1. Is it a requirement to provide all the ways on how to locate the phone's serial number?

   If the customer was able to locate the required information, the CSR does not need to provide additional options.

2. QA Scenario: CSR started to give instructions to the customer and then immediately acknowledged that the customer is calling from the phone. Is that a penalization? Please note, the customer did not attempt to follow the instructions provided.

   CSRs need to verify if the customer calling from the phone prior to providing any troubleshooting instructions to customers. This will ensure that the customer has the phone available and that they are not calling from the phone. If the CSR provides instructions prior to verifying this information, points will be deducted.

3. What should we do if a SafeLink California customer is qualified over a month but the job aid does not have any timeframe or other instructions to follow? What is /are the next steps we should follow?

   The qualified status should not take longer than 10 days to change to enrolled, however, if it takes more than the estimated time, please submit to Training Clarifications.

4. Agent is working on multiple accounts, however, he/she finished the first transaction. Is it okay to create an interaction on the first account and then proceed to the other account?

   Yes.

5. Can we start creating an interaction on the account without elongating the call and save it after the call is disconnect?

   In situations where there is no delay to processing the customer's transaction (i.e. customer is looking for information, following communicated instructions, asked CSR to hold, etc.), points will not be deducted. If the CSR asks for time, has the customer wait on the line, elongates the call, etc., points will be deducted.

6. If an agent starts formatting her interaction notes in her TF Notepad/CTI scratch pad without elongating the call, is that a penalization?

   Please see #5.

7. Is it a penalization, if another call comes in the Avaya and the interaction was incomplete due to TAS refresh?

   CSRs need to document their current/partial notes accurately. They have 20 seconds to create their Interactions. If vital information is missing from the Interaction, points will be deducted.

8. In the agent support> Special skills> Portability> FAQs. We have a follow up question on question #20, see below. Is this hold procedure applicable for Unable/Unable and feature issues?

29. If the hold time reaches 10 minutes or more, can we proactively tell the customer that the hold time appears very long and instruct them to call the carrier at later time, and call us back using the callback number provided as soon as they have the required information?
Yes, the agent can proactively tell the customer to call the carrier at a later time if the hold time reaches 10 minutes or more. Provide the customer with the carrier's number and tell them to call us back using the Onboarding Hotline number and the PIN provided as soon as they have the required information. No need to call the customer back unless if requested.

Please submit to Training Clarifications.

9. When reactivating the phone should the CSR make a test call to ensure that the phone is able to receive calls?

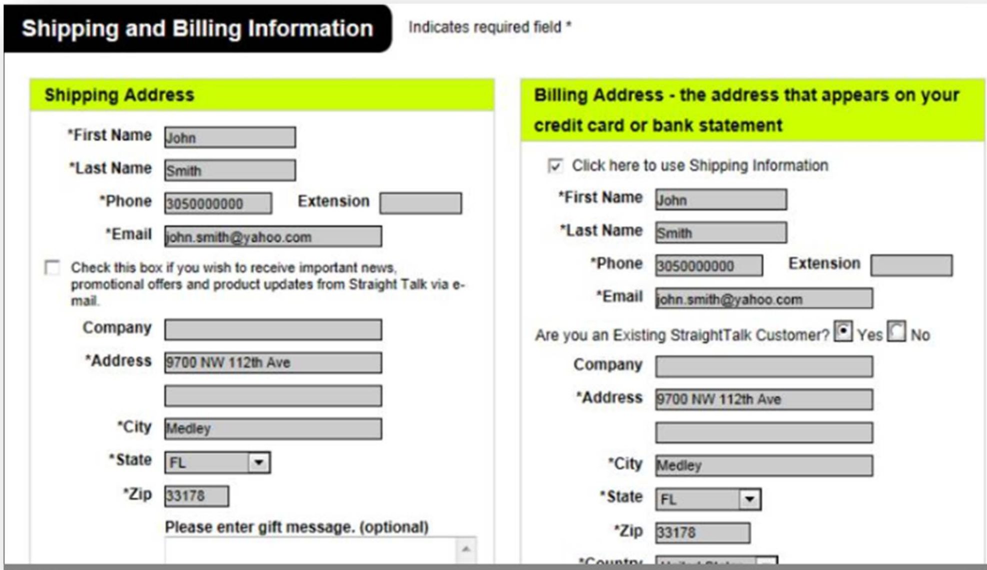
No. However, if they do it proactively, points will be deducted. CSRs need to instruct customers to test the phone to make sure they can make calls. Refer to TF # 015.2017 From TF #071.2016 UPDATED Welcome Call for Activations, Reactivations and Upgrades 02 03 17.

10. We would like clarification with the following scenario:
A smart phone was replaced and now the upgrade needs to be made to the exchange phone. The old phone is still active. We could not apply step 1 nor 3. While attempting to make step 3 of security questions, the customer does not have the serial number, there is no my account in which they could logged in and retrieve the ESN neither the activation card. Is it okay to simply collect the MIN and 1 option?

If they are no longer in possession of the phone or the options previously mentioned, CSRs can apply the step for "LOST/STOLEN and REPLACEMENT PHONES".

11. When buying a phone and moving to the summary page, there are times we encounter the following error with the address yet it could be found in USPS. What is the process to follow?

Prior to completing all of the shipping and billing information related to processing the purchase, CSRs need to collect the shipping information first and verify in USPS to determine if the information is correct. However, if for some reason this does not fix the error, please submit to Training Clarifications.



12. We would like a clarification with the following external evaluation (file number: 9128933042270000301)

    At 00.19 the customer made an indication the phone is not programmed. In addition at 1.25 we can see there is a reactivation OTA. Looking on the ESN 014496006763761 we can see there was a previous interaction number 1459827937 indicating the phone was not accepting the code. Based on research, the phone is not programmed. This in turn indicates the phone cannot receive the SMS. Should the CSR still attempt to send the SMS or could move to step number 3? Using the EID as reference 32809558, on the CSR tool it says HHWS Picture Form is required. Can we get an explanation as to what is the next process to follow for the customer to be enrolled as SafeLink?

    This file is no longer available in QM for review.

13. Does Medicaid and SNAP have an expiration date?

    Please submit to Training Clarifications.

14. In the flowchart for Data Issues/MMS - Verizon, checking of the coverage is not included if phone appears to have 2 signal bars and no option to set up APN settings. If agent follows the flowchart as designed, they will end up calling the carrier which results to audit.

    Please submit to Training Clarifications.

15. Question: Do we penalize the agent for performing an action not stated in the flowchart when in fact the action is necessary?

    CSRs need to follow the Flowchart exactly as designed. If there are discrepancies or steps missing, submit the observation to Training Clarifications.

16. For scenarios wherein CSR gave instructions to the customer causing them to be silent, does the "What to do if customer places you on hold" situational script apply?

    No.

17. For Portability Agents. If no account was loaded when the call came in and customer stated the she has a port ticket, can agents immediately ask for the ticket or should they first ask for the MIN?

    Agents are allowed to ask for the port Ticket.

18. QA Areas of Opportunity 07-10-16 states that if an error is received or no data is found when searching for the ESN/MIN in TAS, CSRs need to use the Serial Number/MIN History from the Support tab to look for the customer's account. TF #007 TAS Enhancement introduced the ESN/MIN search functionality in TAS published last 01-17-17. Can agents use ESN/MIN search functionality or should they go to the ESN/MIN History option in the Support tab?

    CSRs need to use the ESN/MIN History from the Support tab. The functionalities from the ESN/MIN Search button located in the Service Profile is different. ESN/MIN History from the Support tab provides access to search and view a customer's Phone History, Line History, Activation/Deactivation, Redemption History and Promotion History, while the second will only display the account information if there is an account in session or one was found and it will only display the profile summary.

19. Customer mentioned onset of then call that they would like to activate a new phone. Account status shows past due and SIM status is NEW. Should the CSR ask the customer "Are you calling about the last 4 digits of the phone's serial number that ends with XXXX? or Ask for the phone number that they were calling about since TAS doesn't show a phone number?

    It is okay to verify the last four digits of the IMEI shown in TAS.

20. There was a conflict between Call Center Calibration Q&A # 12 and TF # 34 Updated Balance Inquiry in TAS. Are we supposed to acknowledge the scripted information under balance inquiry instructing the customer on how to obtain the balance for Total Wireless since it is not indicated on the TW transfer guidelines?

    Please refer to the information located in the Total Wireless Training Manual Page 57-58.

CSR can advise customers of the options they have in order to retrieve their balance, such as, texting the word BALANCE to 611611. They can also retrieve the information in My Account. However, if there is no scripted information to acknowledge, there is no need to do so.

21. For Lease to Own Program, what would be the process for Total Wireless since it is not indicated in the transfer guidelines?

    Please refer to TF # 044.2017 From TF #024.2016 Total Wireless Smart Pay (Lease-to-Own) 03 15 17 ORI.

22. For Data issue. CSR was able to follow the step by step process indicated on the flowchart and troubleshooting steps have already been provided. Prior to calling the carrier, the CSR checked the APN settings and made correction on it which is not supposed to be followed because CSR should call the carrier. Then, the phone was successfully worked. Will the agent be marked off for checking and providing the APN setting though it should not be part of the process as per flowchart which made the phone work?

    Yes. CSRs need to follow the Flowchart exactly as designed. If there are discrepancies, steps missing, or recommendations, submit to Training Clarifications.

23. For SIM Change: In the event that the customer receive the replacement SIM card due to "Unable/Unable" Issue, are agents required to stay on the line to check if the customer can make and receive calls after activating the replacement SIM card?

    No.

24. For Voicemail Reset and Voicemail Reset Password; is it required to ask for an alternate phone number in order to check that the customer can access their voicemail or set-up their voicemail?

    Please submit to Training Clarifications.

25. For regular transactions like activation, reactivation, redemption, buy airtime and phone upgrade. In the event that the customer disconnects the call and the CSR wasn't able to acknowledge all scripts in the transaction summary such as activation steps, service end date, offer auto-refill, ticket number etc.. Is it required to perform a callback?

    No, they are not required to perform a call back.

26. For data troubleshooting, customer not calling from the handset, one of the instructions on the flowchart (Verizon 4G Data BYOP and Non PPE(Android-iPhone) NOT Calling From Handset) ask the customer if they are in a location with 2 or more signal bars.

    Would it be ok for the CSR to provide instructions to move around/go outside their house to get a better coverage if the customer is in an area with 2 signal bars or less?

See contact number: 9128941684770000191

Yes.

27. For Internal Port in progress, do we need to transfer the call to port given the information that there is already DDT and ticket notes shows waiting for completion?
 See contact number: 9128796658670000301

 This file is no longer available in QM for review. If a port Ticket contains notes from a Portability agent (excluding notes from the automated system), stating the status of the port, CSRs are no longer required to transfer the call.

28. The On Boarding Flow Chart for External Port In- Branded Phones and BYOP instructs On Boarding Representatives to provide the port completion time from the carrier system, schedule call back and provide the 866-806-1840 (and PIN) if the port status is Pending.
 Is this applicable to External Port In requests with Waiting For Response/Delayed/Acknowledgment port status from the billing system?

 If yes, does this mean that they are no longer required to call the customer's Old Service Provider to get a manual response for these types of port in responses (Waiting for Response/Delayed/Acknowledgment)?

 Please submit to Training Clarification.

29. Customer returned her old phone to the Retailer Store. Phone number status in Line Management is "Returned". Customer purchased a new phone and wanted to activate it using the old phone number that was previously attached to the old phone.

 Question 1: Should On Boarding Agents assist the customer in attaching the MIN even if this is a non-port related transaction?

 This is a simple transaction where the Onboarding agent is able to reset the MIN and attach the number.

 Question 2: If no, should On Boarding agents transfer the call to Sup-ERD after retrieving the MIN in the billing system?

 Same as above.

30. If customer is calling from the handset and CSR has to get the ESN/MIN combination would agents be penalized if they will let the customer dial *#06# on his phone?
 (TF 013.2017 Updated Confidential Information and Security Questions, step 3 vs. TAS Training Manual - Introduction page 44)

 Yes. This is applicable when the customer is not calling from the phone. Refer to TAS Training Manual Introduction, page 44.

IMPORTANT: If the customer is unable to provide the Serial Number of the phone and the only option is to remove the battery, then you should first let the customer do ***#06#** to get the ESN/IMEI. This will only be performed if the customer is not calling from the handset.

31. Are we allowed to provide direct response toll free number for issues caused by TracFone to retailer representatives?

    Yes.

32. If the customer will state cursing that is not towards the rep or the company - In this case the customer is already verbally abusive or cursing, however it's not specific to racial, sexual or cultural slurs. Should we deliver the situational script for abusive language?

    If the CSR feels offended they can use the Situational Script.

33. TF# 13 related; will it be a penalization if the CSR will inform the customer that the plan they purchased previously was a $50 plan? Will this be part of the Previous Airtime Charges? Even if he did NOT provide the actual charge amount ($50.55).

    Plans associated with the customer's account is considered confidential information. If the CSR provides plan information without verifying the Security Information on the account, points will be deducted.

34. Transfer Guidelines (NET SUP/ERD)

    Customer was wondering why his phone was not working, upon checking the account customer was de-enrolled in SL California. CSR educated the customer that he needs to re-enroll with the program. Customer agreed to do so, however the CSR was not trained for this brand will he transfer the call to 1150 or Transfer the call to ext 1239 SafeLink California since he needs to deal with SL California re-enrollment?

    It will depend on the account status. Please submit to Training Clarifications.

35. According to TAS programming manual pg 12, If the customer is adding an airtime before the service end date of the current plan using the ADD NOW feature, then you must advise the customer to power cycle the phone after receiving the minutes to restore their HIGH speed.

    Question : Are we going to advise this process if the customer only has a feature phone? Or this is only applicable to our branded Smartphone and BYOP devices?

    This is applicable to all phones. There is no information stating that it is only applicable to one or the other.

36. Customer stated that he was transferred to a certain department and was waiting on the line for 30 minutes and while waiting the call got disconnected, are we to warm transfer the call to the appropriate department? or WARM TRANSFER is only applicable specifically if the customer expresses that they have been disconnected WHILE BEING transferred?

    The warm transfer is applicable as the customer waited on the line after the call was supposed to be transferred to the next department.

37. Customer received a replacement phone for the migration (2G Migration, AT&T to T-Mobile Upgrade migration, T-Mobile band2 migration) however, when the customer received the device screen was cracked, are we allowed to replace the PHONE if TAS solution will identify that the customer is eligible for the exchange?

    Yes.

38. Sup/ERD handling and transfer guidelines contains the STRAIGHT TALK SUP/ERD extension 1485, however this extension is not listed in the transfer guidelines. Please clarify which of the two is the correct extension for straight talk Sup/ERD (1126 or 1485)?

    Please submit to Training Clarifications.

39. We have received several calls pertaining to their newly activated SAMSUNG ON5 from AT&T to T-Mobile upgrade migration. Customers are claiming that they have no service with their SAMSUNG ON5, upon calling the carrier, the carrier confirms that the location does not have a good coverage for T-Mobile, can we advise the customer to upgrade the phone back to their old devices which was previously activated with AT&T carrier?

    Please submit to Training Clarifications with examples.

40. Reactivation: What is the correct resolution for "Message Verify Technology Failed" which is encountered during reactivation with SIM status "SIM EXPIRED"? Is this because of the SIM status? If yes, can we send a replacement SIM card to the customer or create an IT TOSS System error case? If not, what is the correct resolution?

    Replace the SIM card.

41. For phone upgrade, the flowchart will route the CSR to go to Activation flow to activate phone A or the old phone if it is past due, are we going to let the CSR follow TF #15 by acknowledging the reactivation steps and testing the features? We received penalization for not following TF #15 before the upgrade however, other corporate evaluators are also penalizing for unnecessarily following TF #15 Welcome Call procedure since the main concern was phone upgrade transaction. Please clarify.

    There is no need to test the old phone if the customer is no longer going to use it. CSRs need to focus on the new device in order to ensure that it is working by the end of the call.

42. For Airtime Added to the Wrong Phone: For VAS agents, are they to provide activation or reactivations steps to the customer if the card was already added by the Miami ERD for airtime added to the wrong phone scenario?

    If the VAS agent did not complete the transaction, they are not required to provide the Activation/Reactivation steps.

43. Are the 611611 instructions case sensitive? Should agents advise the customers to use upper keys or lower keys?

    Please refer to Agent Support tab – How to – 611611 services – follow the instructions as outlined.

44. For redemption calls, is the 611611 option to add airtime required to be proactively offered to the customer? Or only if the customer proactively asks for an alternate way to add airtime pin?

    TAS Training Manual Programming page 35 states that this option should only be given if the customer wants to know how they can add airtime from the phone itself. However, points will not be deducted if the CSR proactively promotes 611611 features to customers.

45. TF # 022.2017 Reading Scripts for Multiple Redemptions 02 15 17 ORI: As per Flash, you will read the transaction summary script for the final redemption, will it be applicable for customer' who add airtime to different phones? Or only for one account with multiple redemptions?

    It will depend as the same script may not display on each account - this includes the service end date information.

46. What is our work around for customers who would like to purchase hotspot device/phone at the ST website as it will not provide any options to do the purchase?

    Please submit to Training Clarifications.

47. Can we do an upgrade from an ST Home Phone to ST Home Center or vice versa? We usually encounter errors that it should only be from Home Center devises to another, or Home Phone devices to another, when following upgrade or port in flows.

    Please submit to Training Clarifications.

48. When having a Net10 SafeLink call , which closing should the agent provide? Net10 or SafeLink?

    SafeLink.

49. If a Net10 agent receives a Net10 SafeLink call , should they assist or transfer the call?

    If they are not trained for the SafeLink brand, transfer the call.

50. What is the correct process to follow when having an account with the migration flash but without any ticket created? Is the CSR supposed to create the ticket ?

    If the script is instructing them to do so, they can create the Ticket.

51. If the CSR is processing an phone upgrade and the call becomes disconnected, should they create an Interaction indicating if they call the customer back or not even though a ticket was created?

    Please refer to Dead Air and Disconnected Call Policy (Home – Contents – Procedures & Tips - Dead Air and Disconnected Call Back Policy).

52. What's the TAT for an ILD SMS/Calls for Go Smart accounts?

    Please submit to Training Clarifications.

53. For Inactive POSA PINs, should the CSR create the Ticket prior to contact for support, or should they directly call for support without creating the ticket?

    They need to create the Ticket with all of the required information before contacting another department.

54. It is penalized when the customer call to check the proofs that he send and the CSR open the option of office/enrollment proofs?

    Please request the correct process from Training Clarifications.

55. Do we have to schedule a callback to customers when they can request for?

    A call back can be scheduled when handling scenarios listed in TF #115.2016 UPDATED Agent Assist Tool 06 15 16.

56. Can the CRS add notes for the interaction on the notepad tool if they are not using customer time? example customers are setting up their phones something like that?

    Please see #5.

57. Can you explain if agents are allowed to cancel application (Enroll Applications) by customer and street agent request?

    Agents are allowed to cancel application only if it has been requested by the customer

58. When a SafeLink VMBC customer is qualified, and who receives the call is a non-VMBC representative, is that person able to provide the minutes/reactivate/activate the handset with service or transfer the call to verification department, since they are unable to verify NLAD history to determine if the status will apply for a "Stuck in Qualified" escalation and if the service can be provided.

    Non trained VMBC CSRs need to transfer the call.

59. Whenever a VMBC customer wants to cancel her enrollment that is either pending or qualified for any desired reason, what is the accurate procedure to follow? The Auto refill in an activation with a redemption must be offered before or after the transaction is made? The Activation flowchart states it must be offered before. If the call begins as VMBC, yet the customer want to make an upgrade or any other procedure not related with VMBC, how should It be evaluated?

    If the customer wants to cancel the enrollment, CSRs can do so. However, if the enrollment is pending, CSRs can reject it through the CSR tool. Offer Auto Refill as outlined in the Flowchart. CSRs can assist customers if they are trained to handle the transaction.

60. If a SafeLink street agent calls regarding a revoked password for the tool they use, even if the agent do not ask to be transfer as mention in the ticker since is something the VMBC LEGACY cannot handle we can transfer the call to the street team agent extension even if the agent do not ask for it?

    Please submit to Training Clarifications.

61. Are CSR allow to cancel enrollments from the CSR Tools?

    Cancellations should be done in TAS.

62. If an agent closes a port out ticket before giving the port out will he be penalized?

    No. Please refer to Number Portability Training Manual- New Hire page 252.

63. When placing the customer´s on hold to make a test call to test their phones we suppose the correct process is to ask for 1 minute and advise the customers not to answer it, but are agents going to get penalized if they miss any of this things and where is the back up on agent support

    CSRs need to advise customers of the hold as well as the estimated time, in addition to letting them know that they should not answer the call. Please refer to the QA Areas of Opportunity in Agent Support for correct hold procedures.

64. TF# 024.2017, it is necessary to follow it if TAS show an account which is not related with the customer request?

    CSRs need to make sure the information from the account truly matches with the customer's request and if for some reason it does not match, they can ask for additional information. However, they have to follow the instructions outlined in TF # 024.2017 From TF #108.2016 CTI Call Greetings 02 17 17 first.

65. If the agent request the customer for the ticket number instead of asking for the phone number he wants to port, will the agent be penalized?

    Please see #17.

66. What to do with a customer claiming minutes for a SafeLink claro, the account is verified and it is checked that there are no minutes on the account. A flash appears on the account stating agents are not to assist the customer in regards to the following transactions. What are agents to do this in this scenario?
    Account # 014643008639677

    Please submit to Training Clarifications.

67. In the following scenario: the customer calls for a data issue, but is calling from the phone and does not have an alternate number. After advising the customer he needs to have an alternate number, customer does not respond and hangs up. What would be the correct result that the agent should select of the interaction? Called from handset, Hang-up/Disconnect, Unsuccessful?

    Hang-up/Disconnect.

68. What is the pilot number

    Telegence Training Manual Page 32 states this is known as the VM Retrieval #. For additional information please submit to Training Clarifications.

69. We would like to clarify what information should an agent provide in regards to delivery courier as lately on all accounts it states phone is sent thru FedEx, but there are certain phones that are actually being sent thru USPS. Agents are following information found on the TAS system and ticket. In these scenarios how should the agent provide the information to the customer?

    The best reference is to follow the courier information located in the Ticket. As a tip, if they were able to retrieve a tracking number they can search for results on FedEx and if no records are found they can try with USPS.

70. If the carrier elongates the CSR on the line more than the hold stated to the customer, how much time can the agent stay with the carrier without being penalized? In these cases can the CSR interrupt the carrier?

    CSRs need to keep control of their hold times. There is no need to interrupt carriers if they respectfully ask for a moment to update the customer. Remember they have 3 minutes for the hold time.

71. If the conference button is not working and not allowing to transfer to the correct extension, can agents use the Avaya to complete the process?
    Yes.

72. If the CSR needs to update the Security PIN, should they also need to update the rest of the information in the Contact details?

    They are not required to update additional information from the Contact Details other than the 4 digit PIN from the account.

73. If the CSR needs to update the Credit card's expiration date in a CC purchase with a CC already registered, should they need to update all of the information or just the information that needs to be updated?

    It depends based on the existing information located on the account. For example, if there is no credit card information saved on the account, such as billing address and contact number, they can modify the missing data in order to avoid credit card declined purchases.

74. Should the Direct Response Toll free # be provided when the customer has a troubleshooting issue pending, an alternate number was requested, but customer does not have one due to the fact that it is customer's reason why issue was not resolved in a timely manner?

    Yes.

75. Prior completing a callback to an alternate number, because we are following an upgrade procedure and customer is calling from the phone, should the Direct Response Number be provided by SUP ERD agents?

    No. There is no issue caused by TracFone.

76. There is no account information of MIN/IMEI displayed in TAS when a call comes in, customer provides a ticket number when asking for the reason of the call, how is this call opened? Can it be opened with the ticket number?

    Please see #17.