

Belize Calibration Questions

November 2016

1. For a Lost/Stolen phone that has been found but previously deactivated as Stolen, what part of security questions should we follow? (Lost/Stolen or the basic steps)

Lost/Stolen option applies when the phone has been reported as Stolen. If the customer was able to find the phone, the customer's identity should be verified by applying the basic process (only if one of the listed steps are applicable).

2. Should we give an estimate hold time before transferring a call?

No, it is not a requirement since we don't know how long the customer may be waiting on the line before the other department takes the call.

3. Should we follow the activation flow chart when performing reactivations?

No. Flowcharts are being implemented for different transaction types and one has not been created for Reactivations as of yet. Refer to TF #071.2016 From #167.2015 UPDATED Welcome Call for Activations, Reactivations and Upgrades 04 15 16 ORI.

Other questions have arisen but we have been sending them to Training Clarifications.