QUESTIONS AND ANSWERS

TF #020.2016 (UPDATED #150.2015) 2G Migration 12 08 16 ORI

1. If a **Tracfone** customer calls indicating to you that he received a message that he needs to migrate from 2G to 3G or 4G, can you volunteer a replacement phone to a customer? No, the customer has to request the replacement phone. If the Flash indicates that we replace the phone, you can follow the flash.
2. 2G phones will be phased out by the end of December, if a customer is requesting a replacement phone, we know that the shipping will 10 days plus the holidays, what should we advise the customer to do in order not to lose his/her service? Advise the customer to purchase a new phone so that they do not lose the service.

TF # 140.2016 UPDATED Universal Branding Update

1. Can we re-brand a Tracfone to Simple Mobile? No
2. Can we re-brand a Simple Mobile to Tracfone? No
3. Can we re-brand a Telcel to Tracfone? Yes
4. Can we re-brand a Tracfone to Telcel? No

TF # 167.2016 UPDATED Warranty Exchange Process 12 06 16 ORI

1. If a customer calls for phone exchange, are we still required to check the ticket history? No
2. Can we exchange phones that are out of warranty? The system will determine the customer's eligibility; if the system does not allow it then you need to create the denied exchange case.
3. Can we send a replacement phone if the customer states that the phone is physically damaged such as cracked screen or liquid damage? The system will determine the customer's eligibility; if the system does not allow it then you need to create the denied exchange case.
4. Can we replace SL lost or STOLEN phones? The system will determine the customer's eligibility; if the system does not allow it then you need to create the denied exchange case.

TF # 213.2016 Deceased Customer's Account Deactivation Procedure 12 07 16 ORI

1. What should we do if a customer wants to deactivate a prepaid account or de-enroll from auto refill because the owner passed away? The customer needs to answer security questions, if the customer cannot verify security and does not have the phone, then the call should be warm transferred to Miami ERD

Other Questions:

- If the Avaya displays 2G, what is the correct Opening? Thank you for calling, my name is XXX, how can I help you?
- If you are about to call back a customer, can you repeat the call back number to the customer if you are not sure of the number? Yes
- For which carriers should we use the new SUI? Verizon, T-Mobile, AT&T

QUESTIONS AND ANSWERS

- What features should we check after a reactivation? 071 Able to make and receive calls and Data
- What features should we check after activation? Able to make and receive calls, Data, SMS and MMS
- What features should we check after a Phone upgrade? Able to make and receive calls, Data, SMS and MMS
- Should we apply security questions for enrolling or de-enrolling from auto refill? No, unless you are adding a new Credit Card.
- Should we apply security questions when creating missing EID? NO
- After the customer gives you the reason for the call and you notice that TAS already populated the account, can you ask fact finding questions before you validate the last 4 of the MIN or is it a must to validate the last 4 before anything? You must follow TF 108 CTI Call greetings by validating the last 4 digits of the MIN.

From: Laura Hollender]
Sent: Tuesday, October 18, 2016 4:57 PM
To: Abundionese Pantaleon; TrainingClarifications
Cc: CEBSpecialtyTrainers
Subject: RE: CEB - TF 74.2016 UPDATED Auto-Refill Enrollment Spiel

If there is not a specific amount that the customer can save by enrolling in auto refill you can use the spiel that is available for Straight Talk "Would you like the convenience of enrolling in our auto refill program?'.

Thanks,

Laura

From: Abundionese Pantaleon
Sent: Tuesday, October 18, 2016 4:06 PM
To: TrainingClarifications
Cc: CEBSpecialtyTrainers
Subject: CEB - TF 74.2016 UPDATED Auto-Refill Enrollment Spiel

Good day,

QUESTIONS AND ANSWERS

Please assist us with our questions below regarding TF #74:

1. If the customer did not add an airtime card during the transaction like Phone Upgrade, where are we going to refer the amount of discount when offering Auto- Refill to our customer's? Should we base it on the last card added on the account?
2. What if the customer redeemed a 400-minute Tracfone Airtime Card, what amount of discount are we going to offer to our customer granting that the auto refill discount is only available up to 450-minute Tracfone Airtime card as seen on the screenshot below?
   Are we going to use the highest amount of discount which is $8 discount?