

TF # 213.2016 Deceased Customer's Account Deactivation

Procedure 12 07 16 ORI:

For all tiers: please warm transfer the call to 1830 (Transfer Guidelines)

Deceased Customer			
Transfer Only When the Customer Is Deceased and Someone Is Attempting To Deactivate/Stop Auto-Debit.	1830	Warm Transfer	Miami ERD

Procedure for ITTOSS/System Errors:


For all tiers: if a customer calls in regards to an ITTOSS case that was previously created, attempt to process the transaction that the customer is requesting and if you receive an error, follow the current Fix ESN procedure. After the FIX ESN, retry the transaction, if the error persists, then warm transfer the call to 1029. (Transfer Guidelines)

IT Toss Concern			
IT Toss ticket was created and closed for a system issue, yet the same issue remains.	1029	Warm Transfer	Miami ERD

2G Migration Customer's Communication:

Please note that there are some 2G Customers that receive the communication that is in the screenshot below. When processing the phone upgrade, you will see that the customer automatically receives 200 minutes and 90 days.

Please note that the customer must perform a phone upgrade in order to qualify for this promotion.

[HELP/FAQs](#) [MY ACCOUNT](#)

Dear TracFone Customer,

Your current 2G phone will stop working on December 31, 2016 because 2G networks are shutting down. As such, you will NOT be able to make or receive calls, including emergency calls to 911 services and you will lose your phone number.

Since you are a valuable customer, we have an exclusive offer to make this transition easier. **Buy any new phone and get 90 Service Days and 200 Bonus Minutes**—a \$20 Airtime value—for FREE.

Here's what you need to do:

<u>STEP 1</u> Buy a new TracFone at more than 100,000 retail locations or by visiting TracFone.com	<u>STEP 2</u> Activate your new phone by calling 1-800-867-7183 or online at TracFone.com . In order to receive the promotion, you must transfer your phone number at activation.	<u>STEP 3</u> Once you have completed the transfer of your Service and phone number, you will receive 200 Bonus Minutes and 90 Service Days .
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The NEW ESN will be added to their current Account

Before you begin with the Upgrade **process**, advise the **customer**:

- The NEW ESN will be added to their current Account.
- If their OLD/CURRENT phone is enrolled in Auto-Refill, Value Plan or NET10 Easy Minutes Plan, simply follow the phone upgrade flow business as usual. No need to De-enroll the customer before processing the upgrade. TAS will automatically transfer the enrollment during a phone upgrade.

Please note that this information will **NOT** be provided to the retailers.

Call Detector App

TracFone has a free app for Android customers, including our branded and BYOP customers. This app will enable customers to block and/or file complaints for designated numbers (calls/texts), as well as identify telemarketing, debt collector, or scam calls. To download the app, customers will need to go to the Google Play store and search "Call Detector".

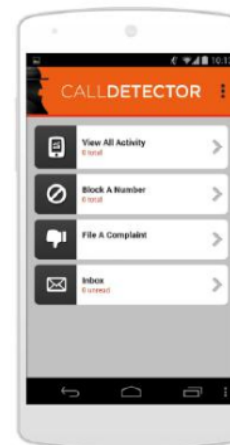
Keep in Mind:

- ✓ Only available to Android customers at this time.
- ✓ Remind the customer that a Gmail account is needed for any downloads.

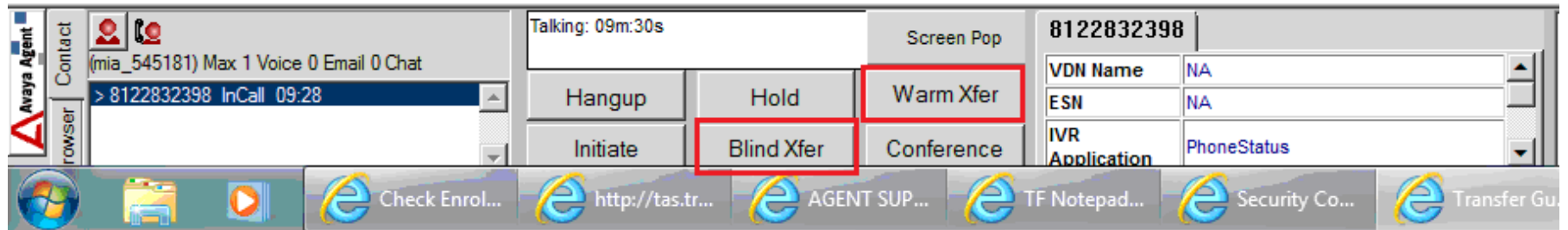
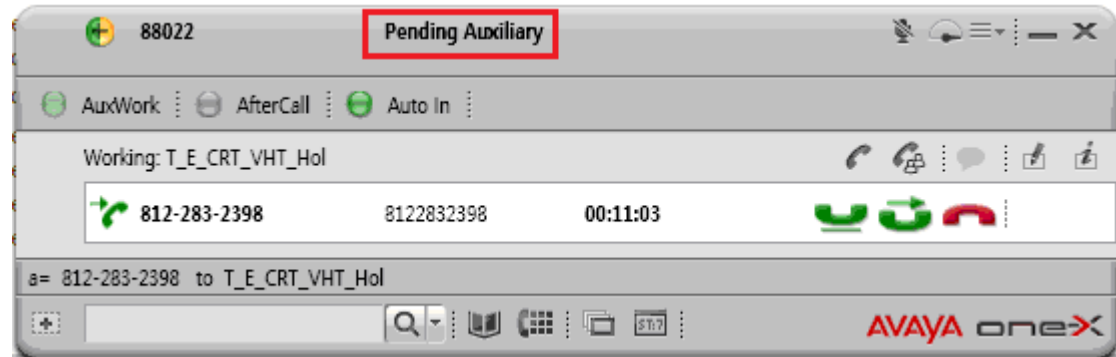
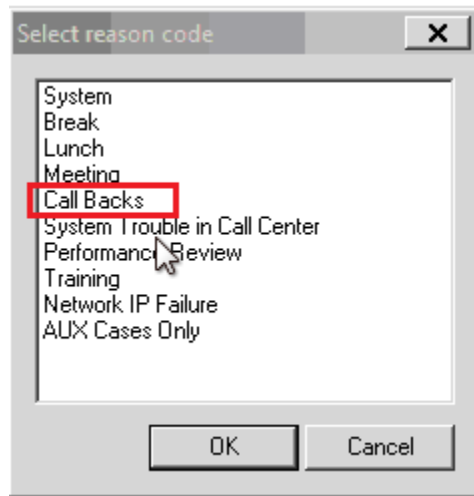
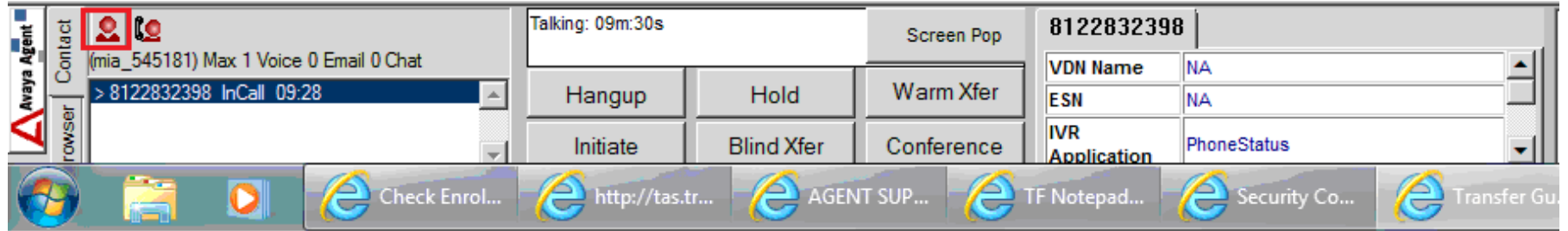
Features:

Home Menu options described below

Menu Option	Description
View All Activity	Users can see a detailed list of recent numbers blocked. A count total will be displayed.
Block a Number	Users can block a designated number from their recent call log. A number can also be entered manually, if desired. Note: If a person/company has multiple numbers, their name will appear instead.
File a Complaint	Users can use this option to file a complaint by selecting the appropriate call type reason. Note: Any complaints filed will be sent and handled by the Federal Trade Commission (FTC).
Inbox	Marketing messages received will display via this option.



Quality Reminders WE Dec 25



When transferring calls, if the AVAYA 1X displays any wrong AUX, DO NOT change to ACW then AUX 4, simply AUX 4 first and if it did not work, then you can click ACW and the AUX 4.

Remember not to read this information to Safelink customers:

Transaction Summary

[Send Email](#) [Send to a Different Email](#) [Update Email](#)

REP: International calling is only available for TracFone, not SafeLink.

To make an international call:

- Call 1-800-706-3839 > Follow instructions > Enter your international number.

When activating a Safelink phone and you notice that the EID is not on the account, you should create the Missing EID ticket:

Topic	Adheres to Correct Processes
Coaching Example	When activating SafeLink phones, CSRs are not creating the “Missing EID-SafeLink” ticket if the EID is not attached to the account.
Correct Solution	Training Flash TF # 197.2016 UPDATED SafeLink Re-Enroll TAS Enhancement 11 17 16 ORI states that CSRs should create a “Missing EID-SafeLink” ticket only if the customer has a valid SafeLink Enrollment ID, but it was not transferred/or is missing on the current SafeLink phone.
Incorrect Solution	“Missing EID-SafeLink” tickets are not created when applicable.

Quality Reminders WE Dec 25

When opening your call, if TAS displays an ESN, you will ask the customer to provide the last 4 of the ESN, please don't validate it to the customer:

Topic	Adheres to Correct Processes
Coaching Example	When TAS populates an account, CSRs are not validating if the customer is calling regarding the number displayed in the Profile.
Correct Solution	Training Flash #108 CTI Call Greetings states that CSRs need to verify if the customer is calling regarding the last 4-digits of the number displayed in TAS. The only exceptions include when TAS is blank, in which case the CSR is required to ask for the complete phone number, and when TAS displays a new account. In this case, the CSR needs to ask for the ESN or the last 4-digits of the ESN.
Incorrect Solution	CSRs not validating if the customer is calling about the number displayed in TAS.