avaya queue (every time Avaya queue shows VMBC) or should it be transaction based?

    This should be based on the transaction they are handling.

45. For TF #43 Avaya One-X Work Codes for SafeLink, it has been updated that this only applicable for VMBC SafeLink calls. However, it was not specified if it will be based on the Avaya queue or the transaction itself.

    This is directed to all SafeLink VMBC Representatives and they should complete the steps found on every call. The code will be selected after getting the customer's explanation about the current transaction.

46. There are instances that a SafeLink customer calls for minutes not received or a technical issue (ex. Avaya shows TF_SL_Sup/ERD). Agent usually checks the CSR Tool for additional reference to provide proper troubleshooting, should the agent follow the VMBC QA guidelines or just the universal QA guidelines?

    If the call is not related to VMBC procedures, the CSR should handle the call BAU.

47. For SafeLink customer with smartphones, should agents to advise the customers to download TracFone My Account app?

    Please submit to Training Clarifications.

48. For 611 services, by using the short code Balance 611611, is there any specific option wherein customers can check the minutes for voice or text since currently this option only shows the data usage and balance.

    For feature phones, CSR can retrieve their balance on the prepaid option, under the option called "airtime displays" or "airtime information".

    For smartphones, customers can download My Account application to retrieve their balance, including service days and minutes.

    For additional information refer to Company Apps & Customer Self Service Reference Guide page 33.

Key Items to Remember

- Customers can use their PPE and Android phones to perform certain self service tasks.
- Services available for the phones include:
- Checking minute and Service Days balance
- Adding an Airtime PIN
- Purchasing an Airtime Card
- Customers need to download the Android App from the Google Play store.
- Encourage customers to use their handsets for this information to provide them with "how-to" steps.
- Customers can download our App's via Google Play and Apple Store.
- Available applications depend on the type of phone the customer has (Android/Apple).
- Customers must have data (Data Service/WIFI) to download application.

49. For SafeLink CA Qualified status within or beyond 30 days, what should be the correct procedure or advice that the agent can provide the customer?

    Please submit to Training Clarifications.

50. For technical calls, calling from the handset wherein the flowchart suggests to update SUI for any mismatch features, should the agent request for an alternate phone number prior using Auto Fix since calls gets disconnected upon using it.

    The instruction to verify RSSX/TLG should not be considered as billing system exclusively.

    SUI has been redesigned to improve the troubleshooting process and with the objective to eliminate the action of using the carrier billing system for certain transactions. However, TLG has been restricted to CSRs with the exception of Portability/Onboarding and Miami ERD.

    In addition, CSRs should follow the Flowchart exactly as it has been designed, so eventually, they will have to ask for an alternate number as instructed.

51. For VMBC Street Team agents having problems with their logins and passwords, what should be the correct advice the representative should give the Street Team agent. Should agent provide the email STHD@vmbc.com or the 888-848-8348 hotline?

    For password reset scenarios, use the 888-848-8348 also added to IKB;
    http://agenthelp.vmbc.com/articles/87-Phone-Numbers-ST.