

## Quality Questions and Answers

---

1. For a reactivation, we are not required to call a customer back, if the phone is under **STOLEN** and will become reactivated, should we offer a callback?  
[Do not offer a callback.](#)
2. For **STOLEN** reactivations, should we offer the warm welcome?  
[Yes.](#)
3. If a phone is out of warranty, should we perform any troubleshooting if the customer calls and states that the phone is not functional? What if they state that they want a replacement?  
[If a customer's phone isn't working, troubleshooting should always apply. Follow the current process outlined in \*\*TF # 167.2016 UPDATED Warranty Exchange Process 10 04 16 ORI\*\* for replacement phones that are out of warranty.](#)
4. When customers call to reactivate their phone from a STOLEN Status, should Tier 1 agents ask security questions before transferring the call or simply transfer the call?  
[Transfer without Security Questions.](#)
5. When a customer calls because of unregistered SIM or activation required, what all should we ensure at the end of the call? Where will the agent lose points?  
[The customer is able to make and receive calls. Adheres to Correct Processes.](#)
6. Should agents close the call before performing a call back?  
[Do not close the call.](#)
7. Should we offer auto refill if we are going to transfer the call?  
[This would depend on what happened during the call. If the transaction was successful \(i.e. Activation, Reactivation, etc\), and for whatever reason needed to be transferred, then yes, Auto Refill should be offered. If the call is being transferred because the transaction was not successful, it is not necessary to offer Auto Refill.](#)
8. When registering a new Credit Card, if the agent used the "Use my contact Info" and asked the customer to verify the billing address, (No changes made) should we spell verify the address if no changes were made?  
[No](#)