

- When are we required to update the 4 digit PIN number after applying security questions for Tracfone accounts?

- What is this case for?

Ticket Type: **SafeLink Ticket**

Title: **Remove LID #**

- What is the difference between **Safelink Assist Plan** vs. **Safelink \$12 Plan**?

- What is new process to follow when making redemption with PIN and balance inquiry?

- What is the process to follow for Universal and CRT for the following status:

- LifeLine Status De-enrolled/Need to re-apply

- LifeLine Status De-enrolled/Can re-enroll

- LifeLine Status De-enrolled/See interactions

- What changed in the following script?

**Main Flash**  
**NONUSAGE DEACTIVATION**  
 REP: This customer was scheduled for deactivation on 03/25/2017 because they have not used their phone since 03/07/2015 (as stated in TracFone's Terms and Conditions).  
**TracFone's Terms and Conditions:**  
 TracFone Wireless reserves the right to discontinue service and deactivate any TRACFONE handset for which there is no voice, text or Data Services usage for a period of twelve (12) consecutive months.  
 This information can also be found in customer's interaction.  
[Continue to Service Profile](#)

- How many methods are there to search in CSR tool? Kindly list them.
- Should we communicate the following when buying unlimited plan

When this plan is added, your current balance is saved and will be restored when the Unlimited benefits expire.

If you are enrolled in Safelink at the time your Unlimited benefits expire, you will begin receiving Safelink benefits.

OK

- Should we click on the following?

[Refresh](#) [Send SMS](#) [Done](#)

### Areas of improve:

- ❖ Avoid using aux 4 when there is no need and extending after call
- ❖ Silence
- ❖ Idle screen
- ❖ Allowing customer to speak freely
- ❖ Situational script: when customer places on hold and does not hang up properly

### Reminders when making purchases with CC

- ❖ Remind the customer that if they choose not to save the credit card, they will have to provide all the credit card information again when making future purchases.

### Explain the following

**Payment Method Info**

☒ Credit Card ☐ ACH

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\* Credit Card Number

\* Credit Card Type

\* Expiration Month

\* Expiration Year

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☐ Use my Contact Information

\* First Name

\* Last Name

\* Country  USA

\* Address 1  Enter the street address, up to 30 characters

Address 2  Use ONLY for additional address like Apt, Room, Dorm, Unit, Suite, etc

\* Zipcode

\* City

\* State

Phone #

☒ Save Payment Source for (future or recurring payment)

☐ Save as my Contact Information

After creating case for a SL lost/stolen, what is the last action to complete?

### When are SL monthly minutes added for:

- **Regular customer:** Safelink-Product Training New-Hire Manual page 19
- **HMO customers:** Safelink-Product Training New Hire Manual page 19
- **California customers:** TAS Training Manual-Programming page 247
- **Texas customers:** Special Skills-Safelink Wireless Skills-Important Information for Texas Lifeline

### Universal and CRTs ONLY

• Customers who are threatening to leave due to ongoing issue	1150 - ENG 1651 - SPA	Blind Transfer	TF/SL SUP ERD
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### Television Ad (DRTV)

Television Ad (DRTV)			
TracFone Customer asking about the DRTV promotion.	1-888-TRACFONE 1-888-872-3663	Provide Number	

### TAS Programming page 123: Customer does not know account information

If the customer is calling to process an **External Port In** and does not have the account information, you must transfer the call to Onboarding Group for further assistance. Refer to Transfer Guidelines for the up to date list of extensions.

Once a SL smart phone is getting charge for sending or receiving SMS: please check the following:

1. Check Enrollment ID to confirmed its an active enrollment
2. Check the Balance and profile of account
3. Prior to created the Incorrect SMS units deduction, look if there is one created
4. If there is none, create

Incorrect SMS unit deduction - Safelink ▼

**NOTE:** Once the ticket is created, advise the customer that their issue will be resolved in 24-48 hours.

**Reference TF 59 Safelink New Offers**