

A close-up photograph of a computer motherboard. In the foreground, several RAM modules are installed in a row, with one module clearly labeled "GIGABYTE". To the left of the RAM, there is a coin-cell battery labeled "KTS LITHIUM BATTERY ASIAN SPEC". The motherboard itself has various components like capacitors, resistors, and heat sinks visible.

# Technical Troubleshooting

Tracfone Wireless, Inc

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## Phone Exchange Process

Before processing any phone exchange tickets, it is important to follow the rules for Phone Exchange Process.



Do not indicate to the customer the exchange for a defective or damaged phone will occur until you have followed the appropriate troubleshooting steps. The system will determine the customer's eligibility and you will be able to create the appropriate ticket, otherwise a system message will appear if ineligible.

### Scenarios

1

#### Phone is Defective or Malfunctioning

- **Exchanges Within the Warranty Period**

New and Refurbished branded phones are covered against phone defect or malfunction for ONE YEAR from the original activation date of the original phone. Note that replacement phones do not reset the warranty period. The Warranty will be based on the activation date of the original phone.

Follow the appropriate Equipment Problems Solution(s) and if the customer is still under warranty, you will be able to create the Ticket Type>Title(s) below. Otherwise, you will receive a message that the phone does not qualify for warranty.

✓ *Warranty/Defective Phone Exchange*

- **Exchange Outside of the Warranty Period**

Customers may be eligible for an exchange when the phone is defective or malfunctioning even if the customer's Basic Warranty has "Expired". Use the ticket title below, and the system will automatically evaluate whether the exchange will be allowed.

Follow the appropriate Equipment Problems Solution(s) and if the customer is eligible for an exchange, create the Ticket Type>Title below:

✓ *Warehouse/Out of Warranty Exchange*

2

#### Phone is Damaged

Customer states the phone is physically damaged, such as a cracked screen or liquid damage. In these instances, customers may be eligible for Damaged Phone exchanges.

Follow the appropriate Equipment Problems Solution(s) and if the customer is eligible for an exchange, you will be able to create the Ticket Type>Title below:

✓ *Warehouse/Physical Damage Exchange*

## Phone/Sim Exchanges Non-Defective Solution

Solutions provides you an option to create a phone/SIM exchange ticket. The link is called Phone/SIM Exchanges Non-Defective. Below is the list of phone/SIM exchange tickets you can create.

Ticket Type	Ticket Title
Warehouse	<ul style="list-style-type: none"> <li>Out of Warranty Exchange</li> <li>Physical Damage Exchange</li> <li>Bright Point Equipment Not Received</li> <li>System Error Replacement</li> <li>Lost / Stolen Exchange</li> </ul>
Warranty	<ul style="list-style-type: none"> <li>Defective Phone Exchange</li> </ul>
Technology Exchange (for Tier 3)	<ul style="list-style-type: none"> <li>Technology or Digital Exchange</li> </ul>



### NOTE

- This solution will be available to TracFone, NET10, Straight Talk, SafeLink, Walmart Family Mobile, Telcel and Simple Mobile branded phones.
- When the flow requires you to create a Technology or Digital Exchange, refer to the transfer guidelines in Agent Support for assistance.
- Determine the minutes left to be transferred to the replacement phone (if necessary).
- You will still be able to access the other Warehouse and Technology Exchange ticket types/titles via the Create Ticket link under the ESN Support Menu.

### To process a phone/SIM exchange ticket:

- In ESN Support, select Solutions.
- Under Parent Solutions, select Phone/SIM Exchanges Non-Defective.
- Select the Solution ID.

Solutions List			
Solutions List			
Parent Solutions Buy Airtime from Phone Troubleshooting Data Services Do Not Contact Equipment Problems IT TOSS - System Errors International Long Distance Issues Lost or Stolen Phones Procedure No Long Distance OTA Features / Rapid Refill failed Communications UK and SIM Issues <b>Phone/SIM Exchanges Non-Defective</b> Risk Assessment Phones Procedure			
Solution Id      Solution Name      Description Solution: 1804      Phone Exchanges-Non Defective      Open cases that trigger a phone exchange. Solution: 4001      SIM Exchanges      Create a SIM Exchange Ticket			

### Solution: 1804 Phone Exchanges-Non Defective:

When you select Solution: 1804 Phone Exchange-Non Defective, you will see the page below. The Solution Instructions will provide you details on when to create the different tickets in Tool Box.

- 4** Select the appropriate ticket from the Tool Box. For example, Warehouse Physical Damage Exchange.

The screenshot shows the 'Solution Details' page for Solution 1804. The 'Tool Box' panel on the right lists several ticket types, including 'Warehouse System Error Replacement', 'Warehouse Bright Point Equipment Not Received', and 'Warehouse Out of Warranty Exchange'.

- 5** Select the tab named Ticket: Technology Exchange Digital Exchange. This is placed next to Solution.
- 6** In Create Ticket, add all pertinent information needed in the Notes box.



#### NOTE

The following information are pre-populated:

- Priority
- Status
- Source
- Issue

- 7** Select Continue.

**5** **Ticket: Warehouse Physical Damage Exchange**

**Create Ticket**

Ticket Type: Warehouse  
Title: Physical Damage Exchange  
Priority: Low  
Status: Pending  
Source: Customer  
Issue: Phone Exchanges-Non Defective  
**6** Notes  
New Line   
Zip Code: 32771  
Load Part Number  
Part Number: TFSLPPEVZW  
Technology: CDMA  
Change Part Number  
Domain: PHONES  
SIM Profile: 9  
**7** Continue

- 8** Validate the shipping address in the Ticket Address page.

**Ticket Address**

First Name: Test  
Last Name: Sample  
Zipcode: 33178  
City: Medley  
State: FL  
Address 1: NW 112th Ave, Medley  
Address 2: Enter the street address, up to 30 characters  
Email:  Customer refuses Email Airbill  
Phone Number:   
Shipping Option:  FREE Shipping (3 -5 Business Days) Estimated delivery date range: 09/16/2018 , 09/18/2018 approximately.  
 Expedite Shipping \$9.00 (2 Business Days) Estimated delivery date: 09/13/2018  
Enter/Update Address Save & Continue

**Solution: 4001 SIM Exchange (for PPE GSM SIMs)**

When you select Solution: 1804 Phone Exchange-Non Defective, you will see the page below.

- 4 Select the appropriate ticket in Tool Box. For example: Technology Exchange SIM Card Exchange.
- 5 Select the tab named Ticket: Technology Exchange SIM Exchange. This is placed next to Solution.

**Solution 4** Ticket: Technology Exchange SIM Card Exchange

**Solution Details**

Id: 4001  
 Solution: SIM Exchanges  
 Description: Create a SIM Exchange Ticket  
 Keywords: SIM Exchange

[Create Interaction](#) [Solutions List](#) [Close Tool Tabs](#)

**Tool Box** Ticket: Technology Exchange SIM Card Exchange

- 6 Select the appropriate issue.

Issue includes:

- Carrier Requested
- Coverage – Need Different SIM Profile
- Errors: Insert SIM/SIM Rejected/SIM Invalid
- Errors: PIN/PUK Errors (only)
- MINCHANGE Across Markets (ATT, VZ Only)
- Missing SIM
- Port or Upgrade and SIM not new
- SIM Expired
- Unable to make/Unable to receive calls
- Wrong SIM size

- 7 Add pertinent information needed in the Notes box.
- 8 Select Load Part Number.
- 9 Select Continue.

**Create Ticket**

Ticket Type: Technology Exchange  
 Title: SIM Card Exchange  
 Priority: Low  
 Status: Pending  
 Source: Customer  
 Issue: Select Issue  
 Notes:

New Line   
 Zip Code: 33178 [Load Part Number](#)

Part Number:  
 Technology:  
 SIM Profile: NA

**Continue**

**NOTE**

The following information are pre-populated:

- Priority
- Status
- Source
- Issue

**Solution: 15701 SIM Exchange/Missing SIM CDMA LTE**

When you select Solution: 15701, you will see the page below. Follow the instructions for appropriate scenario:

**SIM EXPIRED**

Go to the Transactional History tool to see if the customer has ANY transactions in the last 30 days.

- If they DO, proceed to create a Technology Exchange SIM Card Exchange ticket.
- If they DO NOT, proceed to step 2a.

**MISSING SIM/No SIM on Phone**

- Advise the customer to buy a BYOP SIM Kit. The BYOP SIM Kits are compatible with all smartphones. Use the Missing SIM tool.

**Other allowed scenarios for SIM Exchange:**

- The carrier requested a SIM Exchange to fix the issue
- The customer is unable to make or receive calls
- The phone has the wrong SIM size



- Do not create a SIM Exchange ticket for missing SIM cards or SIMs that have been expired for more than 30 days.
- Always include all pertinent information in the notes box.

**Id** 15701  
**Solution** SIM Exchanges / Missing SIM CDMA LTE  
**Description** Sell a BYOP SIM Kit or create a SIM Exchange Ticket upon valid reasons  
**Keywords** CDMA, LTE, SIM, Exchange, BYOP, Kit, missing, valid, reasons

[Create Interaction](#) [Solutions List](#) [Close Tool Tabs](#)

**Solution Instructions**  
Please follow the steps below for the appropriate scenario:

1. [SIM Expired](#)
  - a. Go to the [Transactional History](#) tool to see if the customer has ANY transactions in the last 30 days.
    - i. If they DO, proceed to create a [Technology Exchange SIM Card Exchange](#) ticket.
    - ii. If they DO NOT, proceed to step 2a
2. [Missing SIM / No SIM on Phone](#)
  - a. [Advise the customer to buy a BYOP SIM Kit](#). The BYOP SIM Kits are compatible with all smartphones. Use the [Missing SIM](#) tool.

**Note:** [Do Not Create a SIM Exchange ticket for missing SIM cards or SIMs that have been expired for more than 30 days.](#)

3. [Additional allowed Scenarios for SIM Exchange](#):
  - a. Valid reasons to create a [Technology Exchange SIM Card Exchange](#) ticket:
    - i. The Carrier requested a SIM Exchange to fix the Customer's issue.
    - ii. The Customer is Unable to Make or Unable to Receive Calls.
    - iii. The Phone has the Wrong SIM size.

### End of Life Exchange Tickets

If we determine a phone is End of Life during a Warranty Exchange ticket creation, we will not send an air bill to the customer. We will send out a replacement phone without them sending back the defective phone.

- If 2-part numbers are assigned to the ticket (air bill and handset part numbers), this means an air bill is included, and the customer is required to send back the phone.

See example below:

Action	Status	Domain	Part Number	Serial Number	Courier	Shipping Method	Tracking	Est Arrival	Date Process	FF C
SHIP	ONHOLDIT	PHONES	TWALAAK5D0E			FEDEX	FREE			BP...
SHIP	PENDING	ACC	TW-EX-A055L							

- If only 1-part number is assigned to the ticket (handset part number only), this means no air bill is included and the customer is not required to send back the phone.

See example below:

Action	Status	Domain	Part Number	Serial Number	Courier	Shipping Method	Tracking	Est Arrival	Date Process	FF C
SHIP	PENDING	PHONES	TWSAG95LU							

### SIM Card Missing Procedure

If the customer is missing their SIM Card, they are required to purchase one. They must purchase both an Airtime Card and a SIM Card in order to activate their phone. We will not send them a replacement SIM.

If the customer states they do not have a physical SIM, provide the following options:

- Offer to sell over the phone
- Visit the store website
- Purchase at a local store/retailer

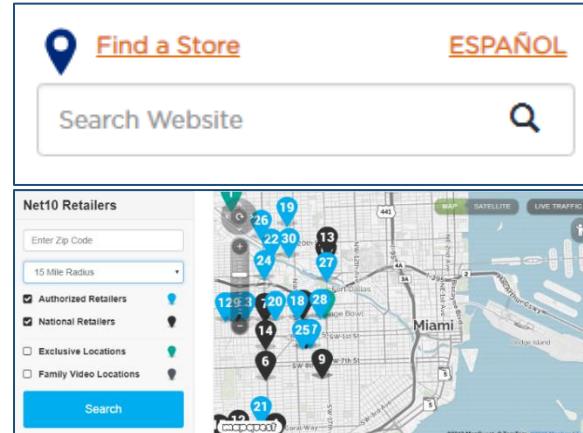
If the customer would like to purchase over the phone, transfer the call to VAS Team for further assistance. If you have already been trained on selling SIM and Airtime Cards, assist the customer with the purchase.

- !**
- This process does NOT apply to PPE GSM SIMs. You must follow the existing process.
  - Keep in mind that we are replacing SIMs for troubleshooting /defective SIM issues such as PIN PUK, Invalid SIM, etc., if the troubleshooting steps fail to resolve the issue.
  - When activating a replacement or a purchased SIM card for active ESNs, follow SIM Change.

### Find a Store

When you advise the customer to purchase a new SIM, you must offer to look for the nearest local retailer using the Find a Store option on the website.

- 1 Go to the brand website and select Find a Store.



- 2 Enter the Zip code and select Search.

## Equipment Problems Solution

The Equipment Problems Solution is used when the customer claims that the phone is not working properly. This solution has a list of specific equipment problems with corresponding troubleshooting steps. Equipment problems include power on problems, battery issue, blank screen, phone is locked, etc.

### Equipment Problems Guidelines

- ✓ You must accurately identify the issue prior to selecting a child solution.
- ✓ The child solution provides a troubleshooting steps specific to the flow you chose.
- ✓ If the issue not resolved after following the flow, create an exchange ticket.
- ✓ If the phone is no longer under warranty, the system will automatically evaluate whether or not the exchange will be allowed.
- ✓ If it is no allowed, you will receive a message that the phone does not qualify for a warranty exchange.

### To access Equipment Problems Solution:

- 1 In ESN Support, go to Solutions.
- 2 Select Equipment Problems.

Solution Id	Solution Name	Description
<a href="#">Solution: 4308</a>	Accessory Inoperable ST/TC/SM/TW/WFM	Charger, battery is not working properly
<a href="#">Solution: 5806</a>	Activation Programming Doesn't Complete/ Failed SM...	Troubleshooting Smartphones when handset activation doesn't comp...
<a href="#">Solution: 914</a>	Android 4.4 Kit Kat Powercycle Issue	Fix android phones that are powering off and back on
<a href="#">Solution: 4336</a>	Battery Problems (Non-Removable Battery Phone) S...	Phone Battery is not charging,holding the charge or draining quickly
<a href="#">Solution: 4334</a>	Camera/Memory Issue ST/TC/SM/TW/WFM	Camera, Camcorder, Video is inoperable. The memory on the pho...
<a href="#">Solution: 4318</a>	Cannot Hear/be Heard or Phone Drop Calls ST/TC/S...	Customer has trouble hearing the caller or can not be heard by the p...
<a href="#">Solution: 4332</a>	Experiencing New/Other Issue (Smart Phone) ST/TC/...	Minor problems that are not already solved in a solution
<a href="#">Solution: 4142</a>	ST/TC Touch Screen Does not Respond (Motorola EX...)	Touch Screen does not respond on the Motorola EX124G
<a href="#">Solution: 4138</a>	ST/TC/SM/TW/WFM Frozen Device (Non-Removable...	Phone is frozen or is freezing
<a href="#">Solution: 8302</a>	ST/TC/SM/TW/WFM Keypad Inoperable/ Defective (...)	Keypad/ QWERTY inoperable, including power and volume side keys
<a href="#">Solution: 4144</a>	ST/TC/SM/TW/WFM Phone is Locked	Phone is locked and will not unlock with PIN, Password or by swiping
<a href="#">Solution: 4106</a>	ST/TC/SM/TW/WFM Power ON Problems (Non-Remo...	Phone will not Power ON
<a href="#">Solution: 4136</a>	ST/TC/SM/TW/WFM Screen is Blank or Damaged (No...	Screen is Blank, Black, Discolored, distorted shapes
<a href="#">Solution: 4124</a>	ST/TC/SM/TW/WFM Touch Screen Does Not Respon...	Touch Screen is not responding/ working

### Below is the complete list of Equipment Problems

Solution Id	Solution Name	Description
<a href="#">Solution: 4308</a>	Accessory Inoperable ST/TC/SM/TW/WFM	Charger, battery is not working properly
<a href="#">Solution: 5806</a>	Activation Programming Doesn't Complete/ Failed SM...	Troubleshooting Smartphones when handset activation doesn't comp...
<a href="#">Solution: 914</a>	Android 4.4 Kit Kat Powercycle Issue	Fix android phones that are powering off and back on
<a href="#">Solution: 4336</a>	Battery Problems (Non-Removable Battery Phone) S...	Phone Battery is not charging,holding the charge or draining quickly
<a href="#">Solution: 4334</a>	Camera/Memory Issue ST/TC/SM/TW/WFM	Camera, Camcorder, Video is inoperable. The memory on the pho...
<a href="#">Solution: 4318</a>	Cannot Hear/be Heard or Phone Drop Calls ST/TC/S...	Customer has trouble hearing the caller or can not be heard by the p...
<a href="#">Solution: 4332</a>	Experiencing New/Other Issue (Smart Phone) ST/TC/...	Minor problems that are not already solved in a solution
<a href="#">Solution: 4142</a>	ST/TC Touch Screen Does not Respond (Motorola EX...)	Touch Screen does not respond on the Motorola EX124G
<a href="#">Solution: 4138</a>	ST/TC/SM/TW/WFM Frozen Device (Non-Removable...	Phone is frozen or is freezing
<a href="#">Solution: 8302</a>	ST/TC/SM/TW/WFM Keypad Inoperable/ Defective (...)	Keypad/ QWERTY inoperable, including power and volume side keys
<a href="#">Solution: 4144</a>	ST/TC/SM/TW/WFM Phone is Locked	Phone is locked and will not unlock with PIN, Password or by swiping
<a href="#">Solution: 4106</a>	ST/TC/SM/TW/WFM Power ON Problems (Non-Remo...	Phone will not Power ON
<a href="#">Solution: 4136</a>	ST/TC/SM/TW/WFM Screen is Blank or Damaged (No...	Screen is Blank, Black, Discolored, distorted shapes
<a href="#">Solution: 4124</a>	ST/TC/SM/TW/WFM Touch Screen Does Not Respon...	Touch Screen is not responding/ working



### NOTE

The solutions available depend on the type of phone you are troubleshooting.

### Example of an Equipment Problem: Power On Problems.

- 3 Select Solution: 4130 ST/TC/SM/TW/WFM Power On Problems.
- 4 You will be routed to the Solution Details page. Follow the troubleshooting steps under Solution Instructions.

**Solution Details**

**TROUBLESHOOTING**

1. **Liquid Damage:** Check to see if the phone has liquid damage on [Instructions to Check Liquid Damage](#). If the phone has liquid damage, end troubleshooting and go to the create Ticket section.
2. After removing and re-inserting the battery, turn the phone ON. For detailed instructions, go to [Mobile Complete - Getting Started](#).
3. If the device is rebooting/resetting or powering on and off independently, the customer will need to do a hard key reset. Make sure to warn the customer that all information stored in the phone will be deleted. If the customer wants to proceed, use the instructions in the [Hard Key Factory Reset](#) tool.
4. Advise the customer to connect the phone to the charger, plug in to an electrical outlet, and charge the phone.
  - a. If the phone is not charging, ask customer to try a different outlet and confirm that the original charger and cable are being used, as this might be the reason the phone is not charging. NOTE: It may take several minutes for the phone to show that it is being charged.
5. If the customer does not have a charger, ask the customer if the device has been charged for at least five hours.
  - a. If the answer is **NO**, advise the customer to charge the phone for a minimum of five hours and to call back if the issue continues.
6. If after following the previous steps the phone still does not power on, proceed to create a ticket.



#### NOTE:

The Tool Box includes additional links that help you while troubleshooting the phone. This is also where you choose the exchange ticket you will create for the customer.

- 5 If the troubleshooting does not resolve the issue, create an exchange ticket by selecting the appropriate ticket from the Tool Box.
- 6 Once you are on the Create Ticket page, follow the steps in creating a ticket as stated in the previous section.

**Create Ticket**

**Ticket Type** Warranty  
**Title** ST Defective Phone  
**Priority** Low  
**Status** Pending  
**Source** Customer  
**Issue** Select Issue  
**Notes** Add notes here.  
 New Line  
**Zip Code** 33178  
**Load Part Number**  
**Part Number** WFXMLGL59BGR  
**Technology** GSM  
**Change Part Number**  
**Domain** PHONES  
**SIM Profile** NA  
**Continue**

## Selecting an Appropriate Ticket

Before selecting a ticket from the Tool Box, you must first evaluate the type of ticket you are going to create. Check the Create Ticket section of the Solution Instructions.

The screenshot shows a 'Solution Details' page with the following details:

- Description:** Phone will not Power ON
- Keywords:** Power,ON,exchange
- Buttons:** Create Interaction, Solutions List, Close Tool Tabs, Go Back
- Solution Instructions:**
  - If the customer does not have a charger, ask the customer if the device has been charged for at least five hours.
  - If the answer is NO, advise the customer to charge the phone for a minimum of five hours and to call back if the issue continues.
  - If after following the previous steps the phone still does not power on, proceed to create a ticket.
- Create Ticket:** A button to initiate ticket creation.
- Note:** If the issue wasn't fixed, create the needed ticket based on the scenarios below. Be aware that the system will automatically evaluate whether the exchange will be allowed or not.
- Scenarios:**
  - a. **Warranty Defective Device** - Warranty issue and device is within warranty period (No more than ONE YEAR from the original activation date of the original device).
  - b. **Warehouse Out of Warranty Exchange** - Warranty issue and device is out of warranty period.
  - c. **Warehouse Physical Damage Exchange** - Damaged device

## Not Eligible for Warranty Exchange

If the customer is no longer eligible for a phone exchange, the system will prompt you with a warning message. This time, you no longer required to check the Ticket History. Advise the customer to purchase a new phone.

The screenshot shows a ticket creation interface for a 'Warehouse Physical Damage Exchange'. The 'Ticket cannot be created' message is displayed, stating: "Message: ESN is not eligible for Warranty Exchange". Below the message, there is a 'Flow' button and a 'Create Ticket' button.

**ESN Support** menu items include: Accessory Ticket, APN Settings, Assign Safelink Id, Balance Inquiry, Change Ownership (Sprint), Create Ticket, Device Management, Easy Exchange, External Links, Master Subsidy Lock, Personality, Register iPhone Exchange, Reserved Pins, Reward Points, SIM Info, SIM Marriage, and Solutions.

## Warranty Defective Phone/Accessory Inoperable

When creating Warranty Defective Phone/Accessory Inoperable Ticket, please take note of the following:

- ✓ **Accessory Inoperable** solution link is intended to exchange damage or missing accessories like **battery, charger, data cable, and/or air bill**.
- ✓ For issues related to **touch screen, blank screen, audio, unable to charge and unable to program**; you need to follow the correct troubleshooting and use the corresponding solution available under **Equipment Problems**.
- ✓ If there is history of the same accessory exchange and the customer claims that the replacement accessory did NOT work with the phone, then it may be a phone problem. In this case "**Warranty Defective Phone/Accessory Inoperable**" should be created.
- ✓ If the customer has not received the **accessory or air bill**, **NO Warranty Defective Phone ticket** should be generated to resend the item.

## Phones with Non-removable Battery/Back Cover Handling

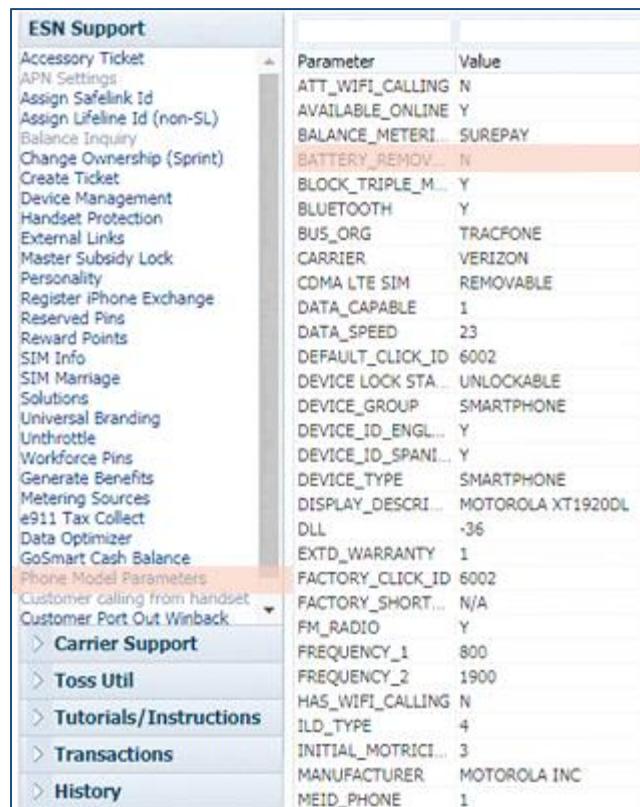
During the activation process, DO NOT ask the customer to remove the back of the phone to gain the serial number. Instead, ask for the serial number from the Red Activation card or if the phone can be turned on, instruct the customer to get it from the settings. Some phones have Non Removable back covers and batteries; and attempting to remove them, may cause damage to the device. If instructing to insert the SIM, check the model first to see where the SIM needs to be inserted. Some devices have the SIM card tray on the side of the phone.

For any troubleshooting scenarios, before advising the customer to remove the phone's battery, you must check first the **Phone Model Parameters** link to verify the type of battery (removable or non-removable) the phone has.

To check the type of the phone's battery, follow the steps below:

- 1 Go to ESN Support and select Phone Model Parameters.

- 2 Under Parameter, check the value of BATTERY\_REMOVABLE.
  - If it shows “Y”, continue with the troubleshooting.
  - If it shows “N”, DO NOT remove the battery. Instead, advise the customer to reboot the phone.



ESN Support	
Parameter	Value
ATT_WIFI_CALLING	N
AVAILABLE_ONLINE	Y
BALANCE_METERI...	SUREPAY
BATTERY_REMOV...	N
BLOCK_TRIPLE_M...	Y
BLUETOOTH	Y
BUS_ORG	TRACFONE
CARRIER	VERIZON
COMA_LTE_SIM	REMOVABLE
DATA_CAPABLE	1
DATA_SPEED	23
DEFAULT_CLICK_ID	6002
DEVICE_LOCK_STA...	UNLOCKABLE
DEVICE_GROUP	SMARTPHONE
DEVICE_ID_ENGL...	Y
DEVICE_ID_SPANI...	Y
DEVICE_TYPE	SMARTPHONE
DISPLAY_DESCRI...	MOTOROLA XT1920DL
DLL	-36
EXTD_WARRANTY	1
FACTORY_CLICK_ID	6002
FACTORY_SHORT...	N/A
FM_RADIO	Y
FREQUENCY_1	800
FREQUENCY_2	1900
HAS_WIFI_CALLING	N
ILD_TYPE	4
INITIAL_MOTRICI...	3
MANUFACTURER	MOTOROLA INC
MEID_PHONE	1



#### NOTE

- If the phone is BYOP, do not advise the customer to remove the battery; instead, provide the basic troubleshooting steps. For example:
  - Reboot the phone
  - Charge the phone
  - Perform hard key reset
- If the issue persists, advise the customer to return the phone to the manufacturer, retail store, or to where the phone was purchased.

## Incorrect Part Number

The Part Number in Create Ticket must match have the value in the Service Profile. If they do not match, the Part Number must be manually changed.

- 1 Select Change Part Number.
- 2 Copy the Part Number displayed in Service Profile.
- 3 Pasted the Part Number in Replacement Part Numbers.
- 4 Select Search.

This screenshot shows the Service Profile screen. In the ESN Support sidebar, under the 'Part Number' section, the value 'STZEZ717VCPWP' is highlighted with a yellow circle. Other fields shown include Serial Number (100000004005939), Technology (CDMA (4G\_LTE)), and Brand (STRAIGHT\_TALK).

This screenshot shows the Create Ticket screen. Step 1 highlights the 'Change Part Number' button. Step 2 highlights the part number 'STZEZ717VCPWP' in the 'Part Number' field of the ticket form. Step 3 highlights the 'Search' button in the 'Replacement Part Numbers' panel. Step 4 highlights the 'Change Part Number' button in the same panel.

- ✓ After you manually search the Part Number, it will automatically update in Create Ticket.



### NOTE

If the Part Number is not found, you must proceed with the pre-populated Part Number.

- 5 Select Continue and proceed to updating the shipping address.

This screenshot shows the Create Ticket screen again. The 'Part Number' field now contains 'STZEZ717VCPWP', which has been updated from the initial value. The 'Change Part Number' button is still visible below the field.

- When changing the Part Number, do not change the phone model.
- When creating a phone exchange ticket for Pay Go Tracfone, NET10 or SafeLink, always process an OTA inquiry or Get Balance and enter the result in the Units To Transfer.
- When creating a Warranty Tickets, do not select the Create Ticket option on the left hand side menu.
- When creating a Warehouse ticket, always verify/update the Name and Address information. Remember, updating the contact information does not update the shipping address information.
- When creating Portability or any Shipping Tickets, you must ask for an alternate contact number or email address of the customer.
- When customer asks for replacement for the lost service days while waiting for the replacement, follow the Replacement flow. This is applicable only to handsets that are under warranty.

## Air Bill Checkbox

If the customer needs to send a defective device in order to receive a replacement, the first option is to send an Air Bill via email. The customer must print the Air Bill and use it to send the device free of charge.

- If the customer is unable or refuses to print the Air Bill (or doesn't have access to a printer), check the box for Customer Refuses Email Air Bill.
- The customer will receive the Air Bill via standard mail.
- This option is found in Shipping Address tab in the ticket.

Ticket Notes	Add Notes	Activity Log	Status Change	Shipping Address	Ticket Detail	Part Request
First Name						
Last Name						
Zip Code						
City						
State						
Address 1						
Address 2						
Email	NTB2B@SITB.COM					
Phone						
<input type="checkbox"/> Customer Refuses Email Airbill						

### Estimated time of delivery for Exchange Air Bill:

- Air Bill via Email – 1 to 2 days (Monday-Friday)
- Physical Air Bill – 3 to 5 days (Monday-Friday)
- Once defective handset is received, the replacement will be delivered in 3 to 5 days (Monday-Friday)

## Exchange Information – Warehouse Ticket

Advance and Non-Advanced Exchanges determine the type of replacement process based on the type of phone they have.

Ticket: Technology Exchange Digital Exchange			
Id Number <b>1078075078</b> ESN 35699888000042 MIN 305886005 Carrier Id 190024 Carrier Name AT&T PREPAY PLATFORM Ticket Type Technology Exchange Title Digital Exchange Creation Time 8/14/18 10:58 AM Activation Zip 33178	ICCID 89014199988800000004 MSID 305886005 Model NTSAS959GP4 Phone NT SA S959G GSM HANDSET SIM 4 Model Retailer CORP FREE - PROJECT MANAGEMENT Priority Low Condition Open-Dispatch WioBin default	Last Name 672297786_Last Queue Warehouse Status Address Updated Due Date 7/24/2016 Owner CEBELISONDRA Issue Phone Exchanges-Non Defective Org ID NET10	
<input type="button" value="Cancel"/> <input type="button" value="Accept"/> <input type="button" value="Return to Sender"/> <input type="button" value="Forward"/>			<b>Exchange Info</b> <b>ADVANCE EXCHANGES</b> (Device Type is FEATURE_PHONE): The customer will receive the replacement in advance. SafeLink phones will ship pre-activated while all other brands will not (customer will need to activate them once received). <b>NON-ADVANCED EXCHANGES</b> (Device Type is NOT FEATURE_PHONE): The customer will need to send their device to receive the replacement. Pre-paid Airbill can be delivered via email for Straight Talk only. <ul style="list-style-type: none"> <li>• EMAIL AIRBILL (Straight Talk ONLY): If the customer agrees, collect the email address and save it on the Shipping Address tab.</li> <li>• PHYSICAL AIRBILL (All Brands): Select the Customer Refuses Email Airbill check box on the Shipping Address tab and click Save.</li> </ul>

### Advanced Exchange (Device Type is Feature Phone)

- The customer will receive the replacement in advance. SafeLink Phones will be shipped pre-activated while all other brands will be activated once received.

### Non-Advanced Exchanged (Device Type is Not Feature Phone)

- The customer will need to send their device to receive the replacement. Pre-paid Air Bill can be delivered via email for Straight Talk.

- EMAIL AIR BILL**

(Not available for NET10):

If the customer agrees,  
collect the email address and  
save it on the Shipping  
Address tab.

Shipping Address	
First Name TwistFirstName Last Name TwistLastName Zip Code 80201 City DENVER State CO	Address 1 No Address Provided No Address <input type="text"/> Enter the street address, up to 30 characters Address 2 Use ONLY for additional address like Apt, Room, Dorm, Unit, Suite, etc Email x1ximp4m0jzg@tracfone.com Phone 3051231234 <input type="checkbox"/> Customer Refuses Email Airbill Shipping FREE <input type="button" value="Enter/Update Address"/> <input type="button" value="Save / Verify"/>

- PHYSICAL AIR BILL**

(All Brands):

Select the Customer  
Refuses Email Air Bill check  
box on the Shipping  
Address tab and click Save.

Shipping Address	
First Name TwistFirstName Last Name TwistLastName Zip Code 80201 City DENVER State CO	Address 1 No Address Provided No Address <input type="text"/> Enter the street address, up to 30 characters Address 2 Use ONLY for additional address like Apt, Room, Dorm, Unit, Suite, etc Email x1ximp4m0jzg@tracfone.com Phone 3051231234 <input checked="" type="checkbox"/> Customer Refuses Email Airbill Shipping FREE <input type="button" value="Enter/Update Address"/> <input type="button" value="Save / Verify"/>

## UPS Email Air Bill

When creating an exchange case and the customer needs to send in their defective device, you can send them the air bill directly to their email. The email will have the return label, QR code, and packaging instructions/exchange procedures. The customer can simply take the QR code or Case ID (Case ID is provided in the email) to a UPS assistant and they will handle the rest for no additional cost.



### NOTE

- If they don't see the email in their inbox, have the customer check their Spam/Junk folder.
- If the customer is concerned about receiving spam, you can offer to opt him out of receiving promotional email, SMS or calls, and still provide the email address to obtain the TRACD-ID.
- If the customer needs to print out the email using one of the UPS printers, there may be a small fee.
- If the customer will use the QR code or Case ID, it's free of charge.

Always ask for an email when filling in the customer's information. Make sure to let the customer know that the air bill will be sent to this email. You must verify receipt while on the call with the customer.

Solution **Ticket: Warehouse Physical Damage Exchange**

**Ticket Address**

First Name  Last Name  Zipcode   
City   
State  Address 1  Enter the street address, up to 40 characters  
Address 2  Use ONLY for additional address like Apt, Room, Dorm, Unit, Suite, etc  
Email   Customer refuses Email Airbill  
Phone Number   
Note : Customer will be charged with processing fee  
**Enter/Update Address** **Save & Continue**

If still the customer did not receive the air bill, provide the ticket number and instruct the customer to provide it to the UPS store representative and have the air bill printed at no charge.

- When providing the ticket number, follow the format TRAC- + ticket number.  
**Example:** **TRAC-1234567890** (hyphen is included)
- If a UPS Airbill is not generated, have your manager or supervisor send an email to [DL-WarrantyAgileTeam@tracfone.com](mailto:DL-WarrantyAgileTeam@tracfone.com) and include the customer's name and the ticket number.
- Email subject should be "UPS Email Airbill Issue".
- Do not use the Resend Airbill button. Only provide the TRAC- + ticket number if the customer did not receive the email.

- Below is an example of the shipping label the customer will receive in the email

Return Label information	
Ticket Number #: 1451444854	Shipper address: Katia Perez 1985 COTTONWOOD CIR DAVID, FL 33326
Order Date: 04/20/2020	Recipient address: IMM RETURNS/TRACFONE 1451 ALLPOINTS COURT, SUITE 2 PLAINFIELD, INDIANA 46168
Shipping method: FREE Standard UPS Shipping	

**Note:** There may be a minimal fee charged if you need to have the label printed in the UPS Store.

PRINT SIMPLE MOBILE / UPS RETURN SHIPPING LABEL

- Here is a sample QR code that comes in the email. The customer needs to show this to the UPS assistant.



- Here is the packaging instructions that is included in the email for the customer to follow.

**Packaging Instructions - Return / Exchange Procedure.**

For Warranty Exchanges, you must return your defective device to begin the process. Afterwards, you will receive a replacement device. For Online order returns, follow instructions below.

- Print the prepaid UPS return shipping label enclosed in this email and adhere it to the shipping package. If you don't have a printer, use the QR code or TRAC # at the nearest UPS location.
- Place your device, battery, and charger inside of a padded pouch or sturdy box.
- Drop off your package at your nearest UPS drop-off location. Click on [UPS location](#) to find your nearest location.

## Warranty Exchange Policy

In the event a customer's handset needs to be exchanged, please refer to the warranty exchange policy below.

- If the customer is exchanging a “**NEW**” phone that has been active for less than 15 days, a “**NEW**” handset will be shipped to the customer.
- If the customer is exchanging a “**NEW**” phone that has been active for more than 15 days, a “**Refurbished**” handset will be shipped to the customer.



- ✓ When processing an exchange, you must set an expectation to the customer on the type of phone they will receive.
- ✓ A warranty exchange is still subject for approval, depending on the reason of the exchange.

## Return Shipping Label via Email Not Received

If the customer calls stating they have not received the **Return Shipping Label via email** for a Warranty Exchange (including Easy Exchange and Easy Exchange Plus) ticket, send them a **physical air bill**.

Do NOT re-open the ticket to continue resending the Return Shipping Label via email. Proceed to open a new ticket to send the customer an air bill.

Below are the ONLY 2 reasons for creating an Equipment Not Received for Physical Air Bill ticket:

- Return Shipping Label via email was not received
- Physical air bill was not received



### NOTE

This is NOT applicable for iPhones. For iPhone customers, follow the process business as usual.

## Cooper Exchange Confirmation Tool

You can verify if the customer's defective device was received at Cooper General for exchange using the Service Manager Tool. To access the tool, follow the steps below:

1 Open the URL <https://sm.coopergeneral.com/ServiceManagerRR/Login.aspx>.

2 Login to the Service Manager tool.



### NOTE

**Username:** Center name

**Password:** TF2020

Center	Username
Miami	TFUSER01
Bacolod	TFUSER02
Dumaguete	TFUSER03
Cebu	TFUSER04
Guatemala	TFUSER06
Baranquilla	TFUSER07
Guyana	TFUSER08

The screenshot shows the ServiceManager login interface. At the top left is the 'COOPER GENERAL' logo. To its right is the 'ServiceManager' title. Below this is a large 'Please Login' message with a small user icon. Underneath the message are two input fields: 'User Name:' and 'Password:', both with placeholder text 'Please enter your user name and password'. Below these fields is a 'Login' button. At the bottom right of the form area is a link 'Forgot your password?'

# 2021 Technical Troubleshooting

All Brands

- 3 Enter the Serial Number of the defective device that was returned (Copy from TAS warranty ticket) and select Go.

- 4 Check further information from the tabs under Actions – Parts, Status History, Manifest History, and Product.

Part Type	Part Number	Description	Serial ID	Quantity	Price	User Name	Create Timestamp	Warrantable	In Inventory Mgmt	Awaiting Parts	Location	Lot #
ACCSR	MBM65996801	OEM QUICK START GUIDE		1	\$0.0	Arisbel Heredi	10/15/2018 8:34 A	True	True	False		
ACSY	ACARD-TWANDGC	Activation Card		1	\$0.0	Arisbel Heredi	10/15/2018 8:34 A	True	True	False		
ACSY	U-AAA76868901	USED SIM EJECTION PIN		1	\$0.0	Arisbel Heredi	10/15/2018 8:34 A	True	True	False		

- Parts:** List of items included in the replacement device (items inside the box)
- Status History:** Status that the device has passed through
- Manifest History:** List of dates the device was received

Serial #	# In Batch	Code	Create Timestamp	Document #	Manifest Project Name	Received By	RMA	Shipped By	Status Code	Return Box to CSC Waybill	Type Code
352021078073665	2	02711379	10/13/2018 9:27 AM			Jessica Ramirez	10709084		RECEIVING	N/A	RECEIVING

- Product: Specifications of the replacement handset

## Shipping Status Chart

Shipment Status	Description	Action Required
In Transit	Package is in transit to the customer. Transit time may take up to 2-3 days.	Provide the customer with the tracking number for reference.
USPS Delivered	Package has been delivered to the address by the USPS.	Provide the customer with the tracking number for reference.
Shipment Acknowledge	Shipping label has been created but package has not been picked up from our warehouse.	If package has been in this status for more than 1 business day, refer to Transfer Guidelines in Agent Support for delayed shipment issue.
Returned to Shipper	Package was undeliverable and has been returned to our warehouse.	Open the ticket and update the address (if necessary) to send package back to the customer.
Lost Shipment/Risk Assessment		Transfer to Business Assurance and Fraud Management

## Exchanges Denied

If the system does not allow a ticket exchange, offer the customer to purchase a new phone through:

- Direct Sales
- Brand websites
- Retailers
- Customer can also bring their unlocked phone and get the benefits from the defective phone.

## Ticket History

One of the most important tasks in delivering exceptional customer service is to be able to document the customer's issues and be able to effectively transmit the issue to the next point of escalation when the need arises.

In order for you to provide immediate resolution, it is vital that you know how to check the customer's previous transactions and be guided on what have been documented. This section will teach you how to retrieve tickets and understand the functions involved in the ticket screen.

## Locating Tickets

Each ticket corresponds to the issues that the customer recently or previously escalated for resolution. In order for you to know the progress of these tickets, follow the steps below.

- 1 Go to Incoming Call tab.
- 2 In the History menu, select Ticket History.

The screenshot shows the TAS Support interface. At the top, there are tabs: Ticker, Cons (highlighted with a yellow circle containing '1'), Incoming Call, Support, Admin, and a search bar for ESN / MIN / SIM. Below the tabs, the 'Service Profile' section displays various device details like Serial Number, Part Number, Technology, Brand, Sequence, Dealer, Phone Status, and Customer Information. To the right, service end date, next charge date, rate plan, service plan object, service type, auto-refill, next refill date, and warranty exchanges are listed. Below the profile, the 'Ticket History' section shows a table of tickets with columns for Id Number, Code Type, Title, Condition, Status, Date/Time, User, MIN, and Issue. A sidebar on the left lists navigation options: ESN Support, Carrier Support, Toss Util, Tutorials/Instructions, Transactions, and History (with 'Ticket History' highlighted with a yellow circle containing '2').

A list of all escalation Tickets created on the account will show up with the corresponding information:

- ✓ Ticket Title
- ✓ Issue
- ✓ Date
- ✓ Time Created
- ✓ Ticket Status, etc.

## Ticket Number Unavailable

There are two ways to search for a Warranty Exchange ticket if the customer does not have the ticket number or the device has been refurbished.

### Option 1:

- 1 Enter the MIN and select search contact.
- 2 Proceed to step 6 in the below section.

The screenshot shows the 'Search Contact' page. It includes fields for Serial Number, Email, Interaction Id, First Name, Last Name, Address, City, State, Zip, and Email. Below these are tabs for Search Services, New Contact Account, Search Contact, Search eBay Order, Search Credit Card, Search Merchant Ref No, Search B2B/B2C Order, and Clear. The main area is a grid of customer records with columns for OrgId, Customer Id, First Name, Last Name, Phone, Address, City, State, Zip, and Email. Each record also has a small image icon and a delete button. At the bottom, there are filters for Brand, Sub Brand, Serial Number, MN, Part Number, Technology Status, Activation Date, Expire Date, Deact Date, Deactivation Reason, and Service Plan.

### Option 2:

- 1 Go to Support tab and select ESN/MIN History.
- 2 Go to Activation/Deactivation tab.
- 3 Enter the MIN provided by the customer.

- 4 Select either the latest ESN or Customer ID.

Call Trans Objid	Action Type	Date/Time	Customer Id	Market	Serial Number	SIM	MIN	Technology	Dealer Name
3734233725	DEACTIVATION	11/3/19 1:50 AM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3685442723	REACTIVATION	10/3/19 8:16 PM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3678234581	DEACTIVATION	9/30/19 1:53 AM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3630975821	REACTIVATION	8/30/19 7:23 PM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3629624842	DEACTIVATION	8/30/19 1:40 AM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3580820539	REACTIVATION	7/30/19 8:38 AM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3578732262	DEACTIVATION	7/29/19 1:41 AM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3575552903	SUE INQUIRY	7/26/19 5:58 PM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3532493337	REACTIVATION	6/28/19 6:51 PM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3511384874	DEACTIVATION	6/28/19 1:36 AM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3482745604	REACTIVATION	5/28/19 7:18 PM	1322297540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3481412223	DEACTIVATION	5/27/19 1:40 AM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3434558171	REDEMPTION	4/26/19 5:36 PM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3391341514	REACTIVATION	3/29/19 7:14 PM	1333397540	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3384495450	DEACTIVATION	3/25/19 1:37 AM	1310147304	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI
3336974120	REDEMPTION	2/22/19 8:14 PM	1310147304	VERIZON PREPAY	356823094316176	89148000004881...	9105421440	CDMA	WAL-MART STORI

- 5 Go to Incoming Call tab and insert the selected option then select Search Contact.

Account Summary	Status	Serial Number	Creation Time	Ticket Type	Title	Issue
1209779073	Closed	35682309431617...	11/9/2019	Warranty	ST Defective Pho...	Phone Does Not ...

Ticket History will provide any tickets opened for that ESN.

## Identifying the headers in Ticket History

Ticket History								
ID Number	Code Type	Title	Condition	Status	Date/Time	User	MIN	Issue
1075584120	Warranty	Goodwill Replace...	Open-Dispatch	Address Updated	08/03/17 10:21:5...	CBO	3318047902	Phone Exchanges...
1075703280	SafeLink	Missing EID - Safe...	Closed	Closed	06/28/18 01:47:4...	CVINCULADO	3318047902	Missing ID #

- ID Number:** a system generated code serves as reference number for the ticket created.
- Code Type:** generic term used to categorize the Type of Tickets and Issues encountered by the customer.
- Title:** refers to the specific Title of the Ticket.
- Condition:** shows the current state of the ticket.
  - Open: the creation of a ticket has been completed and an ID Number is generated.
  - Open-Dispatch: an open ticket is dispatched to the right queue.

- Closed: ticket has been worked and a resolution has been documented on the ticket.
- **Status:** shows the progress of the ticket.
  - Pending: ticket remains open.
  - Closed: ticket has been worked and the resolution has been documented on the ticket.
- **Date/Time:** exact Date and Time is created.
- **User:** Login information of the representative who created the ticket.
- **MIN:** Phone Number in session.
- **Issue:** a more specific detail of the issue encountered by the customer.

## Checking Ticket

To check specific ticket in the Ticket History, follow the below steps.

- 1 Select the ID Number of the Ticket that you are to view.

Ticket History								
Id Number	Code Type	Title	Condition	Status	Date/Time	User	MIN	Issue
1075693040	Technology Exchange	SIM Card Exchange	Closed	Received	06/12/18 05:28:2...	JECKARDT		Activation

- 2 The Ticket screen will display with the corresponding information that exists in the ticket. Read and understand the information documented in the Ticket Notes.

Id Number <b>1075693040</b>	ICCID	Last Name <b>1129860941</b>
ESN <b>100000008373788</b>	MSID	Queue
MIN	Model <b>TFALA460G</b>	Status <b>Received</b>
Carrier Id	Phone Model <b>TF ALCATEL A460G GSM HANDSET (</b>	Due Date
Carrier Name	Retailer <b>TRACFONE-BRIGHTPOINT-DIST.</b>	Owner <b>JECKARDT</b>
Ticket Type <b>Technology Exchange</b>	Priority <b>Low</b>	Issue <b>Activation</b>
Title <b>SIM Card Exchange</b>	Condition <b>Closed</b>	Org ID <b>TRACFONE</b>
Creation Time <b>6/12/18 5:28 PM</b>	WipBin	
Activation Zip	First Name <b>copy_1</b>	
<input type="button" value="Cancel"/> <input type="button" value="Re Open"/> <input type="button" value="Tech Exchange"/>		
<input type="button" value="Ticket Notes"/> <input type="button" value="Add Notes"/> <input type="button" value="Activity Log"/> <input type="button" value="Status Change"/> <input type="button" value="Shipping Address"/> <input type="button" value="Ticket Detail"/> <input type="button" value="Part Request"/> <input type="button" value="Promotions"/> <input type="button" value="Other Variables"/>		
<input type="button" value="Priority Low"/> <input type="button" value="Export to Excel"/>		
<b>Ticket Notes</b> **** NOTES 06/12/2018 05:28:26 PM JECKARDT Action Type: Agent Added Notes : Customer Doesn't have coverage in the area		
**** NOTES 06/12/2018 05:28:30 PM JECKARDT INVENTORY CHECK FAIL ED - BACK ORDER		



**Ticket Notes:** display notes associated to the ticket and allows changing the priority of the ticket.

If the customer has a **Ticket Number**, there is no need to put an account into session.

- 1 Go to Console tab.
- 2 The default Wipbin will display, select Open Ticket.
- 3 Enter the ticket number in the ID Number field
- 4 Select Open Ticket.

<b>TAS</b>		<b>Ticker 1</b>	<b>Console</b>	<b>Incoming Call</b>
<b>WipBin:default</b>				
<b>Open Ticket 2</b>	<b>* Id Number 3</b>	<input type="button" value="Open Ticket 4"/>		
WipBin	default	<input type="button" value="je D"/>		

- 5** The ticket information will populate with the corresponding customer's information. Read and understand all the documented information in the Ticket Notes.

Id Number <b>1075693040</b>	ICCID	Last Name <b>1129860941</b>
ESN <b>100000008373788</b>	MSID	Queue
MIN	Model <b>TFALA460G</b>	Status <b>Received</b>
Carrier Id	Phone Model <b>TF ALCATEL A460G GSM HANDSET (</b>	Due Date
Carrier Name	<b>TRACFONE-BRIGHTPOINT-DIST.</b>	Owner <b>JECKARDT</b>
Ticket Type <b>Technology Exchange</b>	Priority <b>Low</b>	Issue <b>Activation</b>
Title <b>SIM Card Exchange</b>	Condition <b>Closed</b>	Org ID <b>TRACFONE</b>
Creation Time <b>6/12/18 5:28 PM</b>	Wip/Bin	
Activation Zip	First Name <b>copy_1</b>	
<input type="button" value="Cancel"/> <input type="button" value="Re Open"/> <input type="button" value="Tech Exchange"/>		
<a href="#">Ticket Notes</a> <a href="#">Add Notes</a> <a href="#">Activity Log</a> <a href="#">Status Change</a> <a href="#">Shipping Address</a> <a href="#">Ticket Detail</a> <a href="#">Part Request</a> <a href="#">Promotions</a> <a href="#">Other Variables</a>		
<input type="button" value="Priority Low"/> <input type="button" value="Export to Excel"/>		
<b>Ticket Notes</b> **** NOTES 06/12/2018 05:28:26 PM JECKARDT Action Type: Agent Added Notes : Customer Doesn't have coverage in the area  **** NOTES 06/12/2018 05:28:30 PM JECKARDT INVENTORY CHECK FAILED - BACK ORDER		

-  Timestamp will determine the exact date and time when the documentations are created. The Timestamp that displays in Ticket Notes, Ticket History and Interaction History are in [military format \(24:00:00\)](#).

<b>Ticket Notes</b>						
**** NOTES 06/12/2018 05:28:26 PM JECKARDT Action Type: Agent Added Notes : Customer Doesn't have coverage in the area						
<b>Ticket History</b>						
<b>Id Number</b>	<b>Code Type</b>	<b>Title</b>	<b>Condition</b>	<b>Status</b>	<b>Date/Time</b>	<b>User</b>
1075584120	Warranty	Goodwill Replace...	Open-Dispatch	Address Updated	08/03/17 10:21:5...	CBO
1075703280	SafeLink	Missing EID - Safe...	Closed	Closed	06/28/18 01:47:4...	CVINCULADO
<a href="#">Transactions</a> <a href="#">Interactions</a> <a href="#">Tickets</a>						
<b>Recent Interactions</b>						
Interaction Details						
2018-06-28 11:39:44.0 1208765191 Technical 1052 Fix Successful JECKARDT 100000007676991						
Fix ESN (1052 Form) was used for this ESN for error : 120						
<input type="button" value="Show Details"/>						

- There are large number of shipment tickets being created for the same ESNs. Follow the procedures below to avoid these unnecessary tickets.
  - ✓ Do NOT create new tickets for customers who have pending tickets.
  - ✓ Do NOT change the part number in the pending ticket.
  - ✓ Once created, Do NOT edit the ticket. (Unless the ticket is in Bad Address status and the address needs to be updated.)
- When creating a Warehouse ticket, always verify /update the name and address information. Once the ticket is created, if you find the name or shipping address information is incorrect, you will need to update the ticket directly because updating the customer's contact information will not fix it.
- When you open a ticket with a [Shipped](#) status, TAS will direct you to the Part Request tab information of the ticket where it gives you an easy access to the Tracking Number, and other vital ticket information.

# Multiple Warranty Tickets

When an account has an existing warranty ticket and is still open, you will be redirected to the ticket detail page. Close the existing ticket prior creating a new one.

- 1** Read and understand the content of the ticket.

- If the customer's issue is the same with that of the existing ticket, check the date it was created; then, you may either:
  - Advise the customer to wait for the replacement device. Or;
  - Escalate the call to the appropriate department.
- If it is a different issue, close the ticket and create a new one. Do not create multiple tickets with the same issue.

Id Number <b>1078075078</b>	ICCID 89014199988800000004	Last Name 672297786_Last
ESN 356999888000042	MSID 3058886005	Queue Warehouse
MIN 3058886005	Model NTSAS959G4	Status Address Updated
Carrier Id 190024	Phone NT SA S959G GSM HANDSET SIM 4	Due Date 7/24/2016
Carrier Name AT&T PREPAY PLATFORM	Model	Owner CEBIELISONDRA
Ticket Type Technology Exchange	Retailer CORP FREE - PROJECT MANAGEMENT	Issue Phone Exchanges-Non Defective
Title Digital Exchange	Priority Low	Org ID NET10
Creation Time 8/14/18 10:58 AM	Condition Open-Dispatch	
Activation Zip 33178	WipBin default	
<input type="button" value="Cancel"/> <input type="button" value="Accept"/> <input type="button" value="Return to Sender"/> <input type="button" value="Forward"/>		
<a href="#">Ticket Notes</a> <a href="#">Add Notes</a> <a href="#">Activity Log</a> <a href="#">Status Change</a> <a href="#">Shipping Address</a> <a href="#">Ticket Detail</a> <a href="#">Part Request</a> <a href="#">Promotions</a> <a href="#">Other Variables</a>		
<a href="#">Priority Low</a> <a href="#">Export to Excel</a>		
<b>Ticket Notes</b> **** NOTES 08/14/2018 10:58:50 AM CEBIELISONDRA Action Type: Agent Added Notes : Issue: Resolution: Actions Taken:		

- 2** To close the ticket, select Accept.

Id Number <b>1078075078</b>	ICCID 89014199988800000004	Last Name 672297786_Last
ESN 356999888000042	MSID 3058886005	Queue Warehouse
MIN 3058886005	Model NTSAS959G4	Status Address Updated
Carrier Id 190024	Phone NT SA S959G GSM HANDSET SIM 4	Due Date 7/24/2016
Carrier Name AT&T PREPAY PLATFORM	Model	Owner CEBIELISONDRA
Ticket Type Technology Exchange	Retailer CORP FREE - PROJECT MANAGEMENT	Issue Phone Exchanges-Non Defective
Title Digital Exchange	Priority Low	Org ID NET10
Creation Time 8/14/18 10:58 AM	Condition Open-Dispatch	
Activation Zip 33178	WipBin default	
<input type="button" value="Cancel"/> <input type="button" value="Accept"/> <input type="button" value="Return to Sender"/> <input type="button" value="Forward"/>		

- 3** A new window will pop-up. Click Accept again.

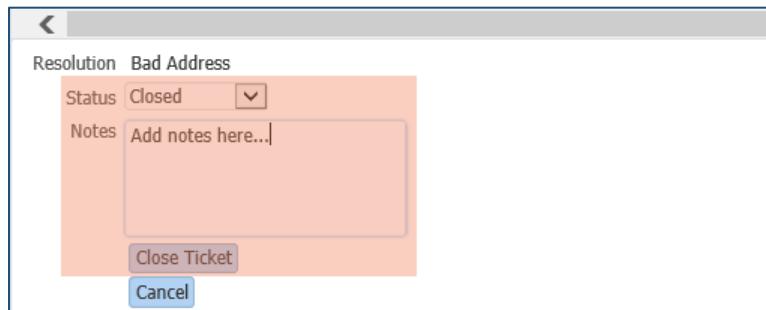
WipBin	Description
default	
WipBin default Description <input type="button" value="Accept"/> <input type="button" value="Cancel"/>	

- 4** Select Close Ticket.

Id Number <b>1078075078</b>	ICCID 89014199988800000004	Last Name 672297786_Last
ESN 356999888000042	MSID 3058886005	Queue
MIN 3058886005	Model NTSAS959G4	Status Address Updated
Carrier Id 190024	Phone NT SA S959G GSM HANDSET SIM 4	Due Date 7/24/2016
Carrier Name AT&T PREPAY PLATFORM	Model	Owner CEBIELISONDRA
Ticket Type Technology Exchange	Retailer CORP FREE - PROJECT MANAGEMENT	Issue Phone Exchanges-Non Defective
Title Digital Exchange	Priority Low	Org ID NET10
Creation Time 8/14/18 10:58 AM	Condition Open	
Activation Zip 33178	WipBin default	
<input type="button" value="Cancel"/> <input type="button" value="Dispatch"/> <input type="button" value="Assign"/> <input type="button" value="Close Ticket"/>		

- 5 A new window will pop-up.

- Select a status: **Closed**.
- Add pertinent notes.
- Select Close Ticket.

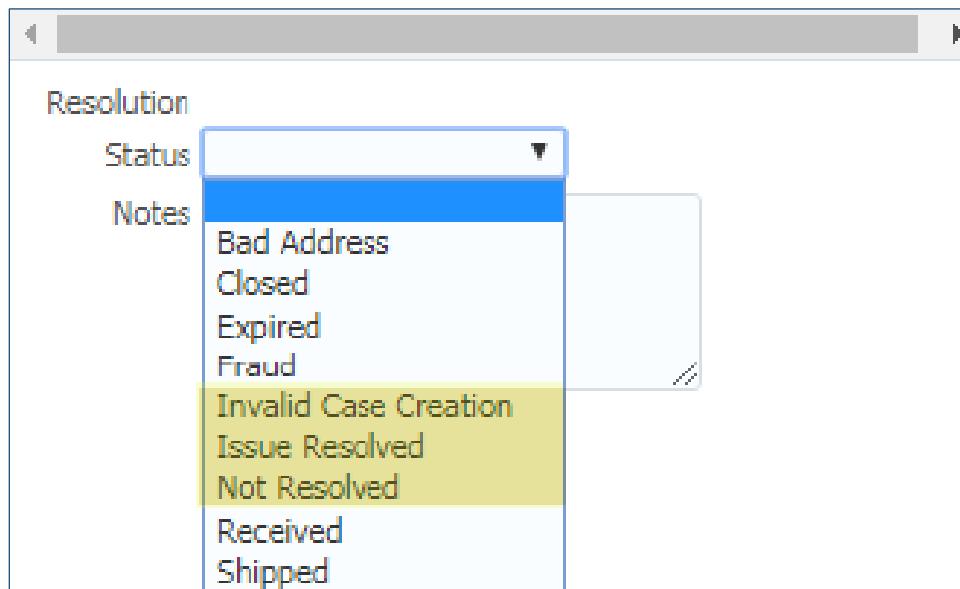


- 6 Go back to the Solutions List and create the appropriate ticket as outlined in **Phone/SIM Exchanges Non-Defective**.

## Closing a Ticket Statuses

Three (3) new Statuses have been added as options when closing a ticket.

- **Invalid Case Creation** - used when a ticket was created incorrectly and/or the agent who opened the ticket should have been able to fix the issue.
- **Issue Resolved** - used when the agent/CRM has fixed the issue and is ready to close the ticket.
- **Not Resolved** - used when there is not enough information in the ticket regarding the issue (mainly by the CRM Team).



- ! ✓ Call Center Managers should be looking at these statuses and identify coaching opportunities to reduce invalid ticket creations and unresolved issues. Miami SMEs and QAs will also review these statuses.  
✓ This process applies to all CSRs that close any tickets.

## Back Order Status

Back Order status means that the system did not find any available inventory for the Part Number requested. If the ticket status displays Back Order when creating or updating a warranty, warehouse or Technology Exchanges ticket in TAS, follow the below.

- ✓ **DO NOT** dispatch or change the ticket status.
- ✓ Provide the customer with the standard shipping time frame.
- ✓ Once the inventory becomes available, the Warranty Services Group will update the ticket and the status will be changed to Pending.
- ✓ If the ticket was created more than 10 days ago, transfer the call to Corp ERD.

## Working on a Bad Address Ticket

When an account shows a Bad Address status, follow the steps below to update the customer's address.

Id Number <b>1075740482</b>	ICCID <b>89112606421016971213</b>	Last Name <b>Twist LastName</b>
ESN <b>100000002977642</b>	MSID <b>2229029622</b>	Queue
MIN <b>2229029622</b>	Model <b>NTALAS520CR</b>	Status <b>BadAddress</b>
Carrier Id <b>104152</b>	Phone <b>NT ALCATEL A520C CDMA HANDSET</b>	Due Date
Carrier Name <b>VERIZON (Miami,FL)</b>	Model	Owner
Ticket Type <b>Warehouse</b>	Retailer <b>TRACFONE-BRIGHTPOINT-DIST.</b>	Issue <b>test</b>
Title <b>Converse Migration Feature phone</b>	Priority <b>Low</b>	Org ID <b>NET10</b>
Creation Time <b>1/7/19 4:43 PM</b>	Condition <b>Open</b>	
Activation Zip <b>33178</b>	WipBin <b>default</b>	
First Name <b>Twist FirstName</b>		
<b>Cancel</b>	<b>Dispatch</b>	<b>Assign</b>
<b>Close Ticket</b>		

- 1 Open the ticket in Ticket History by clicking the ID Number.

Ticket History						
Id Number	Code Type	Title	Condition	Status	Date/Time	Actions
<b>1075740482</b>	Warehouse	Converse Migratio...	Open	<b>BadAddress</b>	01/07/19 04:43:2...	
<b>1075740481</b>	Warehouse	Accessibility Requ...	Open-Dispatch	Pending	01/07/19 04:37:0...	

- 2 To work on a ticket, you must first select Yank or Accept.

Id Number <b>1075740482</b>	ICCID <b>89112606421016971213</b>
ESN <b>100000002977642</b>	MSID <b>2229029622</b>
MIN <b>2229029622</b>	Model <b>NTALAS520CR</b>
Carrier Id <b>104152</b>	Phone Model <b>NT ALCATEL A520C CDMA HANDSET</b>
Carrier Name <b>VERIZON (Miami,FL)</b>	Retailer <b>TRACFONE-BRIGHTPOINT-DIST.</b>
Ticket Type <b>Warehouse</b>	Priority <b>Low</b>
Title <b>Converse Migration Feature phone</b>	Condition <b>Open</b>
Creation Time <b>1/7/19 4:43 PM</b>	WipBin <b>default</b>
Activation Zip <b>33178</b>	First Name <b>Twist FirstName</b>
<b>Cancel</b>	<b>Yank</b>

- 3 Select Enter/Update Address.

Ticket Notes	Add Notes	Activity Log	Status Change	<b>Shipping Address</b>	Ticket Detail	Part Request	Promotions	Other Variables
City <b>Doral</b>	State <b>FL</b> <input checked="" type="checkbox"/>							
Address 1 <b>NW 34th St</b>	Enter the street address, up to 30 characters							
Address 2 <b>Apt 234</b>	Use ONLY for additional address like Apt, Room, Dorm, Unit, Suite, etc							
Email <b>TFW@gmail.com</b>								
Phone								
<input type="checkbox"/> Customer Refuses Email Airbill								
Shipping <b>FREE</b>	<b>Enter/Update Address</b> <b>Save / Verify</b>							

- 4** To update and validate the address, enter the Zip Code and start entering the address.
- The system will check for the addresses that match the first characters you typed.
  - If a match is not found, a message will appear asking you to continue typing the address.
  - After selecting the address, always ask if the customer has an apartment, building, and suite or room number. If they do, enter the information in the Address 2 field.

- 5** Validate DPV (Delivery Point Validation) to check the final address.
- If DPV fails, an error message will appear.
  - You can directly change the address if it is invalid. The system will search the new address you entered. Then, click Validate DPV again.
  - You can also select Override DPV and Save if the customer insists their address. Always use USPS to validate addresses.

- 6** A warning message will appear stating the address has been updated. Select OK.
- The status will also show Address Updated.

ICCID	89112606421016971213	Last Name	Twist LastName
MSID	2229029622	Queue	
Model	NTALAA520CR	Status	Address Updated
Phone Model	NT ALCATEL A520C CDMA HANDSET	Due Date	
Retailer	TRACFONE-BRIGHTPOINT-DIST.	Owner	
Priority	Low	Issue	test
Condition	Open	Org ID	NET10
WipBin	default		
First Name	Twist FirstName		

- 7** Select Dispatch to complete the process.

Id Number	1075740482	Last Name	Twist LastName
ESN	100000002977642	Queue	
MIN	2229029622	Status	Address Updated
Carrier Id	104152	Due Date	
Carrier Name	VERIZON (Miami,FL)	Owner	
Ticket Type	Warehouse	Issue	test
Title	Converse Migration Feature phone	Org ID	NET10
Creation Time	1/7/19 4:43 PM		
Activation Zip	33178		

## Address Validation when re-opening a Closed Ticket

Whenever you [Re-Open](#) a closed Shipping Ticket, you need to determine if the customer's shipping address is updated. The Shipping validation in TAS has been improved to prompt you a message if the shipping address you enter is not found or not valid.

- Select Ticket History to display the ticket created on the account.

> ESN Support		Ticket History																																											
> Carrier Support																																													
> Toss Util																																													
> Tutorials/Instruc																																													
> LTE																																													
> Transactions																																													
History																																													
<a href="#">Action Item History</a> <a href="#">Activity Log</a> <a href="#">Transaction History</a> <b>Ticket History</b> <a href="#">Code History</a>		<table border="1"> <thead> <tr> <th>ID Number</th> <th>Code Type</th> <th>Title</th> <th>Condition</th> <th>Status</th> <th>Date/Time</th> <th>User</th> <th>MIN</th> <th>Issue</th> </tr> </thead> <tbody> <tr> <td>1078043318</td> <td>Payment Pending</td> <td>Stage External</td> <td>Closed</td> <td>Closed</td> <td>05/07/18 11:30:3...</td> <td>WEBCB0</td> <td></td> <td>STAGE PORT IN</td> </tr> <tr> <td>1078043319</td> <td>Port In</td> <td>ST External</td> <td>Closed</td> <td>Closed</td> <td>05/07/18 11:34:1...</td> <td>JECKARDT</td> <td>T78639010000524...</td> <td>Port In</td> </tr> <tr> <td>1078043618</td> <td>Technology Excha...</td> <td>SIM Card Exchange</td> <td>Open</td> <td>Pending</td> <td>05/08/18 12:20:4...</td> <td>JECKARDT</td> <td>9543568407</td> <td>Wrong SIM Size</td> </tr> </tbody> </table>								ID Number	Code Type	Title	Condition	Status	Date/Time	User	MIN	Issue	1078043318	Payment Pending	Stage External	Closed	Closed	05/07/18 11:30:3...	WEBCB0		STAGE PORT IN	1078043319	Port In	ST External	Closed	Closed	05/07/18 11:34:1...	JECKARDT	T78639010000524...	Port In	1078043618	Technology Excha...	SIM Card Exchange	Open	Pending	05/08/18 12:20:4...	JECKARDT	9543568407	Wrong SIM Size
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<b>1</b>	<b>2</b>																																												

- Select Re Open.

Id Number <b>1078043618</b> ESN 100000007903999 MIN 9543568407 Carrier Id 122794 Carrier Name VERIZON_PP Ticket Type Technology Exchange Title SIM Card Exchange Creation Time 5/8/18 12:20 PM Activation Zip 94043	ICCID 8901260372150581253 MSID 9543568407 Model TWSAS120VCR Phone Model TW SAMSUNG S120VL CDMA HANDSET Retailer TRACFONE-BRIGHTPOINT-DIST. Priority Low Condition Closed WipBin First Name 1132881837	Last Name 1132881837 Queue Status Shipped Due Date 6/6/2018 Owner JECKARDT Issue Wrong SIM Size Org ID TOTAL_WIRELESS
<input type="button" value="Cancel"/> <input type="button" value="Re Open"/> <input type="button" value="Tech Exchange"/> <input type="button" value="Solutions"/>		

- Go to the Shipping Address tab and ask the customer to provide the shipping information.

Id Number <b>1078043618</b> ESN 100000007903999 MIN 9543568407 Carrier Id 122794 Carrier Name VERIZON_PP Ticket Type Technology Exchange Title SIM Card Exchange Creation Time 5/8/18 12:20 PM Activation Zip 94043	ICCID 8901260372150581253 MSID 9543568407 Model TWSAS120VCR Phone Model TW SAMSUNG S120VL CDMA HANDSET Retailer TRACFONE-BRIGHTPOINT-DIST. Priority Low Condition Open WipBin default First Name 1132881837	Last Name 1132881837 Queue Status In Process Due Date 6/6/2018 Owner JECKARDT Issue Wrong SIM Size Org ID TOTAL_WIRELESS
<input type="button" value="Cancel"/> <input type="button" value="Dispatch"/> <input type="button" value="Assign"/> <input type="button" value="Close Ticket"/> <input type="button" value="Solutions"/>		
<input type="button" value="Ticket Notes"/> <input type="button" value="Add Notes"/> <input type="button" value="Activity Log"/> <input type="button" value="Status Cha"/> <b>4</b> <input type="button" value="Shipping Address"/> <input type="button" value="Ticket Detail"/> <input type="button" value="Part Request"/> <input type="button" value="Promotions"/> <input type="button" value="Other Variables"/>		
First Name Training Last Name Tester Zip Code 94043 City Mountain View State CA Address 1 1198 La Avenida St Address 2 Enter the street address, up to 30 characters Email trainingtester@tracfone.com Phone 3465832159 <input type="checkbox"/> Customer Refuses Email Airbill Shipping FREE <input type="button" value="Enter/Update Address"/> <b>5</b> <input type="button" value="Save / Verify"/>		

- If information showing in TAS is the same, select Save/Verify to save and validate the address.



If the information does not match, update the customer's shipping information.

- 6** Select Enter/Update Address and enter the customer's accurate address.

- 7** Once validated, select Save/Verify to save and validate the address.

TAS will automatically save the updates made in the Shipping Address tab once Save/Verify is selected.

A message will prompt in TAS that the DPV validation failed if the Address is not valid. If prompted with the Warning Message, you must refer to USPS.com, Address Look up tool to verify if the entered shipping address is accurate and deliverable.

If the customer insists accuracy of the given address, you have the option to override the DPV of the entered address by selecting Override DVP and Save.

Before saving the Ticket, you must confirm the address via [USPS Address Look Up tool](#).

- ✓ If the address is correct, proceed to Save the ticket.
- ✓ If the address is not found, ask the customer for an alternate address as it may delay the shipment of the package.

## Lost or Stolen Phones Procedure Solution

The Lost or Stolen Phone Procedure Solution must be followed for the following scenarios:

- Phone reported Lost or Stolen
- Phone found
- Phone not found and customer wants to transfer MIN and Service to a new phone.

To access Lost or Stolen Phones Procedure Solutions:

- 1 In the Solutions List, select Lost or Stolen Phones Procedure.

A screenshot of a software interface titled 'Solutions List'. The list contains various solutions such as 'Agent Assist Tool Procedure', 'Airtame', 'CASE DEBUG', etc. The 'Lost or Stolen Phones Procedure' solution is highlighted with a yellow background and has a yellow circle with the number '2' above it, indicating it is the selected item.

- 2 Select Solution: 3706 Lost/Stolen Smartphones Procedure.

A screenshot of a software interface titled 'Solution Details' for 'Lost, stolen, deactivate, reactivate, activate, smartphone, T-Mobile, T-Mo'. The 'Solution Instructions' section shows steps for 'Phone reported Lost or Stolen', 'Phone found', and 'Phone not found and customer wants to transfer MIN and Service to a New phone'. A 'Tool Box' on the right includes links for 'Reset Phone', 'Activation', 'Deactivation', and a ticket for 'IT TOSS Change Status to Stolen'.



### NOTE

- Solution ID and Solution Name vary depending on the phone type.
- The Tool Box includes additional links that help you while troubleshooting the phone.
- After processing an Upgrade, create an IT TOSS Change Status to Stolen ticket (on the old ESN) to change phone status to Stolen.

## National ESN/IMEI Blacklist

- When a customer calls to deactivate a Smart Phone because it was stolen, the ESN/IMEI will be added to the universal blacklist. This will prevent the device from being used on any other carrier's network.
- When deactivating the phone, you must inform the customer that their phone will be added to the National black list within 24-48 hours.

## Removing an ESN from the Blacklist

If the Smartphone is found customer wants to reactivate it, follow the instructions below.

- 1 Go to the Lost/Stolen Solution and select AT&T or Verizon Lost/Stolen Smartphone Procedure. Follow the Phone Found steps outlined in the Solution Instructions.
- 2 Inform the customer that the process will take up to 72 hours to remove the ESN/MEID from the blacklist and to reactivate it. The customer will NOT be able to use the phone during this time.



### NOTE

- This process ONLY applies to our branded handsets with no prepaid menu and have been activated on the AT&T or Verizon Network.
- This process does not apply to BYOP.

## Resetting Stolen Phone – TOSS Util

Follow the steps below in resetting a stolen phone. This process needs account validation. [Click here](#) to see Security Question guidelines.

- 1 Go to **Support**.
- 2 In Toss Util, select Reset Phone.
- 3 In Reset Phone for Activation, do the following:
  - 1 Enter the Serial Number.
  - 2 Select a Reset Option: Used.
  - 3 Enter the Reason for resetting the phone.
  - 4 Select Reset.
- 4 You will see a message that ESN is already marked as USED. Proceed to following the Activation flow.

**Reset Phone for Activation**

Serial Number  3

Reset to:

Reason:

Remember: Due Date will need to get extended once it is reset



## Shipment from Exchange Ticket Not Received Solution

This Solution helps you assist in troubleshooting shipment related issues, e.g., unable to receive Air Bill and/or replacement device.

- 1 Select Shipment from Exchange Case Not Received.

- 2 Select Solution: 906 Troubleshooting for Shipment from Exchange Case Not Received.

- 3 Follow the Solution Instructions.

The Tools Box provides additional links that help you with the troubleshooting.

The screenshot shows two related pages from a software interface:

- Solutions List:** A sidebar menu showing various troubleshooting solutions like 'Do Not Contact', 'Do Not Deliver', and '906 Troubleshooting for Shipment from Exchange Case Not Received'. The '906' item is highlighted with a yellow circle containing the number '1'.
- Solution Details:** The main content area for Solution 906. It includes:
  - Id:** 906
  - Solution Name:** Troubleshooting for Shipment from Exchange Case Not Received
  - Description:** Steps to follow troubleshoot shipments related to Exchange Cases where the customer did not receive an airbill, a phone or a device.
  - Keywords:** Shipment, reprocess, exchange, case, ticket, phone, airbill, air, bill, device, part.
  - Tool Box:** Buttons for 'Create Interaction', 'Solutions List', and 'Close Tool Tabs'.
  - Solution Instructions:** A detailed list of steps for troubleshooting:
    - Case Status is Shipped:**
      - If a customer calls, complaining that they have not received a replacement phone or device, please ask them for the [Ticket Number](#). Then, check the Case in [Ticket History](#) and follow the appropriate scenario:
      - If the case is in status shipped, it means a part request for the Case has already been shipped.
      - For Non-Advanced Exchange: The Airbill may have been shipped, but the phone or device will not ship until we receive the old phone or device. At this point, the Case will go to Pending status for the phone or device to be shipped.
    - Follow the steps given below to research what may have happened with a shipped part (you can tell which part was shipped by going to the Part Request tab):**
      - Check Shipping Address:**
        - If incorrect, you may proceed to [Reprocess the Case](#) by:
          - Going to the Status Change tab and change the Case status to Bad Address and click on Change Status. Go to the Shipping Address tab, update the address and click on Save. Then, update

## Ticket History

Displays all tickets created on the account. This tool shows the status of the Ticket, Part Number, Courier, Tracking and the shipping address.

Ticket History									
Id Number	Code Type	Title	Condition	Status	Date/Time	User	MIN	Issue	
1075255558	Warranty	Defective Phone	Open-Dispatch	Address Updated	08/08/16 12:44:2...	CVINCULADO	T9991950040	Phone Does Not P...	
1075672540	Units	Replacement Units	Closed	Closed	04/09/18 04:33:4...	CVINCULADO	T9991950040	Redemption Failure	

## Tracking Shipment Tool

Provides instructions on how to obtain the tracking number. Script text includes Courier information.

The screenshot shows the 'Tracking Shipment Tool' page:

- Tracking Shipment Tool:** A section with 'Script Text' and instructions to check 'Tracking Info' by going to the 'Part Request' tab. It says to search for the 'Tracking' or 'Serial Number' columns and look for the 'Courier' column.
- Instructions:**
  - For Non Advanced Exchange:** there should be a [Part Request](#) for the [Airbill](#) and one for the [phone or device](#).
  - For Advanced Exchange:** there should **ONLY** be a [Part Request](#) for the [phone or device](#).
- 1. Airbill Part Request (it has two Tracking numbers):**
  - The [Tracking Number](#) in the [Tracking column](#) corresponds to the [Airbill](#) we are sending the customer.
  - The [Tracking Number](#) in the [Serial Number column](#) corresponds to the [old phone or device](#) the customer needs to return to us.
- 2. Phone or Device Part Request:**
  - The [Tracking Number](#) in the [Tracking column](#) corresponds to the [new phone or device](#) we are sending the customer.
- 3. Courier column:**
  - Look for the courier that will be delivering the Part Request in question and then enter the [Tracking Number](#) in their website.
    - FedEx is the Courier:** Click on this link <http://www.fedex.com/us/> and enter the [Tracking Number](#).
    - UPS is the Courier:** Click on this link [http://www.ups.com/WebTracking/tracking?loc=en\\_US](http://www.ups.com/WebTracking/tracking?loc=en_US) and enter the [Tracking Number](#).

If you encounter a tracking number that is in “**Initiated**” or “**Label Created**” status and it has been 2 days since it was created, transfer the call to another department for further assistance. Refer to the Transfer Guidelines in Agents Support for the up to date list of extensions. This procedure applies to all types of shipments across all brands.

## Activation/Reactivation on Non-VoLTE Compatible Phones

Some customers are reactivating older CDMA phones that are Non-VoLTE compatible. These customers may have activated their phone either with an agent, through IVR, or on the website. The activation went through successfully, and shows active in TAS; however, there is no MIN that has generated.

- ✓ Inform the customer that their phone is non-VoLTE compatible, and will not work on Verizon network
- ✓ Advise the customer to purchase a new phone.
  - Refer them to the brands website; or,
  - Transfer to VAS Team to know about the current promotion for compatible handsets



Remind the customer that we do not issue any refund for airtime card purchases; however, this will be considered an exception and will only provide a 1-time courtesy.

## Voicemail LED Light (NT & ST)

If the voicemail LED light keeps flashing on their Home Phone device, complete the following steps:

- 1 Verify that the light is flashing on the branded device and not on the customer's handset.
- 2 Have the customer check their voicemail to confirm that there are no pending messages.
  - If there are pending messages, have the customer listen to voicemail. Once completed, ask the customer to check if the LED light is still flashing.
  - If there are no pending messages, continue to step 3.
- 3 Ask the customer to power cycle the Home Phone device by unplugging the power cord.
  - If the voicemail LED light is still flashing, inform the customer that a voicemail reset is required. You must explain to the customer that upon resetting the voicemail, all saved messages will be erased.
- 4 Reset the customer's voicemail. Once completed, confirm if the LED light is still flashing.

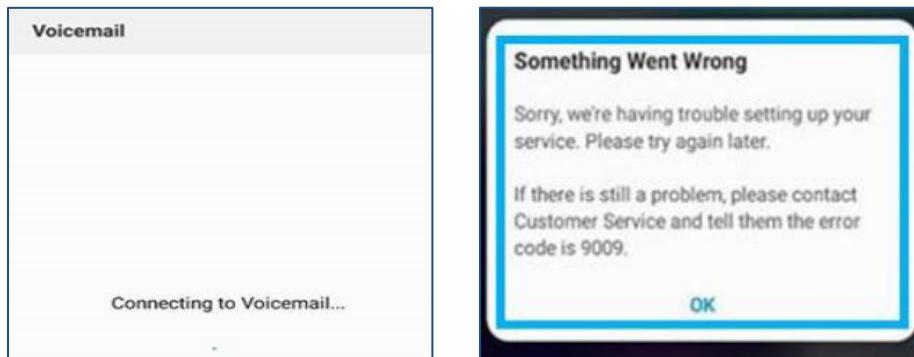


If the LED light is still flashing after resetting the voicemail, it is possible that this is a device issue.

- If the customer has an active warranty, offer to replace the device.
- If the warranty is expired, inform the customer that a new device is required. Offer to assist the customer with the purchase.

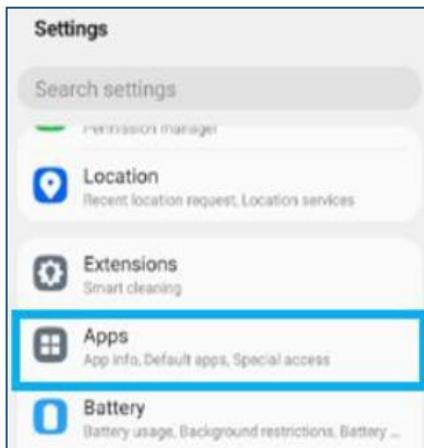
## Visual Voicemail Error Code 9009

Customer may report an issue when attempting to set up visual voicemail from the Voicemail App, the device displays the error code and message below. Take note that this message only appears on LG L355DL device under Verizon carrier

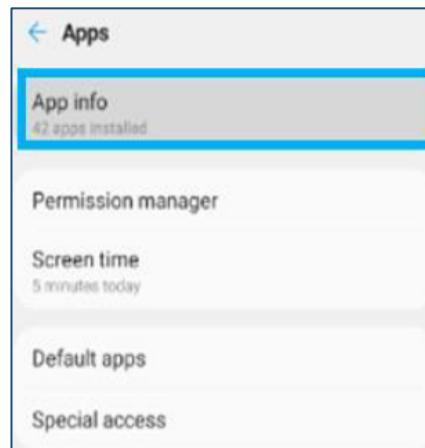


To resolve this issue, ask the customer to perform clear data in the Voicemail App.

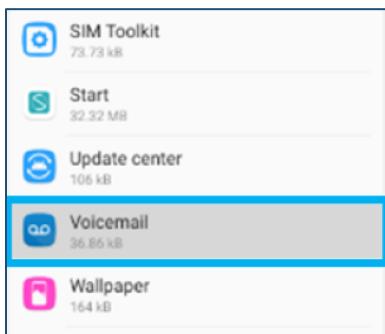
- 1 Go to Settings, then select Apps.



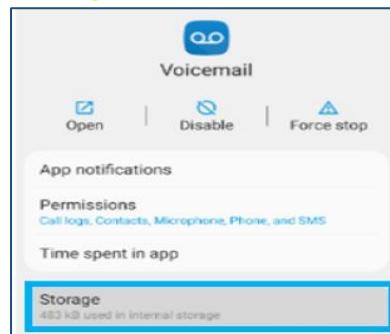
- 2 Select App info



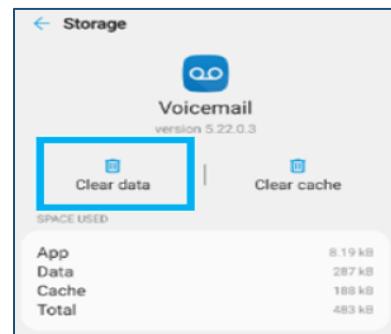
- 3 Look for Voicemail



- 4 Go to Storage



- 5 Select Clear data



# PIN PUK and SIM Issues Solution

The PIN PUK Solution provides troubleshooting steps related to SIM Error messages. These PIN PUK Solutions will be available for TracFone.

- The PIN PUK Solution is only applicable to GSM phones.
- You do not need to perform all of the steps provided. For example, if the issue is resolved by step 3, stop!
- Tool Box will contain additional tools to use, when necessary and will vary based upon Solutions selected.

## Possible SIM Errors

- **Unregistered SIM or SIM card registration failed:** When the phone is turned on for the first time, the customer may receive the message "Unregistered SIM" or "SIM card registration failed" because their phone has not been activated with the carrier.
- **SIM Rejected:** If this message appears, it means that the SIM card the customer is using is programmed to another phone and cannot be used with the TracFone Phone. The customer should use the SIM card included in the TracFone Phone package.
- **Insert SIM:** If this message appears, it means that the SIM card is inserted incorrectly, or that the phone is powered without a SIM card.
- **SIM Blocked:** Refers to attempts made by the customer to change the settings on the SIM, and they entered the incorrect PIN and/or PUK many times. The SIM card gets blocked as a fraud prevention mechanism.
- **Fixed Dial Number Only: (FDN)** is a service mode of the SIM, where outgoing calls are allowed to only limit phone numbers. These numbers are added to the FDN list.
- **Verizon SIM Invalid Error:** this error only shows on Verizon iPhone and Android CDMA LTE phone. To resolve this issue, refer to the Verizon Invalid SIM Issue section on this manual.

To access PIN PUK and SIM Issues Solution:

- 1 Select PIN PUK and SIM Issues in the Solutions List.

Solutions List			
Solutions List	Solution Id	Solution Name	Description
Parent Solutions	Solution: 1002	Do Not Contact	Defective SIM FDN Solution
Do Not Contact	Solution: 1003	Equipment Problems	PIN PUK Support / GSM/ GSM 4G LTE/BYOP/BYOT
Equipment Problems	Solution: 1302	Enter PIN1 Solution	Enter PIN2 solution for PIN PUK
IT TOSS - System Errors	Solution: 1310	Enter PIN2 Solution	Enter PUK1 solution for PIN PUK
Lost or Stolen Phones Procedure	Solution: 1314	Enter PUK 1 Solution	Enter PUK2 Solution
No Long Distance	Solution: 1701	Enter PUK2 Solution	Insert SIM/ solution
Opt-In Communications	Solution: 1328	Insert SIM	Insert SIM/ SIM Rejected/ SIM Invalid
PIN PUK and SIM Issues	Solution: 1322	Insert SIM /SIM Rejected/SIM Invalid	Resolve Fixed Dialing solution
Phone/SIM Exchanges Non-Defective	Solution: 1344	Resolve Fixed Dialing solution	Fixed dialing for T/F/M/T/TC / WFM (Non-BYOP)
Refunds	Solution: 1330	Unregistered SIM/ SIM card Registration Failed/ Emergency...	Unregistered SIM/ SIM card Registration Failed/ Emergency...

- 2 Select the Solution ID related to the customer's issue.

Solution	
Solution Details	
<p><b>Id</b> 1314  <b>Solution</b> Enter PUK 1 Solution  <b>Description</b> Enter PUK1 solution for PIN PUK  <b>Keywords</b> PIN, PUK, GSM, PUK1, CDMA LTE, BYOP, BYOT</p> <p><a href="#">Create Interaction</a> <a href="#">Solutions List</a> <a href="#">Close Tool Tabs</a></p> <p><b>Solution Instructions</b>  <b>Enter PUK</b></p> <p>1. Enter 45056630. This is your PUK1 number (Have the customer try twice if it is not accepted.)</p> <p><b>If PUK is Accepted:</b></p> <ul style="list-style-type: none"> <li>1. If the PIN1 number is being asked for, enter 1234.</li> <li>• If the number is not accepted, <a href="#">Create a Case</a> to send a new SIM card to the customer.</li> </ul> <p><b>If PUK is NOT Accepted:</b></p> <ul style="list-style-type: none"> <li>1. Ask the customer to remove the SIM card from their device.</li> <li>2. Verify that the customer's SIM number matches the SIM number on the customer's profile.</li> <li>• If the SIM number is different, enter the number in the <a href="#">SIM Info Tool</a>.</li> <li>• If the SIM is in status NEW (253), provide the customer with the corresponding PUK1 code.</li> </ul>	<p><b>Tool Box</b></p> <p><b>SIM Info</b></p> <p>Ticket: Warranty Defective SIM Mobile Complete</p>



### NOTE

The Tool Box provides links to help you in the troubleshooting process, e.g., SIM Info and Mobile Complete.

## CDMA LTE SIM Exchange Guidelines

CDMA LTE SIM cards do not expire the way GSM SIMs do. CDMA LTE SIM exchanges should only be processed for carrier or handset/SIM physical issues.

### Reasons to Create CDMA LTE SIM Exchange Ticket

- ✓ If SIM Invalid/Rejected message appears on handset screen, you must perform regular troubleshooting for PIN/PUK. If the error persists, create a ticket.
- ✓ If instructed to send a new SIM by a Carrier Rep. You request a formal reason for the exchange.
- ✓ If the exchange is system driven, i.e., error message on TAS. Document the type of transaction in the case notes, e.g., reactivation, phone upgrade, etc.

### CDMA LTE SIM Exchange Ticket Information

- Appropriate “Issue” must be selected from the dropdown list. The issue must be closest to the customer’s issue.
- If “Other” is selected, include a detailed notes.
- Include the following information in the notes:
  - ✓ Troubleshooting steps completed
  - ✓ TAS Error Message (if any) and transaction type, e.g. Activation, Port, etc.
  - ✓ Any instructions or requests from the Carrier Representative.
  - ✓ Handset model (if the handset is BYOP).
  - ✓ Error that appears on the phone screen.
  - ✓ Last time handset worked correctly.
  - ✓ Location where the issue first experienced.



#### NOTE

Do not create this ticket if the issue is about service or coverage related.

### Verizon SIM Invalid Issues

If a customer states that he/she is getting an “Invalid SIM” error message on their Verizon iPhone and CDMA LTE phone, follow the instructions outline in the following solution:

Parent Solution	Android Child Solution	iPhone Child Solution
PIN PUK and SIM Issues	Invalid SIM CDMA LTE	Invalid SIM/SIM Not Support CDMA LTE



- This solution applies to Verizon Android and iPhone CDMA LTE phones only.
- You should only create a SIM Exchange ticket if the steps outlined in this solution do not resolve the issue. Otherwise, no SIM Exchange should be created.

**Android Child Solution**

**Solution Details**

Id: 20201  
Solution: Invalid SIM CDMA LTE  
Description: Invalid SIM CDMA LTE phones troubleshooting  
Keywords: SIM, invalid, error, remove, insert, reboot, original, eligibility, purchase

**Solution Instructions**

If the customer is calling because he/she is getting the error message: **Invalid SIM**, please follow the steps below for the appropriate scenario:

**Tool Box**

- Mobile Complete
- MIN / SIM Change
- Ticket: Warranty Defective SIM
- Ticket: Warranty Defective Phone
- Ticket: Warranty ST Defective Phone
- Ticket: Warehouse Out of Warranty Exchange
- Ticket: Warehouse Physical Damage Exchange
- Fix Invalid SIM
- Retailer Locator

**iPhone Child Solution**

**Solution Details**

Id: 20401  
Solution: Invalid SIM / SIM Not Supported CDMA LTE  
Description: Invalid SIM / SIM Not Supported issue troubleshooting for CDMA LTE iPhone handsets.  
Keywords: Invalid, SIM, Wi-Fi, phone

**Solution Instructions**

To troubleshoot the Invalid SIM / SIM Not Supported error, follow the below steps for the appropriate scenario:

**Tool Box**

- Mobile Complete
- MIN / SIM Change
- Ticket: Warranty Defective SIM
- Ticket History
- Fix Invalid SIM

## Unlock Phone Request (Androids Only)

If you receive a message stating that the tool is not able to fix this issue, check to see if an Unlock Phone Request case has been created. The solution will be updated to include this procedure for Androids only.

**SIM Eligibility**

**Instructions**

**Verification**

This tool is not able to fix this issue.

**Process fix**

**NOTE**

The phone must have at least 15% battery life before proceeding with the steps below.

**To unlock a phone, follow the steps below:**

- 1 Go to History (on the LHS) and select Ticket History.
- 2 Search for the Unlock Phone Request case.
- 3 Open the case and go to the Ticket Detail tab.
- 4 Instruct the customer to dial #83865625# from their phone to access a Tracfone menu. They will be prompted to enter the unlock codes.
- 5 Provide each unlock code to the customer.
- 6 If the codes are processed successfully, a SIM Unlocked message will appear and the phone will reboot. If the codes are not processed, try to re-enter them.
- 7 If this procedure fails, you may proceed with creating a SIM Exchange case.

Ticket History									
Id	Number	Type	Title	Condition	Status	Date/Time	User	MIN	Issue
1175...	Port In	Auto Internal		Closed	Closed	11/30/17 02:06:5...	cbo		
1189...	Unlock Policy	Unlock Phone Request		Closed	Closed	08/27/18 09:20:2...	tgu...	814...	UNLOCKABLE
1189...	Warranty	Defective SIM		Closed	Closed	08/27/18 04:18:5...	rde...	814...	Invalid SIM CDMA ...

**Fix Invalid SIM Tool for iPhone Child Solution**

The iPhone Child Solution (Invalid SIM/SIM Not Supported CDMA LTE) has been updated to include a Fix Invalid SIM tool that will attempt to resolve this issue for iPhones. Please follow the instructions outlined in the updated solution.

**Complimentary Next Day Shipping for Warranty Defective SIM Case**

If a Warranty Defective SIM case is created from either one of these solutions (Android or iPhone), the SIM will be sent FREE of charge with next day shipping. Please advise the customer that they will receive the order within 2 business days. For USPS and FedEx delivery, the package must be received and signed for at the shipping address provided.

## Expired SIM

If the customer is calling to activate or reactivate service with a SIM Card that has been expired for more than 30 days, a message will appear in TAS.

Activation

Message REP: Customer will need to purchase a SIM card to proceed as it is expired and doesn't qualify for an exchange. Assist with the purchase and/or redirect to commerce.

SIM 89011104142237049982 ZIP Code 33122 SIM Exchange Case N

Add Airtime Purchase Airtime AWOP

*"Customer will need to purchase a SIM card to proceed as it is expired and doesn't qualify for an exchange. Assist with the purchase and/or redirect to commerce."*

TAS automatically identifies how long the SIM card has been expired.

- If the SIM Card has expired for more than 30 days, the system will not allow you to create a SIM Exchange ticket.
- If the SIM Card has expired for less than 30 days, you will be able to create a SIM Exchange ticket.

## Voided SIM

- If the SIM card status is listed as VOID, proceed with creating an exchange ticket to provide a new SIM card.



All expired BYOP SIM Cards need to be replaced with a new one. This process only applies to BYOP and Smart phones.

## GSM BYOP SIM Process

If a customer is requesting a BYOP SIM Card, and they previously had a branded phone, follow the steps below to assist the customer:

- 1 Verify that the branded phone is active:
  - If yes, continue to the next step.
  - If no, advise the customer that they would need to purchase a BYOP Kit via the website, or at a local retailer.
- 2 Ask the customer if the SIM from the branded phone fits in their BYOP phone.
  - If yes, have the customer place the SIM Card into the BYOP Phone and power it on. Let the customer make a test call.
  - If no, advise the customer that they would need to purchase a BYOP Kit via the website, or at a local retailer.



- Transfer the call to VAS if the customer wants to purchase a SIM kit with an agent.
- This process does not apply to CDMA; customer will need to purchase a BYOP SIM kit.

## Locked SIM Card/PUK Codes – Simple Mobile

SIM card may become locked when the customer uses their LOCK/UNLOCK feature on their phone and mistakenly entered an incorrect PIN code several times. The phone displays:

- Locked
- PUK Code Needed
- Other similar SIM error message

The phone needs a PUK code (Pin Unlock Key) to resolve the issue. Follow the steps below to access the PUK Code:

- 1 In Simple Mobile Agent Support, go to Devices and select PUK Codes.



- 2 Enter the SIM Card Number and select Search.
- 3 Follow the given instructions.

A screenshot of a 'PUK Code Help Sheet'. The page title is 'PUK Codes' and it includes an Article ID: 326. It features a 'PUK Code Help Sheet' section with instructions:

**Instructions:**

- 3 • For the first PUK Code: \*\*05\*(PUK 1)\*1234\*1234#
- 3 • For the second PUK Code: \*\*05\*(PUK 2)\*5678\*5678#

Below this is a search bar with the number '8901260743120800157' and a 'Search' button. A yellow circle with the number '2' is placed over the search button. At the bottom, there is a table with columns for ICCID, PIN 1, PUK 1, PIN 2, and PUK 2. The data is as follows:

ICCID	PIN 1	PUK 1	PIN 2	PUK 2
8901260743120800157	1234	50189169	5678	46225617

## T-Mobile Wi-Fi Calling (NT, ST, TC and SM)

T-Mobile customers will now have Wi-Fi calling capability with designated devices and brands as described below.

### What is Wi-Fi Calling?

Wi-Fi calling enables the customer to make and/or receive calls and messages over a wireless connection.

To use this feature:

- ✓ The Phone must be active
- ✓ The phone and SIM card must be Wi-Fi capable
- ✓ Wi-Fi calling must be enabled on the device
- ✓ Customer will need to register an E911 address to the phone

### Branded Devices:

- Branded - The Alcatel OneTouch Pixie Charm (A450TL) device is Wi-Fi Calling capable for NT, ST, TC and SM.
- BYOP – T-Mobile BYOP SIM cards are available for SM and TC.

To confirm E911 Address Registration, follow the steps below.

- 1 Go to Solutions.
- 2 Select “Branded / BYOP T-Mobile 911 Wi-Fi Calling” Solution.
- 3 Follow the Solutions Instructions accordingly.
- 4 Select the “Wi-Fi Enabled E911 – Info” from the Tool Box. You will be able to “Add” or “Edit” the customers E911 address, as applicable.

**Solution Details**

**T-Mobile WiFi Calling**

**Description:** To determine TMO WiFi Calling Eligibility and Enroll Customer if eligible.

**Keywords:** Tmo, wifi, calling, T-MO, T-Mobile, wi-fi, Wi-Fi

**Solution Instructions:**

If a customer needs assistance with TMO Wi-Fi Calling, a feature that enables the phone to make/receive calls and send/receive messages over an internet wireless connection, including issues with the e911-reg.tracfone.com link provided via text message after activation, follow the instructions below.

- Confirmation of eligibility:**

Note: Inform ANDROID customers that all calls made using the application Google Voice use the standard minutes from the cell phone plan and will deduct minutes from their buckets (airtime plan). Calls made with Google Voice using Wi-Fi, will also deduct minutes from their buckets. For reference, you may direct the customer to the Google Play Store > Google Voice Application to review this information.

  - Check that the phone is active. If it's not active, proceed to activate the phone.
  - Check that the phone is Wi-Fi Calling capable by selecting the **Wifi Enabled E911 - Info** tool. If the device is Wi-Fi Calling capable, the tool will allow you to add or edit an E911 Address. Otherwise, **This ESN is not Wi-Fi Enabled** will display.
- Add or Edit an E911 Address:**
  - Make sure that the phone is connected to Wi-Fi, and then check that **Wi-Fi Calling** is enabled on the phone by going to **Settings > Wireless and Networks > More > Wi-Fi Calling**.
  - Register or update an E911 Address for the phone by going to the **Wifi Enabled E911 - Info** tab, and **Add or Edit** the customer's E911 Address, as applicable.



### NOTE

- For Simple Mobile brand, when customers enable the **Wi-Fi Calling** feature when they first activate their iPhone 6S, they will receive an SMS with a URL link, [e911-reg.tracfone.com](http://e911-reg.tracfone.com).
- The link will allow them to register their phone number so they can completely use the feature.
- However, when customers tap the URL link, the iPhone 6S handset will not recognize it. To fix this, customers must copy the URL link and paste it on their browser.

## Verizon APN Update Message (TF, NT and ST)

If the customer receives the message below when trying to use data on their phone, advise the customer to follow the instructions provided to troubleshoot the data.

*"Update your internet settings over Wi-Fi. Visit [iapnupdatevzw.tracfone.com](http://iapnupdatevzw.tracfone.com) (depending on the brand) from your phone and follow the instructions. Thanks for being our customer!"*

*Please turn your phone OFF and back ON. Then, visit [m.tracfone.com](http://m.tracfone.com) from your phone to verify your Data Services are working. Thank you."*



**DO NOT** call the carrier for this issue.

Below are the links for each brand.

- [iapnupdatevzw.tracfone.com](http://iapnupdatevzw.tracfone.com)
- [iapnupdatevzw.straighttalk.com](http://iapnupdatevzw.straighttalk.com)
- [iapnupdatevzw.net10.com](http://iapnupdatevzw.net10.com)

## International Long Distance

- Issues related to International Long Distance calling, refer to the International Long Distance Issues Solution available in TAS.
- You are only able to provide the Basic ILD Troubleshooting outlined in the solution.
- Do note that we have several ILD service plans, therefore you need to make sure that the type of plan the customer has added comes with ILD prior making any troubleshooting.

To access the Solution, follow the steps below:

- 1 In Solutions, select the International Long Distance Issues.
- 2 Select the appropriate Solution ID based on the customer's issue.

Solutions List			
Solutions List			
Parent Solutions	Solution Id	Solution Name	Description
Airtime	Solution: 2111	ILD APP Calls Restricted - TF/NT/ST	Fix Call Restrictions Issues and How to prevent it.
Buy Airtime from Phone Troubleshooting	Solution: 4614	International Long Distance Issues - TF	Basic Steps to Troubleshoot International Long Distance (ILD)
CASE DEBUG	Solution: 4616	International Long Distance Issues - VAS Agents - TF	Instructions to troubleshoot ILD service for VAS Agents Only
Do Not Contact	Solution: 15401	Manually Adding Funds in AURIS - VAS Agents	To add funds manually to an account with Unlimited, PayG...
Easy Exchange Protection			
Equipment Problems			
IT TOSS - System Errors			
International Long Distance Issues			
Lost or Stolen Phones Procedure			
No Long Distance			

**3** Follow the Solution Instructions accordingly.

**Solution Details**

**Id** 902  
**Solution** ILD App How to and Troubleshooting Android  
**Description** How to troubleshoot ILD App and instructions of how it works  
**Keywords** ILD, App, Google Play, international, access number, Auris

**Solution Instructions**

1. How to Download the App:
  - a. Go to [Google Play](#) and download the latest version of the App titled: [Simple Mobile International](#)
2. How the App Works:
  - a. When the customer is ready to make an international call:
    - i. Have them save the destination number as a contact in their phone.
    - ii. Have them place a call by selecting the contact from their contacts list.
    - To place a call, they don't need to dial the access number; the app will do it for them.
  - iii. Or ask the customer to enter:
    - For most countries: (011+ country code + city code + phone

**Tool Box**  
Ticket: ILD Access Number not working



**NOTE**

The list of ILD Solutions available depend on the type of technology and service plan of the phone.

### How To

The How To section in Agent Support has additional reference pertaining to ILD. You can go to these sections when assisting customers.

- 611611 Services
- Make International Long Distance

**How To ▾**

- Add Promo Code
- Auto - Refill
- CC Purchase
- DO Fix ESN
- Factory Data Reset
- Find the Glossary
- Locate Apple ID
- Locate Serial Number
- Locate SNP for Airtime Card/Receipt
- Loss Prevention Notification by Agents
- Make a Call
- Make International Long Distance Call**
- Reset Network Settings

**International Long Distance Solutions – Simple Mobile and TelCel**

Simple Mobile and TelCel ILD instructions are now available within the Solutions link.

**Solution**

Id 11301  
 Solution ILD Instructions Sprint  
 Description ILD dialing instructions for Sprint customers  
 Keywords International, App, connection, access, number, ILD

[Create Interaction](#) [Solutions List](#) [Close Tool Tabs](#)

**Solution Instructions**

To make calls from the United States:

- Use the [Telcel America Direct App](#) for a quick connection.
- The customer may also dial the access number, 1-415-655-0992, first. When prompted, dial 011 + country code + area code + phone number.
- For the customer to receive these instructions to their phone, advise them to text ILD to 611611.

Roaming in Mexico Benefits:

- These phones DO NOT support the Roaming in Mexico Benefits.
- If the customer wants the benefits, go to the [Extended Nation Roaming Feature Issue](#) solution and create and [Exchange Case](#) for a compatible phone.

**NOTE**

- The instructions DO NOT include Home Phone ILD.
- Customers with phones supported by Sprint and Verizon carriers will not have the Roaming in Mexico benefit.

## Other Solutions

Below is the list of some other Parent Solutions available in Solutions List.

Parent Solutions	Description
<a href="#">SafeLink BYOP Exchanges</a>	<ul style="list-style-type: none"> <li>• This solution under SafeLink Troubleshooting will be used to assist SafeLink BYOP customers who need a replacement phone.</li> <li>• This solution only applies to SafeLink activated on the NET10 brand with T-Mobile carrier. Service profile must have a Lifeline ID.</li> </ul>
<a href="#">Unlock Exchange</a>	<ul style="list-style-type: none"> <li>• Access solution to verify if phone is eligible for unlocking.</li> <li>• Follow the corresponding steps outlined in the Solution.</li> </ul>
<a href="#">Units Disable / Wrong Balance Deduction</a>	<ul style="list-style-type: none"> <li>• Resolve Unit Disable phone error and incorrect Unit deduction on the service of the phone.</li> </ul>
<a href="#">BYOP SIM Exchange for Incorrect Replacement SIM Sent</a>	<ul style="list-style-type: none"> <li>• This will be used when a BYOP customer purchased an incorrect SIM card or receives an incorrect replacement SIM card.</li> </ul>

<b>Redemption / Promo Failure</b>	<ul style="list-style-type: none"> <li>Assess and corrects any problems related to Redemption.</li> </ul>
<b>BYOP Verizon LTE SIM Exchange</b>	<ul style="list-style-type: none"> <li>This will be used when a BYOP customer failed to receive a SIM Card in order to activate it.</li> </ul>
<b>International Long Distance Issues</b>	<ul style="list-style-type: none"> <li>Help troubleshoot International Long Distance issues such as call quality, signal and dialing pattern.</li> </ul>
<b>Roaming / Long Distance from Landline</b>	<ul style="list-style-type: none"> <li>Prevents Long Distance charges to a landline and help the customer with roaming issue of the phone.</li> </ul>
<b>Risk Assessment Phones Procedure</b>	<ul style="list-style-type: none"> <li>This will guide you on how to troubleshoot PPE phones with Risk Assessment status.</li> </ul>
<b>Buy Airtime from Phone Troubleshooting</b>	<ul style="list-style-type: none"> <li>Help troubleshoot Buy Airtime related issue of the customer.</li> </ul>
<b>OPT-In Communications</b>	<ul style="list-style-type: none"> <li>This solution will be used when a customer complains about not receiving text or email on their upcoming service end date, auto refill charge or decline auto-refill payment.</li> </ul>
<b>Google Talkback Feature (Instruction)</b>	<ul style="list-style-type: none"> <li>Enable Google Talkback feature and provide some information on how to use it.</li> </ul>
<b>International Long Distance Instructions</b>	<ul style="list-style-type: none"> <li>For SM and TC brands. ILD instructions under T-Mobile Carrier. This does not include Home Phone ILD.</li> </ul>
<b>Transfer Wizard App</b>	<ul style="list-style-type: none"> <li>For ST brand. The Transfer Phone Content Using Transfer Wizard App Solution in TAS has been added to guide you with the step by step process of assisting the customer to easily transfer personal content from one Smartphone device to another.</li> </ul>
<b>OTA Features / Rapid Refill Failed</b>	<ul style="list-style-type: none"> <li>Troubleshoot OTA features of the phone.</li> </ul>
<b>Samsung 150G Time Display</b>	<ul style="list-style-type: none"> <li>Provide fix when the phone displays an hour behind and the customer is not able to adjust the time and date settings.</li> </ul>
<b>Android 4.4 Kit Kat Powercycle Issue</b>	<ul style="list-style-type: none"> <li>This Solution under Equipment Problem parent solution will provide instructions that resolve the power cycle issue with phones running on the Android 4.4 Kit Kat operating system.</li> </ul>
<b>IT TOSS – System Errors</b>	<ul style="list-style-type: none"> <li>Fix system related issues when processing the customer's transaction such as activation, redemption and etc.</li> </ul> <p><b>NOTE:</b> IT TOSS – System Errors ticket will have a 4-hour TAT. Schedule a callback to Corp ERD with the designated turnaround time.</p>
<b>Inactive POSA</b>	<ul style="list-style-type: none"> <li>Resolve issues pertaining to Inactive ESN/SNP.</li> </ul>



Solutions List varies depending on the type of phone model, technology and brand. For the up-to-date list of Solutions, please refer to the Solutions link in TAS for further details.

## Universal Branding

The Universal Branding is used to re-brand inactive ESNs. Before re-branding an ESN, make sure to follow the guidelines:

### Guidelines

Follow these guidelines before rebranding:

**KEEPING LINE - ACTIVE / USED / PASTDUE PHONE:** If phone has a line reserved, line will be preserved and Zip Code is going to be pre-populated during the Activation.

- Security questions are going to show up if phone belongs to an account.
- Error Message is going to show up if Phone is part of the Lease to Own program.
- Warning Messages are going to show up if Phone has Cards on reserve or Enrollments. Customer can use the cards on and/or Cancel enrollment before the rebranding.



### NOTE

You can offer provide the PIN so the customer can give it to someone else if desired.

- 1 In ESN Support, go to Universal Branding.
  - The ESN will be pre-populated. If you need to enter another ESN, clear the field and enter the desired ESN.
- 2 Select the appropriate brand.
  - An error message will appear if the Part Number does not exist for the brand selected.
- 3 Select Brand Serial Number.
  - ✓ A message ESN Branded will appear if successful.

<b>ESN Support</b> Create Ticket Device Management Handset Protection External Links Master Subsidy Lock Personality Register iPhone Exchange Reserved Pins Reward Points SFR Info 1 Image 2 SFR 3 Universal Branding Unthrottle Workforce Pins	<b>Universal Branding</b> Serial 260372150336963 Number Hexadecimal numbers will be displayed as decimal numbers after the phone is branded  <b>2</b> Brand Straight Talk Zip Code 94043  <b>3</b> Brand Serial Number
--	--

<b>Universal Branding</b> Message ESN Branded
--

### Universal Branding Guidelines:

- Applicable for all Brands except Simple Mobile, Telcel, and Go Smart.
  - Simple Mobile and Go Smart are excluded from rebranding.
  - Telcel can be rebranded to any brand. However, you cannot rebrand to Telcel.
- The ESN Status can be New, Past Due, Used, or Refurbish.
- Actives ESNs are not eligible. An error message will appear to deactivate first the ESN.
- Confirm the Security Questions if the ESN belong to the account.
- If the line is in reserve and the customer wants to keep it, the zip code will be pre-populated when activating in the new brand.
- The phone cannot be part of a Lease to Own Program.
- Inform the customer that any cards on reserve will be lost. Offer to provide the PIN so that customer can give to someone else if desired.

## Generic Part Error

When you encounter a Generic Part Error during Activation, follow the Universal Branding process. This process applies to all types of phones.



When opening the call, you need to refer to your Avaya to determine the brand the customer is calling for and then brand the phone accordingly. However, you still need to verify from the customer which brand they wish to activate with.

### Universal Branding Process in TAS

Before doing so, you must consider the following guidelines below:

- ✓ Confirm which company or brand the customer will activate their service with.
- ✓ There are two ways to complete the branding process: branding with an existing account or create a new account
- ✓ To complete the Activation, the customer will still need a service card.
- ✓ The branding process also applies to Upgrade or Ports.



When troubleshooting for iPhone 6 and 6 Plus, be aware that the Serial Numbers in TAS and the billing system do not match. This is supposed to be this way. If you update the ESN in the billing system, the phone will no longer work properly.

### Existing Account

If the customer already has an existing account, follow the steps below to brand the phone.

- 1 From Incoming Call, enter the serial number, and select Search Service.

- 2 Select Universal Branding from ESN Support.
- 3 Select the Brand, and enter the Zip Code. Then select Brand Serial Number.

- 4 A confirmation message will appear when the branding process has completed successfully.  
Proceed to activate the phone.

## Create a New Contact

If an account does not exist, you can brand the phone by creating a new contact.

- 1 From Incoming Call, enter the serial number and select New Contact Account.

- 2 A pop up window will appear. Enter the information needed, manually select the Brand and then select Create Contact.

- 3 The branding process is now complete. You can now proceed to activate the phone.

Service Profile Details	Service Type
Serial Number: 257694106407741591	Auto-Refill
Hex Serial Number: 99990008762097	Next Refill Date
Part Number: SMAPI7G32BKP5	Warranty Exchanges
Technology: GSM (4G_LTE)	Basic Warranty Active
Brand: STRAIGHT_TALK	Handset Protection
Sequence: 0	Current Throttle Status
Dealer: 9621 TRACFONE-BRIGHTPO...	Device Type: SMARTPHONE
Phone Status: NEW	Leased to Finance: No
SIM: 8901260372151072005	
Lid	

### Generic Part Error for BYOP Phones

For BYOP Phones, Generic Part error may also be encountered because the SIM is Inactive POSA or a replacement. Before processing the Universal Branding, you need to check first the status of the SIM. Follow the steps below:

1. Validate the ESN in TOSS to determine if the SIM was recently purchased or a replacement SIM.
2. If the SIM was recently purchased, check the POSA Tool to confirm where the SIM was purchased.
  - ✓ If no information is displayed, refer the customer back to the retailer to confirm the purchase.
  - ✓ If the correct information is displayed, proceed to change the part number, and complete the activation.
3. If it is a replacement SIM, locate the original SIM number in TOSS, MIN History, and/or Ticket History.
  - ✓ If the old SIM is found, activate the phone and enter the New SIM number.
  - ✓ In TOSS, you should see the “ESN\_Status” displayed as “SIM\_Exchange”.
4. Once the SIM Card has been updated, process the Universal Branding.

## Multiple Billing Issues for SM, WFM and TW

Ticket titles below should be selected when creating tickets for multiple billing issues.

Create Ticket	
Ticket Type	IT TOSS
Ticket Title	Select a Case Title
Priority	Billing Issues
Status	Discount Not Added
Issue	Due Date Issues
Notes	Escalation
	Limits Exceeded
	Other
	Purchase Airtime Button Grayed Out
	System Errors

After reviewing the account, create one of the following tickets based on the scenario:

#### Billing Issues:

- Incorrect amount due reflected on the account in TAS/Web

#### Discount Not Added:

- Incorrect Discount (excluding auto-pay)
- Discount not reflected
- Adding new line-discount not added

#### Due Data Issues:

- Unable to extend service days by compensation or replacement for lost service days due to technical issues.



Once the appropriate ticket is created, schedule a call back for 24 hours to confirm that the customer's issue has been resolved.

# Wrong Service Plan ID (SM, WFM, TW)

Customers that reactivated their phone with an unlimited may experience unable to make or receive calls or unable use their data. In order to assist the customer, follow the steps below:

- 1 Verify if there was any recent purchase made via Purchase History
- 2 If there is none, proceed to Transaction History and verify if the account has been reactivated with an unlimited plan. Verify if the account has been reactivated with Service Plan ID 252.

<b>Service Profile</b>	SIM 8948000005572692713			Contact Name william alford	Service End Date 09/16/2020			Basic Warranty Active		
Serial Number 015551003819831	SM Status SIM ACTIVE	Sim Id 40424086	Next Charge Date 09/16/2020	Handset Protection	Device Type	Device Type Non PPE Feature Phone	Leased to Finance No	Phone Gen 4G_LTE	Latest Transaction 5	
Her Serial Number	MDN 50012402	Program Name	Activation Date 02/11/2020	Auto Refill DEENROLLED(09-20)	Service Type Paygo		Warranty Exchanges	Recent History Create Interaction		
Part Number THUL4R4DZCPUP	MIN Status ACTIVE	Zip 70125	Deact Date							
Technician CDNA (VOLT)	MIN Status ACTIVE	Carrier 122794 VERIZON PR...	Cards In Reserve 0							
Brand TOTAL_WIRELESS	Sequence 0	Customer Id 1368909424								
Dealer S360 WAL-MART STORES ...	Phone Status ACTIVE									

Transaction History											
ESN Support		Carrier Support		m/d/yyyy		m/d/yyyy		m/d/yyyy		m/d/yyyy	
Tosz Util	Transaction Id	tgTransactionId	Cust ID	ESN	Date/Time	User	Action	Reason	Units	Due Date	Carrier
Tutorials/Instructions	4240741581	12011804743	136890... 015551003819831	09/12/20 01:49:2...	circleo	SUE INQUIRY	Completed				VERIZON WIRELESS WAL-MART STOR...
LTE	4238981423	12011804743	136890... 015551003819831	09/12/20 01:49:2...	circleo	SUE INQUIRY	Completed				VERIZON WIRELESS WAL-MART STOR...
Transactions	4235147376	11999909508	136890... 015551003819831	09/09/20 11:36:2...	circleo	DEACTIVATION	Completed				VERIZON WIRELESS WAL-MART STOR...
History	4185726236	11493811597	136890... 015551003819831	09/09/20 01:12:0...	webdo	REDEPPTION	Completed	PASTDUE	0	9/16/2020	VERIZON WIRELESS WAL-MART STOR...
Transaction History by ESN	4238981423	12011804743	136890... 015551003819831	09/12/20 01:49:2...	circleo	SUE INQUIRY	Completed	PASTDUE	0	9/8/2020	VERIZON WIRELESS WAL-MART STOR...
Inv Log											VERIZON WIRELESS WAL-MART STOR...
Activation History											VERIZON WIRELESS WAL-MART STOR...
Reactivation History											VERIZON WIRELESS WAL-MART STOR...
One History											VERIZON WIRELESS WAL-MART STOR...
IP History											VERIZON WIRELESS WAL-MART STOR...
Recent Interactions											VERIZON WIRELESS WAL-MART STOR...
Workforce Pin											VERIZON WIRELESS WAL-MART STOR...
Redemption Summary											VERIZON WIRELESS WAL-MART STOR...
Redemption History											VERIZON WIRELESS WAL-MART STOR...
RedLink Service History											VERIZON WIRELESS WAL-MART STOR...
RedLink Requested Plan											VERIZON WIRELESS WAL-MART STOR...
Plan Log											VERIZON WIRELESS WAL-MART STOR...
IN/OUT Log History											VERIZON WIRELESS WAL-MART STOR...

- 3 Check if there is a LID in the service profile. If yes, please create a ticket under ESN Support and provide a 72-hour turnaround time.

**Ticket Type:** SafeLink

**Ticket Title:** Remove LID#

<b>Menu</b>	<b>Create Ticket</b>
<b>ESN Support</b> <ul style="list-style-type: none"> <li>Accessory Ticket</li> <li>APN Settings</li> <li>Assign Safelink Id</li> <li>Assign Lifeline Id (non-SL)</li> <li>Balance Inquiry</li> <li>Change Ownership (Sprint)</li> <li>Create Ticket</li> <li>Device Management</li> <li>Handset Protection</li> <li>External Links</li> <li>Master Subsidy Lock</li> <li>Personality</li> <li>Register iPhone Exchange</li> <li>Reserved Pins</li> <li>Reward Points</li> <li>SIM Info</li> <li>SIM Marriage</li> <li>Solutions</li> <li>Universal Branding</li> <li>Unthrottle</li> <li>Workforce Pins</li> <li>Generate Benefits</li> <li>Metering Sources</li> <li>EUU Configuration</li> <li>Data Optimizer</li> <li>GoSmart Cash Balance</li> <li>Phone Model Parameters</li> </ul>	Ticket Type SafeLink Ticket Title Remove LID# Priority Low Status Pending Source Customer Issue Remove LID# Notes New Line Zip Code 70125 Load Part Number Part Number Technology SIM Profile NA Save & Continue

- 4 Once the LID# has been removed, issue a workforce pin for the same plan the customer purchased.



If the service plan ID is correct, proceed in following the Jacada flow for unable/unable or data to further troubleshoot the device.

## SM and WFM Redemption or Reactivation Errors

When you encounter the following errors while processing Reactivation or Redemption, go to Solutions and select IT TOSS – System Errors.

- ESN already present in the system-PIN\_Eii\_BAD\_SET-PIN\_FLD\_LOGIN
- SIM-Error
- Message PIN is already purchased-PIN\_Eii\_BAD\_SET-0,
- Unable to get quote price amount-PIN\_ERR\_NOT\_FOUND-0
- PIN is already purchased-PIN\_Eii\_BAD\_SET-0
- Message fm\_tf ws\_subscription\_quote\_price(): Invalid BAN/MIN-PIN\_ERR\_BAD\_ARG-PIN\_FLD\_ACCOUNT\_NO

- 1 Go to Solutions and select IT TOSS System Errors.

Solutions List		
Parent Solutions	Solution Id	Solution Name
Account Division	Solution: 4903	Activation
Affiliated Partner Discount Program (APDP)	Solution: 4905	Activation without Payment
Agent Assist Tool Procedure	Solution: 4910	Credit Card Issues
Airtimes	Solution: 4912	Deactivation/MIN Change/ SIM Change
CASE DEBUG	Solution: 4909	Enrollment Issues
Do Not Sell My Info	Solution: 4913	Device Portability
ESN	Solution: 4911	My Account
IT TOSS - System Errors	Solution: 19001	<b>SM / WFM Reactivation-Redemption</b>
Instructions	Solution: 4908	Technical
International Long Distance Issues	Solution: 4911	Upgrade / Internal Port
Last or Stolen Phone Procedure		
No Long Distance		

- 2 Select SM/WFM Reactivation – Redemption.

Solution Details	
Id: 19001 Solution: SM / WFM Reactivation-Redemption Description: System Errors dealing with reactivation/redemption pertaining to the SM / WFM ESNs Keywords: ticket, issue, problem <a href="#">Create Interaction</a> <a href="#">Solutions List</a> <a href="#">Close Tool Tab</a>	Tool Box IT TOSS - System Errors
Solution Instructions Create an <a href="#">IT TOSS System Errors</a> ticket. Please remember to select the correct issue corresponding to the problem from the options listed.	

- 3 In Tool Box, select Ticket: IT TOSS System Errors to create a ticket.



- The errors mentioned are just some errors you may encounter, there may be others.
- Fix ESN is NOT applicable to these brands.

## Service Days Extension

When you are programming a phone (including AWOP) following the SIM or Phone Exchange flow, you need to provide the specific number of days that the customer has waited for the replacement SIM or Phone.

### Scenario:

- When the customer calls back in after receiving a SIM or Phone, offer to replace the number of days the customer has no service, counting from the date they reported the issue until the date they received their replacement.

**To issue service days extension for PayGo Phones:**

- Go to Toss Util and select Change Expiration.

<div style="background-color: #f2f2f2; padding: 5px;"> <a href="#">&gt; ESN Support</a>  <a href="#">&gt; Carrier Support</a>  <b>Toss Util</b>  <a href="#">Change Dealer</a>  <a href="#">Change Expiration Date</a> <span style="background-color: #ffcc99; color: #800000;">(highlighted)</span>  <a href="#">Change Model</a>  <a href="#">Change Lease Status</a>  <a href="#">Click Plan Update</a>  <a href="#">Delete Pending Redemptions</a>  <a href="#">Fix ESN</a> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <b>Change Expiration Date</b>          Serial Number <input type="text" value="100000007677759"/>          Expiration Date <input type="text"/> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">         Reason  <input type="text"/> </div> <div style="text-align: right; margin-top: -10px;"> <input type="button" value="Change Expiration Date"/> <input type="button" value="Clear"/> </div>
--	--

**To issue service days extension for Unlimited Phones:**

- Go to Redemption and follow Compensation/Replacement flow.

<div style="background-color: #f2f2f2; padding: 5px;"> <a href="#">&gt; ESN Support</a>  <a href="#">&gt; Carrier Support</a>  <a href="#">&gt; Toss Util</a>  <a href="#">&gt; Tutorials/Instructions</a>  <a href="#">&gt; LTE</a>  <b>Transactions</b>  <a href="#">Activation</a>  <a href="#">Redemption</a> <span style="background-color: #ffcc99; color: #800000;">(highlighted)</span>  <a href="#">Enrollments</a> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <b>Redemption</b>  <input type="button" value="Add Airtime"/> <input type="button" value="Purchase Airtime"/> <input checked="" type="button" value="Compensation/Replacement"/> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <b>Action</b>          Type <input type="text"/>           Reason <input type="text"/> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: -10px;"> <b>Buckets Info / Max Threshold Limits by User</b>  <input type="text"/> </div>
---	--

**NOTE**

- If the phone is not active, follow the Activation without Payment (AWOP) flow.
- When extending the Service Due Date of an active Unlimited Phone, determine the remaining days left on the phone and add it to the number of days that you are issuing back to the customer. Make sure to select the corresponding Airtime Plan and manually enter the total number of Service Days on the field provided.
- It mandatory to check the Ticket History from the History sub-menu before extending the customer's service end date.

**Simple Mobile 2G to 4G/LTE SIM Migration**

- Simple Mobile customers with a 2G SIM will be given the option to migrate to a faster 4G/LTE SIM. Affected customers will receive the message below:

**SIMPLE Mobile:** As your wireless provider, we want you to know your current SIM Card is not up to date. Let us replace it for FREE! Respond SIM or STOP to end.

**SIMPLE Mobile:** Your current SIM Card is not up to date & MUST be replaced for best call quality. Respond SIM or STOP to end.

- If the customer replies with the word SIM, they will receive the message below:

**SIMPLE Mobile:**

Thanks for helping us improve your CALLING experience. Your ticket is ##UDF##. Check status by calling 611 from your phone. STOP to End.

- The customer's account will also be flashed in TAS with the following:

We would like to offer you a FREE LTE compatible SIM card because your current SIM isn't LTE compatible. With your NEW SIM, you can enjoy a better service and the best speeds in your network.

Would you like me to assist you placing this order now?

- If **Yes**, see the 2G to 4G/LTE SIM Migration Solution.
- If **No**, advise the customer that if they do not exchange their SIM, they may experience issues with the service because network adjustments are on-going, and their current SIM does not support these improvements. Encourage the customer to call back if they change their mind to get their FREE SIM.

When processing a SIM exchange ticket, go to Solutions and select:

**Parent:** Phone/SIM Exchange Non-Defective

**Child:** 2G to 4G/LTE SIM Migration

Current 4G SIM card customers have the option to swap to a 4G/LTE SIM VOLTE. This is for customers that are currently using the 4G SIM, which is not VoLTE compatible. The swap from 4G SIM to 4G/LTE SIM VolTE will improve the overall network connection and calling experience. Please follow the same SIM exchange ticket flow in TAS.

## Mobile Hotspot Sim Exchange Ticket

*(NT and ST Brands)*

If the customer's phone has a red steady light and has difficulty connecting to the Hotspot, create a SIM Card Exchange ticket for the AT&T Hotspot device.

Below is the list of devices (BYOP and Non-BYOP) that are hotspot-compatible ready. This means that these phones do not need a SIM replacement.

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"><li>iPhone devices (iPhone 5 or newer)</li><li>A507DL</li><li>A508DL</li><li>B10DL</li></ul> | <ul style="list-style-type: none"><li>LG L125DL (flip phone)</li><li>L455DL</li><li>L555DL</li><li>Motorola XT2041DL</li></ul> | <ul style="list-style-type: none"><li>S111DK</li><li>S115DL</li><li>S215DL</li><li>S515DL</li></ul> |
|--|--|---|

If the customer's BYOP device is not on the list, create a replacement SIM Card Exchange ticket for AT&T Hotspot device. To check compatibility, advise the customer to text HOTSPOT to 611611.

## Hotspot and Home Phone Transfer Procedure

If the customer calls with a Hotspot or Home Phone issue, you must transfer the call to the Carrier Billing Team.

English Ext: 1148  
Spanish Ext: 1149

## Straight Talk Hotspot Solution

Straight Talk customers are now able to use their phone as mobile hotspot when they add the \$55 Ultimate Unlimited Plan. However, they must first confirm the phone's eligibility before attempting to do so. To confirm eligibility, go to Solutions:

**Parent Solution:** Airtime

**Child Solution:** ST \$55 Ultimate Unlimited Hotspot Benefit

Follow the instructions outlined in the solution to determine eligibility. If the customer does not meet the requirements, the solution will provide options for the phone to become eligible by having the correct plan, a compatible SIM, and a capable handset.

Id 22901  
 Solution ST \$55 Ultimate Unlimited Hotspot Benefit  
 Description This solution provides assistance on how to check for hotspot-capable compatibility benefits.  
 Keywords Hotspot, capable, compatibility, benefit  
 Create Interaction Solutions List Close Tool Tabs Detach Solution Go Back

**Solution Instructions**

Customer is calling about checking their hotspot-capable compatibility benefits:

1. Ask the customer to text HOTSPOT to 611611 to check their compatibility.
2. Ask the customer to read back the message they received.
  - a. Depending on the message, the customer might need more help. They can continue through SMS.
  3. If the customer wants assistance, select the correct scenario depending on the received SMS.

If the customer needs to [change the SIM](#), finish the following flow with the customer: [click here](#)

If the customer needs a [phone upgrade](#), finish the following flow with the customer: [click here](#)

If the customer needs to [shop the \\$ 55 plan](#), finish the following flow with the customer: [click here](#)

For more information refer to [Training Flash #166](#)

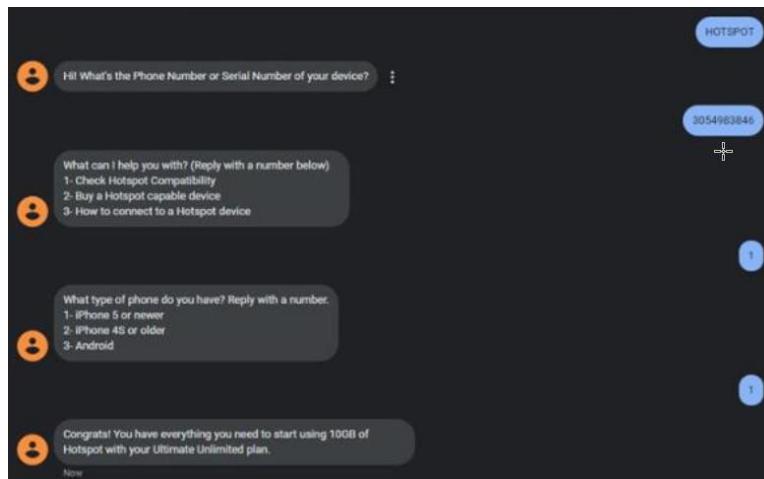
### Hotspot Troubleshooting

If the customer states they are not able to connect to the hotspot, verify the following:

- Compatible SIM
- Capable handset (iPhone 6s or above)
- Device has been updated to the latest iOS version 13 or above

Customers can check device compatibility and plan compatibility by texting the keyword "HOTSPOT" to 611611. The customer will have to provide their IMEI or MIN and choose a series of options when prompted. See example below:

The following customer has a compatible plan and device (iPhone 5 or newer):



## International Roaming Troubleshooting

Simple Mobile customers activating their phones will need to wait up to 24 hours for their international roaming feature to be active. This applies only to new activations.

If the customer calls stating they are unable to roam internationally, verify the phone has been active for more than 24 ours.

If Yes... Transfer the customer to Business Assurance and Fraud Management Department

If No.... Inform the customer to please wait up to 24 hours for international roaming to work

## Verizon SIM Invalid Issues Solution

If the customer is getting an “Invalid SIM” error message on their Verizon iPhone and Android CDMA LTE phone, follow the instructions outlined in the following solution:

**Parent Solution:** PIN PUK and SIM Issues

**Android Child Solution:** Invalid SIM CDMA LTE

**iPhone Child Solution:** Invalid SIM/SIM Not Supposed CDMA LTE



This solution applies to Verizon Android and iPhone CDMA LTE phones only. You should create a SIM Exchange ticket only if the steps outlined in this solution do not resolve the issue. Otherwise, no SIM Exchange should be created.

### Android

**Solution**

**Solution Details**

<p>Id: 20201            Solution: Invalid SIM CDMA LTE            Description: Invalid SIM CDMA LTE phones troubleshooting            Keywords: SIM, Invalid, error, remove, insert, reboot, original, eligibility, purchase</p> <p style="text-align: center;"><a href="#">Create Interaction</a> <a href="#">Solutions List</a> <a href="#">Close Tool Tabs</a></p> <p><b>Solution Instructions</b></p> <p>If the customer is calling because he/she is getting the error message: <b>Invalid SIM</b>, please follow the steps below for the appropriate scenario:</p>	<p><b>Tool Box</b></p> <ul style="list-style-type: none"> <li><a href="#">Mobile Complete</a></li> <li><a href="#">MIN / SIM Change</a></li> <li><a href="#">Ticket: Warranty Defective SIM</a></li> <li><a href="#">Ticket: Warranty Defective Phone</a></li> <li><a href="#">Ticket: Warranty ST Defective Phone</a></li> <li><a href="#">Ticket: Warehouse Out of Warranty Exchange</a></li> <li><a href="#">Ticket: Warehouse Physical Damage Exchange</a></li> <li><a href="#">Fix Invalid SIM</a></li> <li><a href="#">Retailer Locator</a></li> </ul>
--	--

### iPhone

**Solution**

**Solution Details**

<p>Id: 20401            Solution: Invalid SIM / SIM Not Supported CDMA LTE            Description: Invalid SIM / SIM Not Supported issue troubleshooting for CDMA LTE iPhone handsets.            Keywords: Invalid, SIM, Wi-Fi, phone</p> <p style="text-align: center;"><a href="#">Create Interaction</a> <a href="#">Solutions List</a> <a href="#">Close Tool Tabs</a> <a href="#">Send by e-mail</a></p> <p><b>Solution Instructions</b></p> <p>To troubleshoot the Invalid SIM / SIM Not Supported error, follow the below steps for the appropriate scenario:</p>	<p><b>Tool Box</b></p> <ul style="list-style-type: none"> <li><a href="#">Mobile Complete</a></li> <li><a href="#">MIN / SIM Change</a></li> <li><a href="#">Ticket: Warranty Defective SIM</a></li> <li><a href="#">Ticket History</a></li> <li><a href="#">Fix Invalid SIM</a></li> </ul>
---	---

If you receive a message stating that the tool is not able to fix this issue, check to see if an Unlock Phone Request case has been created. The solution will be updated to include this procedure for Androids only.

**NOTE**

The phone must have at least 15% battery life before proceeding with the steps below.

Solution	<b>Fix Invalid SIM</b>
<b>SIM Eligibility</b>	
<b>Instructions</b>	
<b>Verification</b>	
This tool is not able to fix this issue.	
<b>Process fix</b>	

- 1 Go to History (on the LHSM) and select Ticket History.
- 2 Search for the Unlock Phone Request case.

Ticket History									
Id Number	Code Type	Title	Condition	Status	Date/Time	User	MIN	Issue	
1175...	Port In	Auto Internal	Closed	Closed	11/30/17 02:06:5...	cbo			
1189...	Unlock Policy	Unlock Phone Request	Closed	Closed	08/27/18 09:20:2...	tgu...	814...	UNLOCKABLE	
1189...	Warranty	Defective SIM	Closed	Closed	08/27/18 04:18:5...	rde...	814...	Invalid SIM CDMA ...	

- 3 Open the case and go to the Ticket Detail tab.
- 4 Instruct the customer to dial #83865625# from their phone to access a Tracfone menu. They will be prompted to enter the unlock codes.
- 5 Provide each unlock code to the customer.
- 6 If the codes are processed successfully, a SIM Unlocked message will appear and the phone will reboot. If the codes are not processed, try to re-enter them.
- 7 If this procedure fails, you may proceed with creating a SIM Exchange case.

**Fix Invalid SIM Tool for iPhone Child Solution**

The iPhone Child Solution (Invalid SIM/SIM Not Supported CDMA LTE) has been updated to include a Fix Invalid SIM tool that will attempt to resolve this issue for iPhones. Please follow the instructions outlined in the updated solution.

**Complimentary Next Day Shipping for Warranty Defective SIM Ticket**

If a Warranty Defective SIM case is created from either one of these solutions (Android or iPhone), the SIM will be sent FREE of charge with next day shipping. Please advise the customer that they will receive the order within 2 business days. For USPS and FedEx delivery, the package must be received and signed for at the shipping address provided.

## Insert SIM/SIM Rejected/SIM Invalid Solution

If a customer is getting any an error messages such as Insert SIM, SIM Rejected and SIM Invalid, follow the instructions outlined in the new solution:

**Parent Solution:** PIN PUK and SIM Issues

**Child Solution:** Insert SIM/SIM Rejected/SIM Invalid (Ineligible Handsets for Exchange) iPhones

**Solution Details**

**Tool Box**

- Mobile Complete
- MIN / SIM Change
- Ticket: Warranty Defective SIM
- Insert SIM

**Solution Instructions**

If the customer is calling because he/she is getting the error: **Insert SIM / SIM Rejected / SIM Invalid**, please follow the steps for the appropriate scenario below.

- First time calling about a SIM issue**
  - If the SIM card is inserted in the phone, please ask the customer to remove it.
  - Verify the SIM card number matches the SIM number on the customer's profile.
  - If the SIM Number is Different than the Profile, perform a **SIM change** for the customer's SIM card number.
  - Re-insert the SIM card and reboot the phone.
  - For instructions on how to insert the SIM, go to [Insert SIM](#).
  - IF AND ONLY IF** the error **Insert SIM / SIM Rejected / SIM Invalid** still shows, create a [Warranty Defective SIM](#) ticket to send a new SIM card.
- The customer already called about a SIM issue**

If the customer already received a SIM Exchange and the error **Insert SIM / SIM Rejected / SIM Invalid** displays when the shipped SIM card is inserted, advise the customer that there may be a problem with their phone.

Applicable Phone and Brands	
Type of Phone	Brands
GSM	NET10
	Straight Talk
	TracFone
	Simple Mobile
	Walmart Family Mobile



- You should create a Warranty Defective SIM ticket only if the steps outline in this solution do not resolve the issue. Otherwise, no SIM Exchange should be created.
- These handsets are not eligible for exchanges. If the device is defective, the customer will need to purchase a new phone.

## SIM Exchange Ticket Creation Improvement

The SIM Exchange process for selected parent solutions has been improved to include a drop down of issue reasons on the exchange ticket. Depending on the reason selected and the phone's capabilities, you will be able to create SIM Exchanges for difference types of SIM Profiles/Carriers.

### Selected Parent Solutions:

- Data Services
- Phone/SIM Exchanges Non-Defective
- PIN PUK and SIM Issues

The screenshot shows a software interface for creating a ticket. The title bar says 'Ticket: Warranty Defective SIM'. Below it, there's a form with fields for 'Ticket Type' (Warranty), 'Title' (Defective SIM), 'Priority' (Low), 'Status' (Pending), and 'Source' (Customer). A dropdown menu for 'Issue' is open, showing a list of options including 'CARRIER REQUESTED', 'COVERAGE - NEED DIFFERENT SIM PROFILE', 'ERRORS: PIN/PUK ERRORS (ONLY)', 'MINCHANGE ACROSS MARKETS (ATT, VZ ONLY)', 'MISSING SIM', 'PORT OR UPGRADE AND SIM NOT NEW', 'SIM EXPIRED', 'UNABLE TO MAKE / UNABLE TO RECEIVE CALLS', 'WRONG SIM SIZE', 'SIM REJECTED', 'INSERT SIM', and 'SIM INVALID'. At the bottom right of the form is a 'Continue' button.

### Samsung

Setting up Visual Voicemail will allow them to see a list of their voicemail messages and manage them directly from the phone. The customer can listen to their messages in any order and delete messages without having to listen to instructions.

In order to receive your voicemail notifications, you must set up the Visual Voicemail:

- 1 From the Home screen, touch Apps.
- 2 Touch the Voicemail App  and press continue.
- 3 Permission Needed: In order to use the voicemail feature, you must allow the app to access the following information on your phone:
  - **Contacts:** Allow voicemail to access your contacts?
  - **Phone:** Allow
  - to make and manage phone calls?
  - **SMS:** Allow voicemail to send and view SMS Messages?
- 4 Press Continue
- 5 Set up is complete. Press Continue to start using Visual Voicemail.
- 6 Accept the Terms and Conditions.



## Alcatel (ALA405DCP) Voicemail Access – Verizon Only

Customers that are active with Alcatel will receive an error message when they select the voicemail notice option.

Confirmation

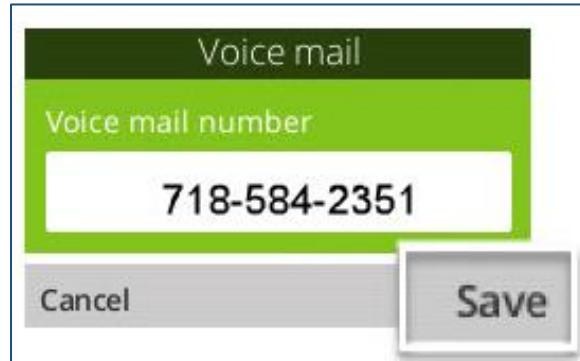
Unable to call the voicemail.  
Set up the voicemail  
number to place the call.

Cancel

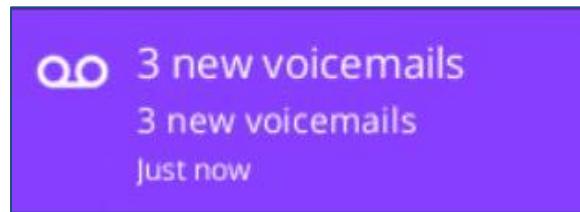
Settings

### To troubleshoot, follow the steps below:

- 1 Select Settings.
- 2 Enter the Voicemail number and select save.



- 3 Instruct the customer to access again the voicemail. They should see their voicemail messages.



## Alcatel A501 Set Up Message Issue

Customers may report that they receive a pop-up message when setting up their brand new Alcatel A501 phone.

- When the customer selects disagree, they can continue setting up the phone but may encounter the message again.
- When the customer selects agree, the phone might display a message that may imply that the phone has been previously used.

Improve location accuracy?

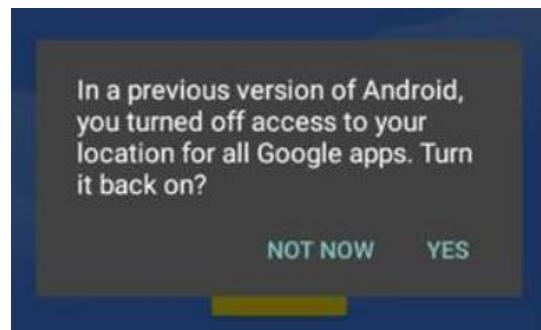
Help apps find your location more quickly and accurately using Google's location service. Google may collect location data periodically and use this data in anonymous way to improve location accuracy and location-based services.

This service is active when Location is on and High accuracy or Battery mode is selected.

DISAGREE      AGREE

This is an error message. Customer should not see this message considering that they have a brand new phone. Customer needs to select “YES” to close the message and continue the setup.

No troubleshooting needed for this issue. This is only a software glitch.



## Call Forwarding Issue on TMO 3G

Tracfone network change is currently impacting the Call Forwarding feature of several Tracfone models.

### Impacted models:

- Samsung N981U1 & N986U1 (Note 11), S515DL & Motorola XT2115DL, XT2093DL

### Issue:

- Call Forwarding is not able to be configured
- Customer error pops up on device stating, “Network or SIM card error.” or “Connection problem or invalid MMI code”

### Why is this happening?

- Due to 3G sun setting, Tracfone changed the way Call Forwarding is routed.
- When some of these models were developed, the requirements specified routing for Call Forwarding is via 3G.
- Now that 3G is sun setting, the Tracfone has changed the requirement to route Call Forwarding via LTE. These devices were not built that way.

### Fix:

- Tracfone is working to “fix the impacted models” so that Call Forwarding may continue via 3G.
- When a customer calls complaining about this issue, advise them of why this is happening.
- There is no TAT.

## Samsung 727 Software Update

A TAS Ticker will appear for Samsung 727 when a firmware update is available.

*"An essential firmware update for the Samsung 727 (S727V) is available. When processing an activation or troubleshooting this device, you must check for the latest firmware update".*

An essential firmware update for the **Samsung 727 (S727V)** is available, when processing an activation or troubleshooting this device you must check for the latest firmware update.

### Software Update instructions

- From the Home screen, tap the Menu Key > Settings > About phone > Software updates > Check for Updates.

### Before the download:

- Connect the device to a Wi-Fi network, or make sure it has a strong wireless network connection (signal bar indicator).
  - Ensure the battery is fully charged before starting the software update.
- 
- If the device finds a new software update, tap Download now. When complete, a screen will appear advising you that the new version of software is ready to be installed. Tap Install update.

The device will power down and power back on. A screen will appear stating that the installation has been completed. Tap OK.

### Before downloading the latest firmware:

- Ensure the device is connected to a Wi-Fi or has a strong wireless network connection (good signal strength).
- Ensure the battery is fully charged before starting the firmware update.

### Software Update Instructions:

- 1 Go to the Menu Key
- 2 Select Settings
- 3 Select About Phone
- 4 Select Software Updates
- 5 Check for Updates
  - If the device finds a new software update, tap Download Now, and continue to step 6.
  - If there is no update available, that means the latest update is already installed.
- 6 When complete, a screen will appear advising that the new version of software is ready to be installed. Then, tap Install Update.
- 7 The device will power down and power back on. A screen will appear stating that the installation has been completed. Tap OK.



## Samsung 327 and 727 Issues

### • Activation and Make or Receive Calls

The Samsung 327 and 727 handsets will not activate due to old software version. If a customer calls and is unable to activate or make or receive calls, proceed to create a warranty exchanging via TAS Solutions.

#### Solutions:

- Equipment Problems
- Experiencing New/Other Issues



#### NOTE

A SIM Exchange will not fix the issue.

### • Unable to Access Internet Brow

If a customer calls and states that they are getting the error "Unfortunately, Internet has stopped." when accessing their internet browser, follow the outlined workaround below

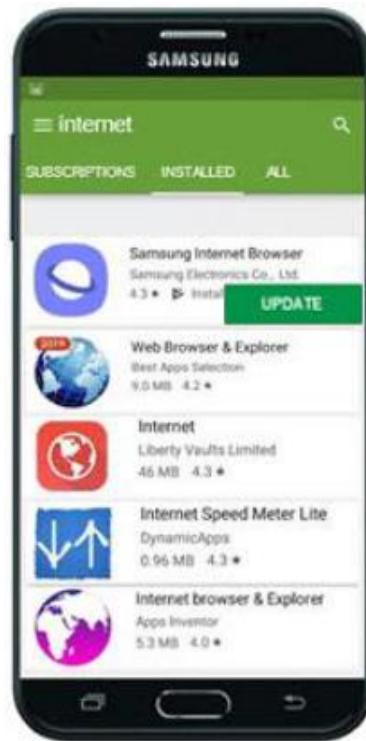
Identify the app version displaying the issue is 4.0.30-59. If YES, follow the steps below to upgrade the application to the latest 10.0.00.27 version.



- 1 Go to Galaxy Apps



- 2 Type in Internet to search the app
- 3 Select UPDATE to update the Samsung Internet Browser



## BYOP Samsung Galaxy Devices Issues

Customers may call to report that they are unable to send SMS/MMS when using any of the Samsung phone models listed below:

• Galaxy S7 (SM-G930U)	• Galaxy S8+ (SM-G955U)	• Galaxy S8+ (SM-G955U)
• Galaxy S7Edge (SM-G935U)	• Galaxy S9 (SM-G960U)	• Galaxy S10+ (SM-G975U)
• Galaxy S8 (SM-G950U)	• Galaxy S9+ (SM-G965U)	• Galaxy S10E (SM-G973U)

If any of the above phone models are on software version QE3 with a TFN/VZW based SIM, it is recommended to do the following:

- 1 Remove the SIM card
- 2 Perform factory reset
- 3 Manually update the software via Wi-Fi without the SIM in the phone

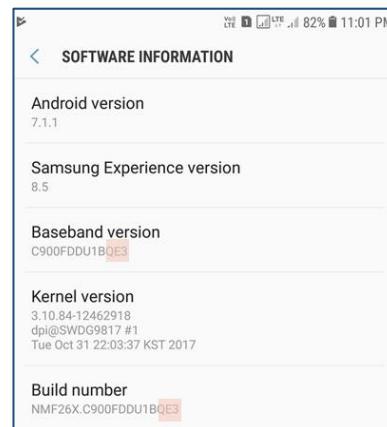
## How to check the device software version?

- 1 Go to Settings > About Phone > Software Information
- 2 Check the last three characters in the Baseband version and Build number



### NOTE

- Active phones will not have a QE3 version unless they experience this issue.
- Do not call the carrier, and do not send a replacement SIM for this issue.



## Ignite Apps for Specific Samsung Devices

Customer with the following Samsung devices listed below may call to report concerns about unwanted apps that appear in their handset after activation.

- Samsung Galaxy J3 Orbit (S367VC)
- Samsung Galaxy Ace Style (S357BG)
- Samsung Galaxy J7 Crown (S767VC)
- Samsung Galaxy J7 (S757BG)

The customer may see any 3 to 5 of the following apps listed below:

✓ Alarm Clock	✓ Groupon	✓ Pirate Kings	✓ Solitaire Tripeaks
✓ Big Farm	✓ Horoscope Master	✓ Ringtones	✓ Wish
✓ Booster Kit	✓ Hotspot Shield	✓ Wallpapers	✓ Word Blitz
✓ Coinmaster	✓ Norton Secure VPN	✓ SmartNews	✓ World War Rising
✓ Final Fantasy	✓ Pandora	✓ Solitaire	✓ Yahoo Mail

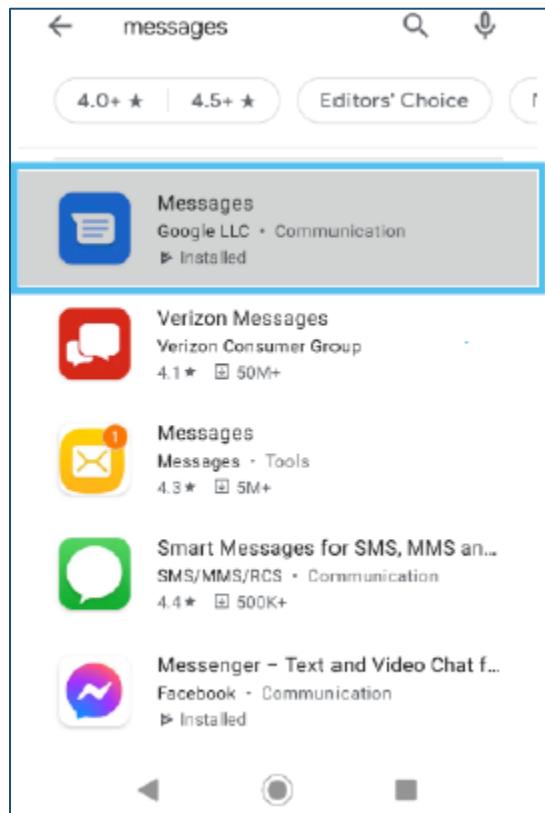


- These apps are valued added benefit provided by TracFone. It was provided for free and it can be deleted anytime.
- To resolve this issue, inform the customer that they can delete the unwanted apps from their handset. No troubleshooting required.

## MMS Troubleshooting for Android BYOP Device

After following all basic troubleshooting steps, but still the customer is unable to send/receive MMS, you can recommend to download the official Google Messaging App (if available for the customer's device). Once installed, ask the customer to set it up as default SMS/MMS application.

The application can be found by searching "messages" in the Play Store and it is published by Google LLC.



DO NOT recommend any different apps other the official Messages app published by Google LLC. If the customer has already downloaded the Google Messaging App and still unable to send/receive MMS issue, uninstall and reinstall the app to trigger the default setting setup.

## Smartphone Plan Double/Triple Minute Issue

There is an ongoing system issue wherein smartphone plans have been doubled or tripled. This issue is still being worked on.

If you receive a call wherein the customer is requesting their plan to double or triple again, check if the device was activated with the promotion or if it was released before November 2017.

If not, advise the customer that they need to upgrade to a device that has the promotion to qualify for the benefits.

## Triple Minute Plan

All TracFone smartphone releases will no longer have triple minute plan benefits. Existing handsets will still have the same benefits including Auto-Refill plan. In addition, BYOP Triple Punch SIM Kit NO longer has Triple Minute Plan as well.

However, as an incentive to customers, all TracFone customers upgrade from a feature phone to smartphone will get the Triple Minute benefit as a promotion for upgrading to a new smartphone. Also, if customers currently have the Triple minute on their smartphone, it will be transferred to the new smartphone.



### NOTE

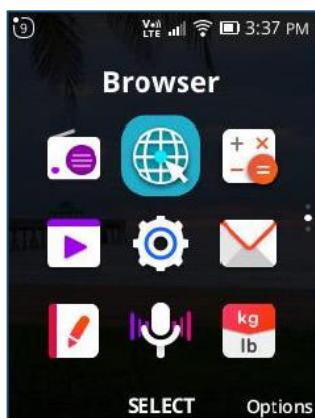
- This promotion is applicable to upgrades from a Smartphone/BYOP that has triple minutes to another Smartphone, including BYOP.
- Upgrades from feature phone to smartphone/BYOP will get triple minutes.
- The Triple Minute benefit will be for the life of the phone.
- Existing phones that already include the Triple Minute plan will not get two times the promotion.
- This promotion is based on the upgrade, exclusively.

## Non PPE Feature Phone Account Balance Inquiry

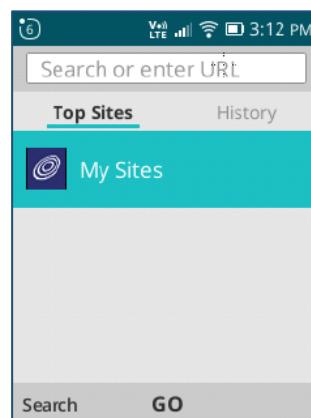
Customers who have Non PPE Feature Phones (without My Account app) can now check their account balance when opening the web browser.

### How to access?

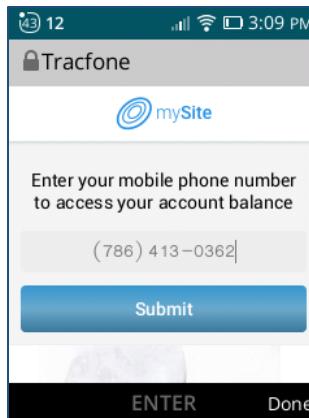
1 Open the Browser from the Main Menu.



2 Select My Sites.



- 3 When the My Sites web browser is open, select Sign In. The customer will be prompted to enter in their MIN to continue.

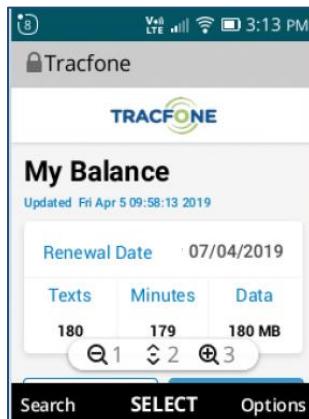


- 4 The customer's real time account balance will display. If the balance does not appear, have the customer select My Balance located at the top of the screen.



#### NOTE

Future entries will not require the customer to re-enter their wireless number. Their balances will auto-populate.



## Balance Inquiry for Tracfone Unlimited Plans

The balance inquiry functionality will be available in TAS for customers who have unlimited and PayGo plans. The Balance Information will show three (3) sections: Unlimited, PayGo, and Total Balance. Below are the various results that will show depending on the plan the customer has.

### Unlimited Plan

The balance inquiry will display the Balance Information and Total Data Usage.

Balance Information	
Unlimited Plan Voice Balance	UNLIMITED
Unlimited Plan SMS Balance	UNLIMITED
Unlimited Plan Data Balance	3 GB
Usage Information	
Total Data Usage 0 MB	

**PayGo**

If the customer has a remaining PayGo balance, it can be used once the unlimited plan expires or all of the data has been used. The balance inquiry will display the Balance Information for the unlimited and the PayGo plans.

Balance Information		
Unlimited Plan Voice Balance	UNLIMITED	PAYGO Plan Voice Balance 500.0 min
Unlimited Plan SMS Balance	UNLIMITED	PAYGO Plan SMS Balance 1000.0 msg
Unlimited Plan Data Balance	1 GB	PAYGO Plan Data Balance 3.49 GB
Expiration Date	27-DEC-19	
Usage Information		
Total Data Usage 0 MB		
Additional Information		
Data for the Unlimited Talk and Text plan will carry over for an additional 30 days.[RID 9187131]		
Important note: The benefits from the current plan will be consumed before the other benefits.[RID 9187119]		

**Unlimited Plan to a PayGo Plan**

If the customer has data remaining from their unlimited plan and switches to a PayGo plan, the carryover data will expire in 30 days. They will begin using the carryover data when the PayGo data has been depleted.

Balance Information		
PAYGO Plan Voice Balance	497 min	Unlimited Plan Data Balance 1 GB
PAYGO Plan SMS Balance	999 msg	Expiration Date 27-NOV-19
PAYGO Plan Data Balance	500 MB	Total Voice Balance 497 minutes
Usage Information		
Total Data Usage 0 MB		

**Unlimited and Data Add-on Plans**

If the customer has an unlimited plan and a data add-on plan, the first column in the Balance Information section will display the unlimited plan details. The second column will include the data add-on balance and the totals in the third column. The data from the unlimited plan will be consumed before the customer begins using the data add-on plan.

**Balance Information**

Unlimited Plan Voice UNLIMITED  
Balance  
Unlimited Plan SMS UNLIMITED  
Balance  
Unlimited Plan Data 1 GB  
Balance PAYGO Plan Data 2 GB  
Balance

Total Voice Balance UNLIMITED  
Total SMS Balance UNLIMITED  
Total Data Balance 3 GB

**NOTE**

If the carrier is AT&T and the customer has an unlimited plan, any data add-on will display the 3 PAYGO buckets (voice, SMS, and data). The voice and SMS buckets will show a value of 0 (0 min, 0 msg).

**Balance to 611611**

The customer can also send a balance inquiry request by texting BALANCE to 611611.

**Tracfone Unlimited Accounts Going Paygo**

You may receive a call from a TracFone customer that is under an Unlimited plan but was switched to a Paygo status on their Service End Date. If this happens, you must verify the customer's Purchase and Redemption History before issuing a replacement service.

**Verify Purchase:**

- 1 Verify if there is any purchase made around the service end date through Purchase History. This will help you confirm if the plan has been overridden.
- 2 If not, verify whether there is an Airtime pin redeemed when checking Transaction history and a Redemption is displayed, as shown below.

Order ID	Order Date	Customer ID	Customer Name	Phone Number	Plan Type	Plan Status	Activation Date	Deactivation Date	Service End Date	Carrier	Batch	Group	Amount	Unit		
1253057975	12/12/2028/75	139015...	35709210164066	09/20/20 11:465...	ce1issa...	REACTIVATION	Completed			UNL	10/20/2020	VERIZON WIRELESS HSN, LLC	TAS	123506...	GROUP 1	
1253033716	12/12/2035/12	138385...	35709210164066	09/20/20 11:311...	carb...	SUIT INQUIRY	Completed	PASTDUE		VERIZON WIRELESS HSN, LLC	TAS	123506...	GROUP 1	252	Paygo	
1247555999	12/07/2010/13	138385...	35709210164066	09/17/20 01:113...		DEACTIVATION	Completed	PASTDUE		VERIZON WIRELESS HSN, LLC	PAST_D...	123506...	GROUP 1	252	Paygo	
1247555623	12/07/2033/28	138385...	35709210164066	09/16/20 09:092...	voic...	BALANCE HISTORY	Completed	PASTDUE		VERIZON WIRELESS HSN, LLC	ARR	123506...	GROUP 1	252	Paygo	
246939643	12/06/04/7802	138385...	35709210164066	09/16/20 01:064...	webco...	REDEMPTION	Completed	PASTDUE	0	9/16/2020	VERIZON WIRELESS HSN, LLC	BATCH	123506...	GROUP 1	252	Paygo
137268705	11/09/06/7590	138385...	35709210164066	08/16/20 05:014...	bigrif...	REACTIVATION	Completed	PASTDUE	UNL	9/15/2020	VERIZON WIRELESS HSN, LLC	TAS	123506...	GROUP 1	568	\$20 UNL
<b>Red Cards</b>																
Promotions Codes Action Item Details																
No data to display.																

**NOTE**

If the "Red Cards" option is empty and not displaying an Airtime pin, the customer must provide an Airtime pin before a replacement can be provided.

- 3 Once you have verified that the customer has added an unlimited plan and went to Paygo status, you can proceed with the replacement.

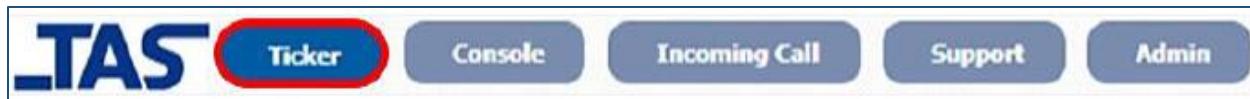
**NOTE**

Account is changed to Paygo status to provide the customer a grace period to make another redemption.

## Pending MIN Issues Troubleshooting

You will no longer create “NO MIN Assigned” tickets with 24hrs TAT for pending MIN issues. Instead, you will assist customers to attach a MIN in real-time, when applicable. Please follow steps described below.

- Check for any carrier outages which can be located through the Ticker tab in TAS/Agent Support.



- Yes** – advise the customer of the expected TAT and scheduled a callback with the projected TAT with Corp ERD.
- No** – continue with the next step.

- Refresh the TAS to confirm the phone status is not in “Carrier Pending”. If there are no reported outages, go to Transaction History, Result or Action Item Details tab to confirm the status of the transaction.

This screenshot shows the TAS interface with the Transaction History tab selected. Below it, the Action Item Details tab is highlighted with a red oval. The main area displays a grid of transaction details, including columns for Transaction Id, IgTransactionId, Cust ID, ESN, Date/Time, User, Action, Result, Reason, Units, Due Date, Carrier, Dealer, Source, and F. At the bottom, there are tabs for Red Cards, Promotions, Codes, and Action Item Details, with Action Item Details being the active tab.

### FAILED

If the transaction has failed, you must check what prompts the failure. Once found, reprocess the transaction via AWOP or generate Workforce Pin.

Transaction History							
Transaction Id	Cust ID	ESN	Date/Time	User	Action	Result	
2206609457	110980...	353736052102508	11/29/16 03:59:4...	sa	REDEMPTION	Completed	
2173726979	110980...	353736052102508	10/31/16 06:35:2...	sa	REDEMPTION	Completed	
2172072290	110980...	353736052102508	10/30/16 10:56:0...	sa	REDEMPTION	Failed	



### NOTE

If the failure is due to a SIM error, follow the current BAU procedure to exchange SIM

**SUCCESSFUL**

If the transaction was successful and there is still no MIN assigned, transfer the call to CORP ERD. Refer to the Transfer Guidelines for the latest extension.

Transaction History						
Transaction Id	Cust ID	ESN	Date/Time	User	Action	Result
2772848040	110980...	353736052102508	04/29/18 05:12:5...	sa	REDEMPTION	Completed

**PENDING**

If the status is pending and No MIN is assigned, schedule a callback for 2 hrs with the Corp ERD via the Agent Assist tool and create a NO MIN Assigned ticket.

Transaction History						
Transaction Id	Cust ID	ESN	Date/Time	User	Action	Result
2900500485	110980...	353736052102508	04/30/18 03:12:0...	cbo	PERSGENCODE	OTA PENDING
2855986306	110980...	353736052102508	03/30/18 02:58:5...	sa	REDEMPTION	Completed

**CORP ERD Group**

- Confirm the status of the transaction
  - If successful and NO MIN Assigned, follow the “MIN Attachment Training Manual 12.7.18”.
- Once the MIN is assigned proceed by testing the device features (Call, SMS, and SMS

**IMPORTANT**

Tickets are only to be created if the status is pending and a callback was scheduled. These tickets will be auto closed.

**Ticket type:** Carrier Operation

**Ticket title:** NO Min Assigned

## Verizon Franklin Hotspot TAS Solution

TAS has been updated to include Verizon Franklin Hotspot CDMA LTE Redemption - Data Troubleshooting solution from the Solutions link to provide instructions on how to connect Franklin Hotspot Device and obtain internet access.

- In Solutions link, select Data Services.
- Select Verizon Franklin Hotspot CDMA LTE Redemption - Data Troubleshooting.

Solutions List		Solution Id	Solution Name	Description
Solutions List		Solution Id	Solution Name	Description
Parent Solutions Airtime <b>1 EBUG</b> Environmental Information and Security Questions				
Data Services Do Not Contact Equipment Problems IT TOSS - System Errors International Long Distance Issues Opt-In Communications				

- 3** Select Connect Device Franklin Hotspot link from the Solution Instructions or from the Tool Box.

**Solution Details**

**Solution**

**Id:** 21701  
**Title:** Verizon Franklin Hotspot CDMA LTE Redemption - Data Troubleshooting  
**Description:** Help customers who properly access mobile web  
**Keywords:** CDMA LTE hotspot mobile web unable to connect redemption

**Solution Instructions**

**Advisory:** Make sure the hotspot is connected to a PC, tablet or other device and has Internet access. Use the [Connect Device Franklin Hotspot](#) tool to connect devices to the hotspot. Check the remaining Balance using the [Balance Inquiry](#) tool.

- In the Throttling/Data Problem section, check that the hotspot's data status and the last refill date are in good standing. NOTE: Data Status "N/A" means not throttled/capped. So, data should be working if the customer has actions that allow data. Last Action: "N/A" means no throttling/capping actions have been taken towards the device.
- View the [Agent Message](#) for a basic instruction relevant to the customer's specific situation.
- If it was successful and there is a remaining balance, go to [Scenario 2](#).
- If it was not successful and there is no remaining balance, continue to [Scenario 1](#).

**Tool Box**

- Mobile Complete
- Carrier Inquiry / SUI
- Carrier Checklist
- Redemption
- MIN / SIM Change
- Connect Device Franklin Hotspot**
- Ticket: Sales Support Miami Escalation
- Ticket: Sales Issues Verizon Slow Data
- Airtime Cards
- Action Item Maintenance
- Airtime Card Conversion

- 4** Select Connect Device Franklin Hotspot and follow the instructions on how to connect the device to obtain internet access.

**Solution** **Connect Device Franklin Hotspot**

**Connect Device Franklin Hotspot**

**Script Text**

How to connect to a Hotspot using a PC, Tablet, or Other Device and obtain Internet access:

- Press the POWER button to turn the Hotspot ON.
- Wait for the hotspot screen to display signal bars at the upper left corner. This indicates the device is connected to the cellular network.
- Go to your mobile device or computer and scan for Wi-Fi networks. Your hotspot name should display on the list.
- Connect the devices. If prompted for a password, find the password on the hotspot screen. (If necessary, press and release the POWER button until the password screen appears.)
- If the customer wants to manage their device:
  - Open a web browser on your connected computer, tablet or smartphone.
  - Go to <http://myadmin>. If prompted for a password, find the password on the hotspot screen. (If necessary, press and release the POWER button until the password screen appears.)

**Note:** The Hotspot is connected to the Internet if the Network Signal Strength displays bars; the 3G/4G/LTE icon and the arrows will appear on the device's screen. Otherwise, it will show the Hotspot is disconnected.

## Mobile Hotspot Balance Verizon Customers

Straight Talk and Total Wireless customers that are provisioned in Verizon with a plan that includes Mobile Hotspot service will display the hotspot balance information. Hotspot balance will be displayed in the balance inquiry screen from the last redemption date.

**Plan Information (1025)**

**Plan:** \$35, 5 GB Data, UNL Tlk/Txt, 1 Line, 30-Day  
**Balance Date and Time:** 09/15/2020 09:25AM  
**Promotion:** TW1  
**Expiration Date:** 15-OCT-20  
**Data plan allotment:** 5 GB

**Balance Information**

**Minutes Balance:** UNLIMITED    **SMS Balance:** UNLIMITED    **Data Balance:** 5 GB    **Total Data Balance:** 5 GB

**Usage Information**

**Base Usage:** 0 MB    **Total Data Usage:** 0 MB

**Additional Information**

Data Add-On does not expire with active service.

**Hotspot Balance**

**Hotspot Balance:** 8629.55 MB (8.48 GB)  
**Note:** Hotspot Balance may not be up to date

**Buttons:** Refresh, Get Latest Balance, Daily Usage, Send SMS, Hotspot Balance, Get Balance



### IMPORTANT

Information displayed is NOT real-time and may be delayed by 24 hours.

## MO and MT Abbreviations Meaning

MO and MT are part of the acronym **SMSMT/SMSMO** and **MMSMT/MMSMO** which can be found in Daily Usage in TAS. The Daily Usage helps you determine the number of SMS and MMS the customer sent or received.

**MO** – Mobile Originated or Send

**MT** – Mobile Terminated or Receive

Daily Usage							
Date	Local Minutes	LD Minutes	SMSMT	SMSMO	MMSMT	MMSMO	DATA(MB)
11/24/2018	7	0	4	3	0	0	0
11/25/2018	1	0	29	45	1	0	0
11/26/2018	1	0	7	9	0	0	35
11/27/2018	9	0	2	2	0	0	0

## SMS Notification Procedure

If the customer states they did not receive their due date notification, you must check the SMS consent in the Select to Opt In section. To do so, follow the steps below.

- 1 Go to Contact Profile.

Service Profile	
Serial Number	100000007903999
Hex Serial Number	
Part Number	TWSA5120WCR
Technology	<b>CDMA (4G_LTE)</b>
Brand	TOTAL_WIRELESS
Sequence	0
Dealer	9621 TRACFONE-BRIGHTPO...
Phone Status	ACTIVE
SIM	8901260372150581253
SIM Status	SIM ACTIVE
MIN	9543568407
MSID	9543568407
MIN Status	ACTIVE
Zip	94043
Carrier	122794 VERIZON PR...
Customer Id	1132881837

New Customer   Same Customer   **Contact Profile**   Refresh   Hide/Expand

- 2 Select Contact Details and verify the customer's identity.

Contact Actions	Identity Challenge
Account Summary	Challenge
Action Item History	Response
Billing Registration	7410
Ticket History	<input type="checkbox"/>
<b>Contact Details</b>	Security PIN Account
Credit Cards	ESN/MIN combination
ACH Direct	100000007903999/9543568407
Flash Contact	Date of Birth
Program Status	10/10/1990
B2B Purchase History	Zip Code
	33178
	Email
	1132881837@totalwireless.com

- 3 Select SMS Consent. This allows the customer to receive SMS notification including their service end date.

Contact Details	
<b>Main Account Contact</b>	<b>Select to Opt In</b>
Brand	TOTAL_WIRELESS
Account Id	1132881837@totalwireless.com
Customer Id	1132881837
Lid	
Phone	1132881837
Phone Extension / Fax	
Email	1132881837@TOTALWIRELESS.COM
Date of Birth	10/10/1990
<b>SMS Consent</b>	<input checked="" type="checkbox"/>
Mail Consent	<input type="checkbox"/>

## Disable Visual Voicemail for Unimax

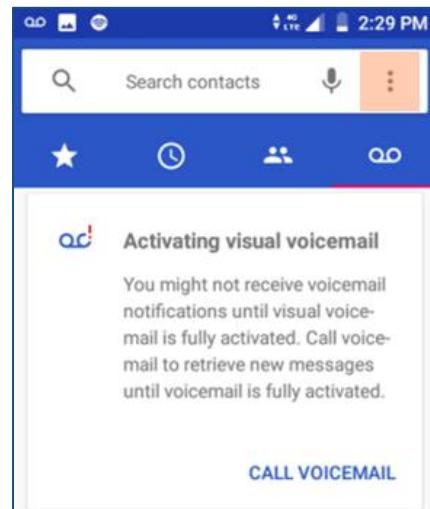
SafeLink or TracFone customers may report that the visual voicemail in their phone is not working properly. In order to resolve this issue, you must let the customer know that visual voicemail is not available for this phone and they can either [Disable the Visual Voicemail](#) so the message disappears or they can select [Call Voicemail](#) to listen to their voicemails messages.

To disable the Visual Voicemail:

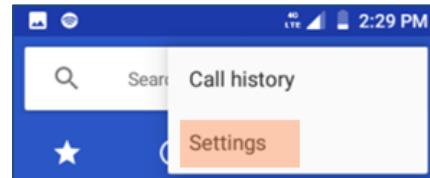
- 1 From the Home screen, tap the Phone  icon.



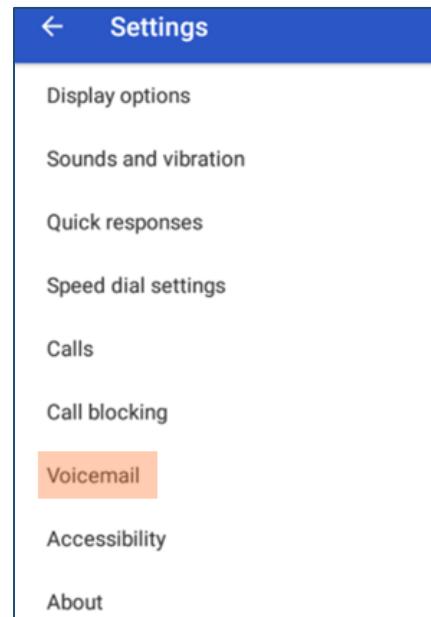
- 2 Tap the Menu  icon.



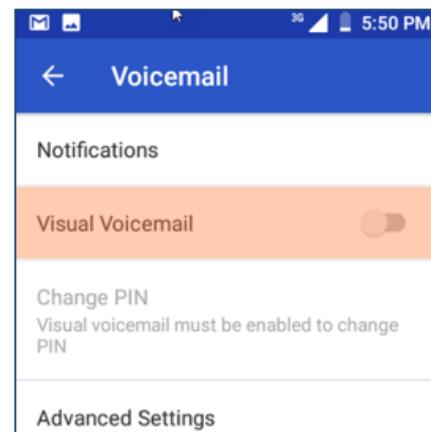
- 3 Select Settings.



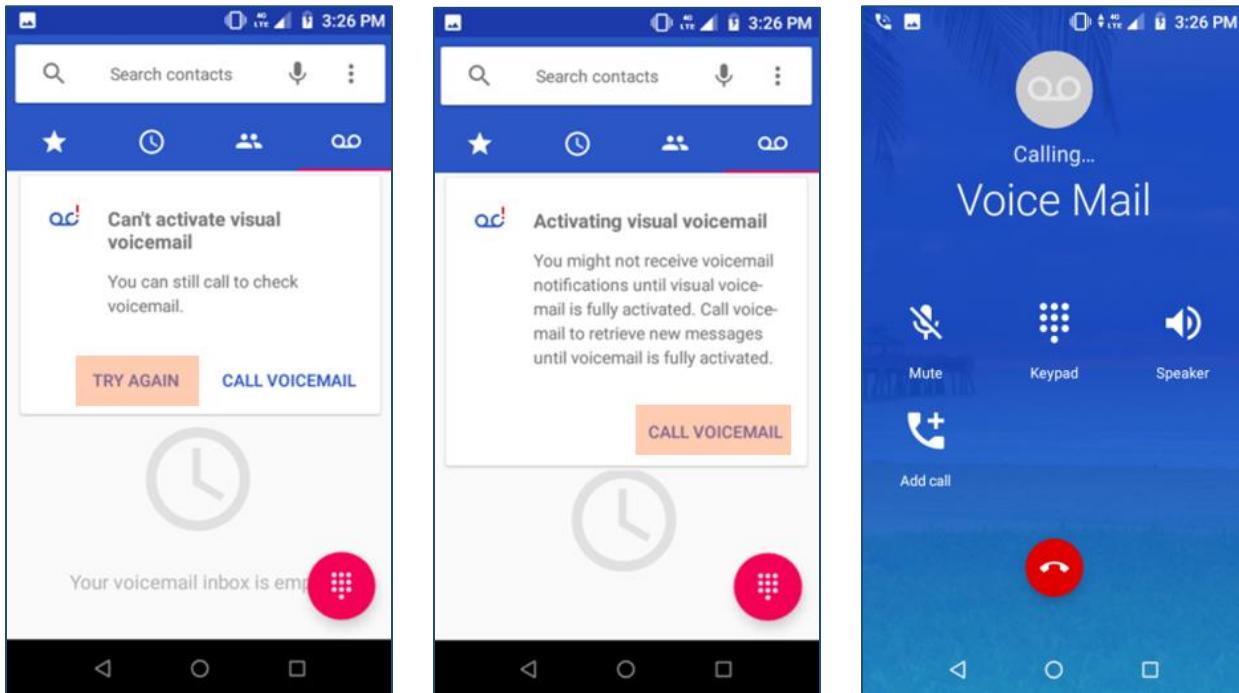
- 4 Select Voicemail.



- 5 Turn off Visual Voicemail.



Select Call Voicemail to access their voicemails and disregard what the messages are telling them.



### What is Visual Voicemail?

Visual voicemail is a feature that allows the customer to do the following:

- Receive and listen to messages in any order
- Scroll through messages visually
- Save, archive or delete messages by touch
- Get transcription of messages (for most)
- Send voice messages via email or text

## iPhone 7 No Service Issue

Apple has determined that few of the iPhone 7 devices may show “No Service” in the status bar (even if cellular coverage is available), due to a component that has failed on the main board. These affected devices were manufactured between September 2016 and February 2018.

If the customer calls to report an issue with their iPhone7 showing “No Service” after activation, or an upgrade, or the customer is not able to make or receive calls; and they are located in an area that has good coverage, you will need to have the customer verify the device model number.

The customer can verify the device model number by checking the back cover of the phone or going to **Settings>General>Model number**.



If you confirm that the model number is an A1660, A1779, A1798 advise the customer of the following:

*"It appears that your iPhone7 might suffer from a known issue related to this specific model number; you will need to reach out to Apple directly so that they can resolve the issue for you by one of the following methods below:*

- *Find an Apple Authorized Service Provider*
- *Make an appointment at an Apple Retail Store*
- *Contact Apple Technical Support*

*Afterwards the phone should be able to receive signal. If it does not, please contact us again for further troubleshooting."*



**IMPORTANT:** You should NOT contact the carrier for assistance, or replace the SIM card for the customer. The issue can only be resolved by taking the phone to Apple for support.

## VoLTE Migration (ST, TF, NT, TW, SL, SM, WFM)

The major carriers are continually improving their networks and we need to migrate all Straight Talk, Tracfone, NET10, Total Wireless, SafeLink, Simple Mobile, and Walmart Family Mobile customers currently using (or planning to use) non-VoLTE devices. We've had successful negotiations with our network partners to allow our customers to remain on the current network for a while longer, but change is coming and we want to avoid service interruptions in the future. To help you easily identify the non-VoLTE devices, all ESNs will be flashed in TAS/Jacula/Trail.

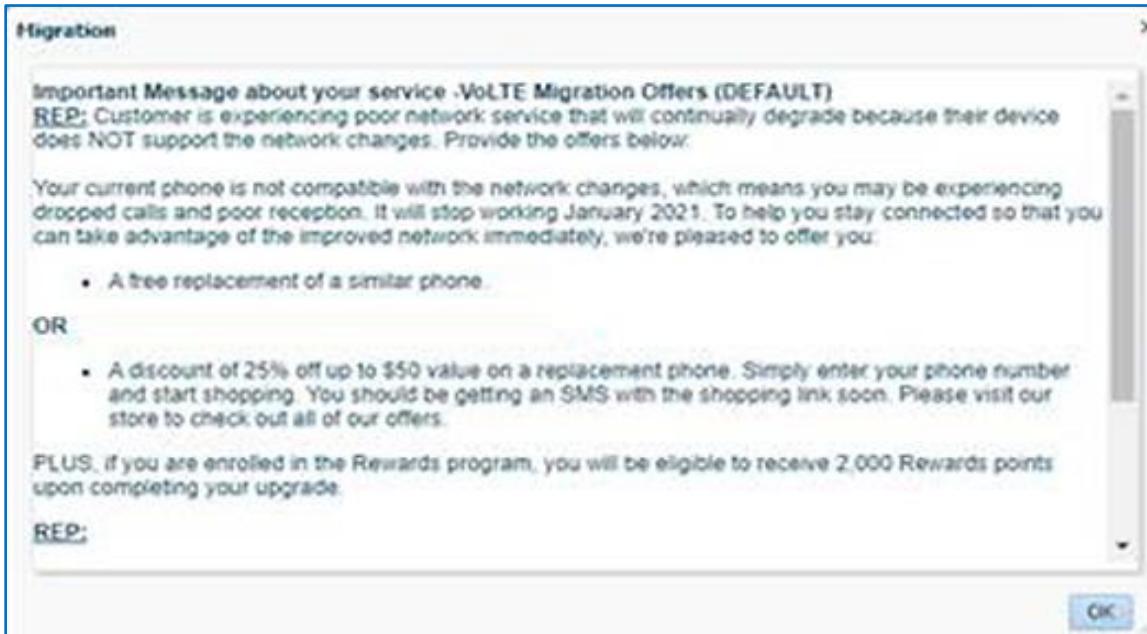
Starting January 2021, we will no longer have Verizon carrier support for NON-VoLTE devices.

We have tailored several special offers for these customers in hopes of continuing long-term loyalty and most importantly, avoid service interruption. As we transition to providing our customers with the best possible service, you can expect an increased volume of migration calls. You will hear the whisper "Migration" when a call is received.

These calls may not be within your specific brand, but you do want explain the options available to the customer then transfer if necessary.

## Account Flash

A select group of customers will receive communications offering a free phone or to purchase a phone at a discounted price, as shown below. It is critical to advise the customer of the need to upgrade due to these network changes, making sure to read the TAS Flash. When speaking with customers, make sure to use an empathetic tone, but stress the urgency that they need to upgrade their phone.



## Non-VoLTE Symptoms

When you receive these type of calls, follow the basic troubleshooting found in this manual.

- Dropped Calls
- 1-2 bars of signal strength
- Poor voice quality
- Slower data connection speeds
- Apps not functioning

## Benefits of VoLTE

- ✓ Improve call quality
- ✓ Ability to talk and use data services at the same time
- ✓ Faster data connection speed
- ✓ Increases handset battery life

**Offer**

- Please keep in mind that our main focus is to retain these customers. We have tailored several special offers for these customers in hopes of building long-term loyalty.
- Some flashes may require you to create/update a ticket, while others will direct you to process the upgrade order for the customer.
- There is a slight variation in the flash for each customer, and each customer will have different offers to replace their phone.
- You must read each flash as the verbiage will vary. Do not assume all flash applies to all customers included in this migration (offers and instructions vary by ESN).
- You must read the TAS Flash in the customer's account to determine how to assist the customer. If the customer agrees, Transfer the call to SAT for further assistance.

Keep in mind when troubleshooting and the account is flashed, advise the customer that this is also contributing to their issues and will continue to degrade until the phone is replaced.

Once you explain the details of the flash, ask the customer which offer they want to take advantage of, the free phone or discounted phone.

- Free Phone Offer – Access the designated Upgrade Store Link located in Agent Support to process the phone order. For more details, [CLICK HERE](#).
- **NOTE:** Credit card information is not collected at this time.
- Discounted Phone Offer - Transfer to SAT, following the Transfer Guidelines.

If the customer is not interested, handle the call or transfer to the appropriate department if not trained in the specific brand.

**Loyalty Rewards**

Straight Talk, NET10, Simple Mobile, and Total Wireless customers (Rewards Brands) who are currently enrolled or plan to enroll in the Loyalty Rewards Program will receive an added bonus of 2,000 reward points once they upgrade to a new phone and transfer their phone number.

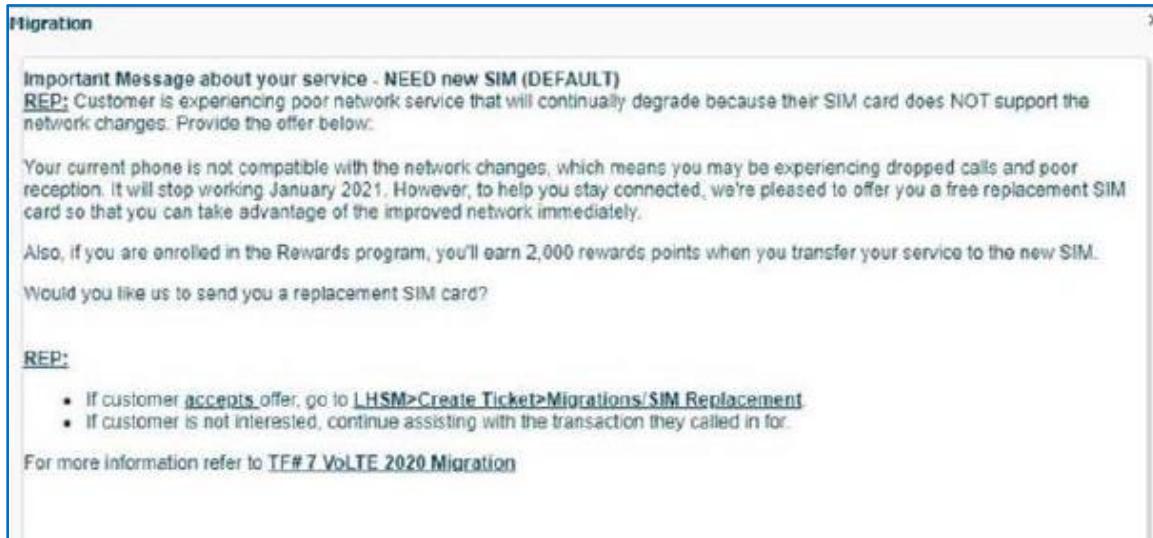
- **NOT ENROLLED** customers will have 30 days to enroll in the Loyalty Rewards Program and activate to claim the 2,000 reward points.
- **ENROLLED** customers must transfer service using the email associated with their Rewards account within 30 days from purchase.

**Upgrading Services**

Instruct the customer to transfer their service (phone number and airtime) immediately upon receiving the new phone. The customer can either call Customer Care or transfer their service online. They do not transfer their service, we reserve the right to provide an automatic transfer.

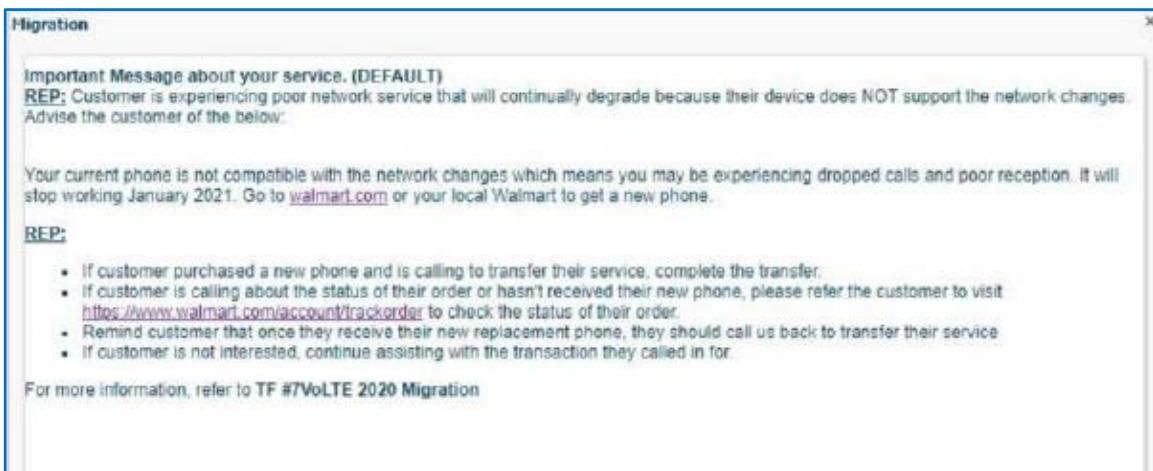
### SIM Replacement

This flash will appear for customers that only need a replacement SIM card. TAS Flash will indicate the instructions for agents to create a SIM exchange ticket. They will also receive 2,000 LRP points when they transfer to the new SIM.



### Walmart Family Mobile

Walmart Family Mobile customers will need to go to Walmart.com to replace their handsets.



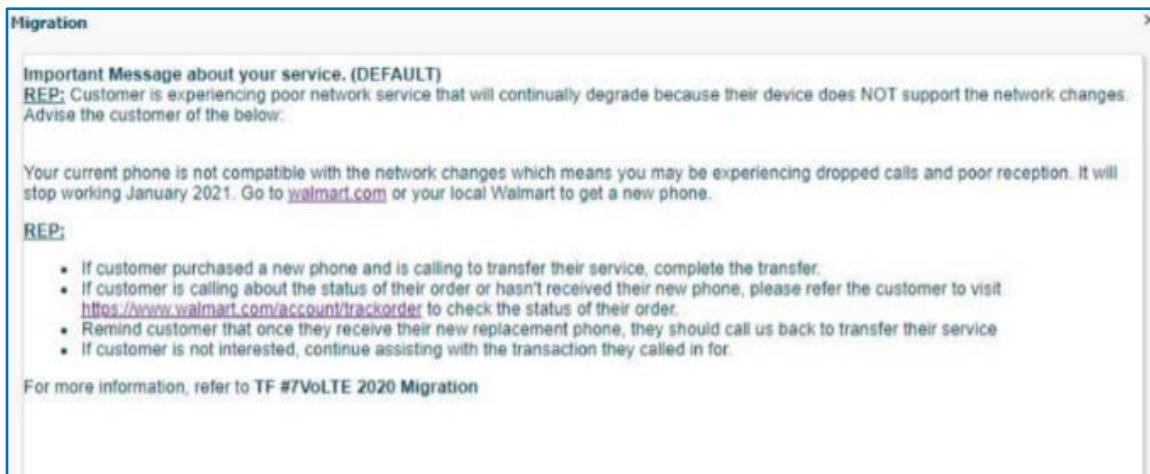
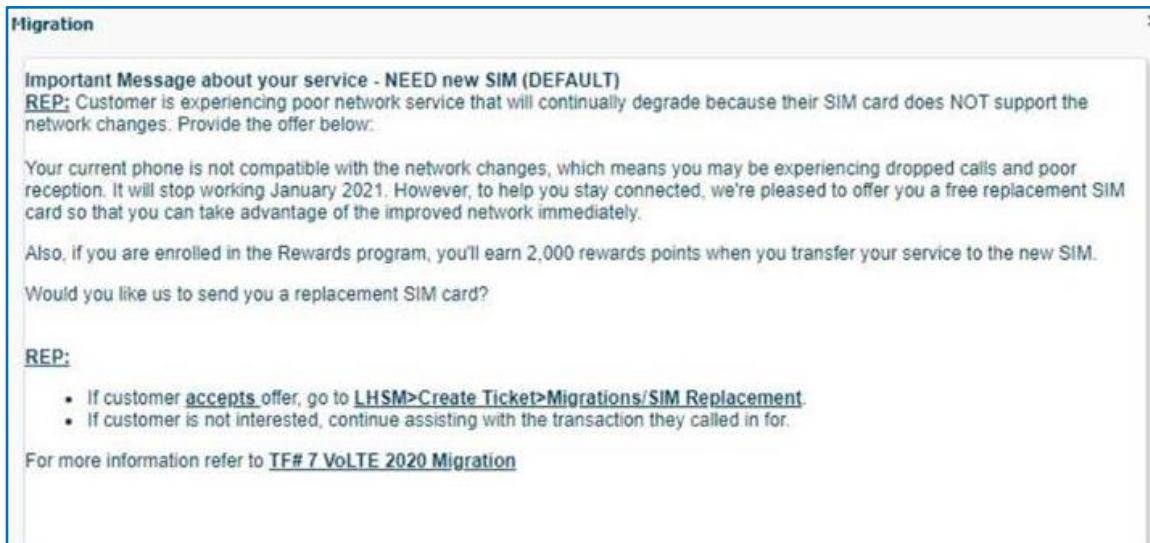
### Hotlined Customer

In addition to the TAS Flash, these customers will also be hotlined. When the customer tries to make an outgoing call, it will be interrupted, and a migration message will play then transferred to an agent. When you receive these types of calls, be empathetic and acknowledge the message to make sure we can assist with their migration before their phone stops working. Then, proceed to review the same offers mentioned above.

**All other flashes:**

It is important to note you may also see other Migration related flashes for each target group.

Do not read one flash and assume it applies to all customers included in this migration (offers and instructions vary by ESN). **YOU MUST READ THE TAS FLASH** in the customer's account to determine how to assist the customer.



**FAQs**

Frequently Asked Questions	Answers
Can I transfer my phone number to the new phone?	Yes. The phone number will transfer with the upgrade to the new VoLTE device.
When is the last day to change my phone?	December 31, 2020
Is the phone unlocked?	No. Any phone issued free of charge or purchased through the Upgrade Store are not unlocked. Please refer to our Unlocking Policy found on our website.
Do you have flip phones or just smartphones?	The availability will vary by brand. Please visit the Upgrade Store to browse through the available phone models.
Will I receive a discount if I process the order myself?	Most phones listed on the Upgrade Store are already discounted. If the offer requires a promo code, customer care must process the order.
I currently receive double or triple minute benefits, will they transfer it to the new phone?	If the customer currently has a double or triple minute promotion, it will transfer when the customer upgrades to their new VoLTE device.

**Maintain Active Service**

It is imperative that all customers currently using a non-VoLTE device maintain active and uninterrupted service. If the phone goes past due/inactive for 110 days or more, we will not be able to reactivate service on the non-VoLTE phone. The customer will need to purchase VoLTE capable phone.

**DID YOU KNOW?**

You can view the Phone Model Parameters found in the ESN Support Menu. The VoLTE parameter will indicate whether or not the device is VoLTE capable (Y/N).

ESN Support	
Accessory Ticket	DEVICE_TYPE SMARTPHONE
APN Settings	DISPLAY_DESCR... IPHONE SE
Assign Safelink Id	DLL -16
Assign Lifeline Id (non-SL)	EXTD_WARRANTY 1
Balance Inquiry	FACTORY_CLICK_ID 38648
Change Ownership (Sprint)	FACTORY_SHORT... N/A
Create Ticket	FIRMWARE N/A
Device Management	FM_RADIO N
Handset Protection	FREQUENCY_1 800
External Links	FREQUENCY_2 1900
Master Subsidy Lock	HAS_WIFI_CALLING N
Personality	ILD_TYPE 0
Register iPhone Exchange	INITIAL_MOTRICI... 1
Reserved Pins	MANUFACTURER APPLE
Reward Points	MEID_PHONE 1
SIM Info	MODEL_TYPE TOUCH SCREEN
SIM Marriage	MOTRICITY_DEN... 5
Solutions	MP3PLAYER Y
Universal Branding	MULTI_CALL Y
Unthrottle	MULTI_MODE Y
Workforce Pins	NON_PIE 1
Generate Benefits	OPERATING_SYS... IOS
Metering Sources	OTA_ALLOWED N
Data Optimizer	PHONE_GEN 4G_LTE
GoSmart Cash Balance	PRELOADED_DAT... 268435484
Phone Model Parameters	PRODUCT_SELEC... 0
Customer calling from handset	RELEASE_DATE 05/19/2016
Customer Port Out Winback	RESTRICTED_USE 3
International Roaming	SERIAL_NUM_CO... N
	SIM_APN_SWITCH NULL
	SKIP_SMS N/A
	SKIP_VM N/A
	TECHNOLOGY CDMA
	TRADE_IN_VALUE 31.80
	UNLOCK_ELEGIBLE Y
	UNLOCK_TYPE IPHONE
	VOLTE Y

**Unable/Unable Troubleshooting**

There may be customers who want to reactivate their phones, which are last active 2 or more years ago; **in 2017 or early 2018**. However, these phones will not have a TAS flash. The phone may be reactivated, but it cannot make and receive calls. Once the phone is active in TAS, always check the Phone Model Parameter. If the VOLTE says N, the phone will not work.

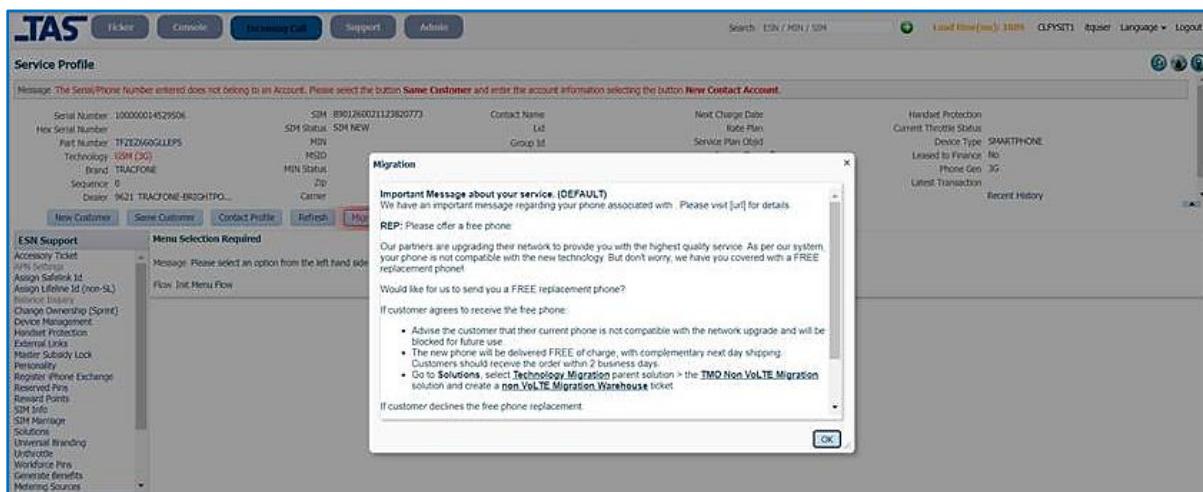
To resolve this issue, follow the abovementioned process.

# T-Mobile Non-VoLTE Migration (NT, SL, ST, TW, TF)

Customers will no longer be able to activate, upgrade or Port in non-VoLTE devices on the T-Mobile's upgraded network. We will take a phased approach to roll this out starting with branded devices to BYOP devices.

## Branded Customers

A flash below will appear for branded devices to advise customers that their phone is not compatible along with instructions to create a ticket to send them a replacement device. Please follow the instructions accordingly. If the customer account does not have a flash, do not proceed with the ticket creation.



## Solution Details:

**Solution**

**Solution Details**

Id: 25304 Solution: TMO Non VoLTE Migration Description: Allowing the creating Non VoLTE Migration Warehouse tickets to exchange T-Mobile Non VoLTE phones for TMobile carrier. Keywords: Non, VoLTE, Migration, TMO, T-Mobile	<b>Tool Box</b> Ticket: Warehouse Non-VoLTE Migration Warehouse
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**Create Interaction** **Solutions List** **Close Tool Tabs**

**Solution Instructions**

Please use this Solution to create Phone Exchanges for Customers that have a **Migration Flash** indicating a new phone is needed because this one is not compatible with the new network technology.

**Warning:** If this Customer does not have such a flash, do no proceed with the Ticket creation.

- If the Customer wants to know more about this migration, let him know that:
  - The customer's phone is not compatible with the new network technology.
  - We will send him a **New Phone Free of Charge** with complementary next day shipping; they should receive the new Phone within 2 business days.
  - The new phone will have the same reliable, easy-to-use, calling features and faster internet speed.
  - The customer will continually experience service degradation, such as dropped calls and poor reception unless the Phone is changed.
  - The customer's **phone will stop working on January 2021**.
  - If enrolled in LRP:** Customers enrolled in the Rewards program will earn 2000 reward points when the service is transferred to the new phone.
- Create ticket: **Warehouse Non-VoLTE Migration Warehouse**.

**IMPORTANT:** Please make sure to read the flash in its entirety. Do not confuse with other Migration related flashes.

## BYOP Customers

A warning message will appear to check if BYOP devices are compatible with TMO's upgraded network before trying to activate. You will also need to confirm eligibility by using the "BYOP Eligibility" Checker in the Support tab, as described below.

- Click "Here" or go to the Support Tab and select "BYOP Eligibility" link from the LHS menu.

This screenshot shows the TAS Service Profile interface. At the top, there are tabs for Ticker, Console, Incoming Call, Support (which is highlighted in blue), and Admin. Below the tabs, a search bar says "Search ESN / MIN / SIM". The main area is titled "Service Profile". A message box states: "This is a TMO BYOD SIM. Before activating, go to the **BYOP Eligibility Checker** in the **Support** Tab to check compatibility of the device with TMO's upgraded network. Give the customer any warning messages. If the customer wants to activate, proceed to create the contact and activate. You can access the Eligibility tool by clicking [HERE](#)". Another message box says: "The Serial/Phone Number entered does not belong to an Account. Please select the button **Same Customer** and enter the account information selecting the button **New Contact Account**". Below these, device details are listed: Serial Number 260021123814222, SIM Status SIM NEW, Activation Date, Group Id, Service Type; Hex Serial Number PHSH4128P5M1ST0D, APN, Next Refill Date; Part Number PHS4128P5M1ST0D, MSID, Cards In Reserve: 0, Technology GSM (BYOD). Buttons include New Customer, Same Customer, Contact Profile, Refresh, and Hide/Expand. On the left, a sidebar menu shows: ESN Support, Carrier Support, Toss Util, Tutorials/Instructions, and LTE. Under History, it lists: Action Item History by ESN, Activity Log, Transaction History, Ticket History, Promotions, and Log History. A "Menu Selection Required" message box is open, asking to select an option from the left-hand sidebar. Below it, a "Flow Init Menu Flow" message box is present.

- Enter the required information then click Validate Eligibility

This screenshot shows the BYOP Eligibility Check page. At the top, there are tabs for Ticker, Console, Incoming Call, Support (highlighted in blue), and Admin. Below the tabs, a search bar says "Search ESN / MIN / SIM". The main area is titled "BYOP Eligibility Check". A message box says: "Message: BEING". Below it, form fields are shown: \* Brand SIMPLE\_MOBILE, \* Carrier T-Mobile, Serial Number 1000001452908, Zip Code 33178. A "Validate Eligibility" button is at the bottom.

- If eligible, the following message will appear, and the SIM number will re-populate. Click on Register BYOP GSM Device to complete the registration.

This screenshot shows the BYOP Eligibility Check page again. The message box now says: "Message: Eligible: This ESN is compatible with T-Mobile's upgraded network. Please proceed to create an account and activate your phone. [RID 9]". The form fields remain the same: \* Brand SIMPLE\_MOBILE, \* Carrier T-Mobile, Serial Number 1000001452908, Zip Code 33178. The "Validate Eligibility" button is still present. Below the form, a "Complete Registration" section shows the SIM number 8901260021123814222 and a "Register BYOP GSM Tmobile" button.

The screenshot shows the 'BYOP Eligibility Check' section of the All Brands interface. It displays a message: 'Message Registration successful. proceed to create account and activate phone.' Below this, there are four dropdown fields: 'Brand' set to 'SIMPLE\_MOBILE', 'Carrier' set to 'T-Mobile', 'Serial Number' set to '100000014522908', and 'Zip Code' set to '33178'. A 'Validate Eligibility' button is present. At the bottom, it says 'Complete Registration' and shows a SIM card number '8901260021123814222' with a 'Register BYOP GSM Tmobile' button.

- 4** Return to the Incoming Call Tab, click on Refresh and proceed to complete the Activation.
- In the Upgrade flow, you will click Continue to advance.

If the device is ineligible, a message will appear informing the customer that a 4G VoLTE capable device is needed to continue with the activation process.

The screenshot shows the 'BYOP Eligibility Check' section of the TAS interface. It displays a message: 'BLOCKED: Unfortunately, your current device is not compatible with T-Mobile's upgraded network, and we will not be able to activate it. You will need a 4G, VoLTE- capable device. We apologize for the inconvenience. Visit our website or your local retailer for deals on newer, 4G VoLTE-capable phones.[ID 9719021]' Below this, there are four dropdown fields: 'Brand' set to 'TRACFONE', 'Carrier' set to 'T-Mobile', 'Serial Number' set to '100000009417403', and 'Zip Code' set to '33178'. A 'Validate Eligibility' button is present.

## Invalid BYOP Devices Migration (TF, NT, ST, TW)

This migration will impact current BYOP customers whose devices have been deemed incompatible. These devices have been flagged and will no longer be supported effective June 18, 2019.

### TAS Flash

All accounts will be flashed in TAS. It is important to read the TAS Flash for specific information about the reason the device is incompatible and the offer extended to each customer. The flash verbiage will vary depending on the scenario. You must read the TAS flash to determine how to assist the customer.

## US Cellular VM Migration (TF, NT, SL)

U.S. Cellular will be conducting a voicemail migration to approximately 10000 to 15000 customers beginning January 19, 2021. These customers will receive an email and SMS notification a week prior to the migration date.

In case they will inquire about the migration, provide the following information:

- Customers will need to set up a new voicemail greeting and password.
- Customer will have access to their saved voicemails from the old system for 30 days after the migration.
- Callers will be unable to leave voicemail messages for customers who have already been migrated but have not set up their voicemail system yet.

With this update, customers may or may not be able to access their saved voicemails. To access the saved voicemails after the migration:

1. Press option 4 from the new main menu
2. Press \* to interrupt the previous greeting
3. Enter the old voicemail PIN

**Important:**

Customers normally do not know they are activated under U.S. Cellular. They will, most likely, mention issues on their VM. Make sure to check the carrier in the account profile.

## Shared Data Accounts (TW Brand)

When handling data throttle issues for Shared Data account plans, you must always verify the data usage for all members of the account prior to un-throttling the account.

Add the data usage from all accounts and compare to the shared data plan on the account.

- If the total amount (from all accounts) is under that amount redeemed, proceed with the un-throttling the account.
- If the total amount (from all accounts) exceeds the data amount redeemed, advise the customer that the data plan throttle can only be removed with a redemption of a data plan, or service plan.

## T-Mobile Migration due to Network Change

About 954 of our customers activated with T-Mobile network will have their service impacted by January 29, 2021. We will migrate these customers before that timeline to avoid service interruption. Customer's account will be flashed and customers will either need to get a new device or SIM exchange.

These are not NON-VoLTE customers so please make sure to read the flash in its entirety and follow instructions accordingly.

Below is an example verbiage of the flash for Simple Mobile customers that will appear in their account.

**REP:** Due to network changes, the customer's phone will stop working as of January 29, 2021. Provide the offers below:

Your current phone will no longer be compatible with our network partner. It will stop working after January 29, 2021. To help you stay connected so that you can take advantage of the improved network immediately, we're pleased to offer you: A free replacement phone.

OR

A discount of 50% off up to \$100 value on a replacement phone. Simply enter your phone number and start shopping. You should be getting an SMS with the shopping link soon. Please visit our store to check out all of our offers.

PLUS, if you are enrolled in the Rewards program, you will be eligible to receive 2,000 Rewards points upon completing your upgrade.

**REP:**

- Customer will NOT be able to use the discount offer with the free offer- it's either one or the other.
- Send offer of 50% off via SMS link. Go to Phone Upgrade Offer SMS.

- 
- Advise the customer that when they purchase a new device, their benefits will be transferred over.
  - If customer is not interested, continue assisting with the transaction they called in for.
  - If customer requests assistance in purchasing a new phone, transfer to the Sales Acquisition Team (SAT).

## SMS Message Deduction Guidelines

An SMS message is limited to 160 characters by definition. All letters, numbers, symbols, and spaces are each counted as one character.

### SMS Deductions

- ✓ Sending an SMS message with 160 characters or less typically deducts 1 SMS credit.
- ✓ SMS messages with more than 160 characters can be sent, but whether or not it will display on the recipient's phone as a single SMS message or multiple SMS messages, it is considered as 2 SMS credit deductions.



This applies to both PPE phones and smartphones that don't have an unlimited plan.

## Promotional Code Failure Ticket Creation

If the customer states they are unable to add their [promo code that provides discount](#) on a phone purchase because it's not working, or they forgot to enter the code; misplaced or deleted in error, etc., follow the steps below:

- 1 Try to add and apply the promo code for the customer.
- 2 Verify that the promo code is exactly how the customer received this code from us and try again.
  - If you are not able to process the code, create an SSME ticket and schedule a callback for the next business day.

**Ticket type:** Sales Support Miami Escalation

**Ticket title:** Discount Promo Code Failure



### NOTE

This process only applies to promo codes that provide discount on purchases



### Before creating the abovementioned ticket, follow the guidelines below:

- Verify the promo code is compatible with the customer's plan and serial number.
- Verify the promo code is valid and not expired by checking the promo details.
- Verify the promo code has not been used against the same serial number.
- This does not apply to Loyalty Rewards Promo Code.

### For Promotional Codes that Provide Extra Minutes

Objid	Objid	Description	20 Bonus Minutes with the purchase of a 60 Minute Card or >
Promo Code	50808	Units	20
Promo Type	Promocode	Access Days	0

Follow the guidelines below before creating the Promo Code Failure Benefits Issued ticket.

**Ticket type:** Sales Support Escalation

**Ticket title:** Promo Code Failure Benefits Issued

- 1 Verify if the promo code has not expired
  - If so, let the customer know that the promo code cannot be used anymore.
- 2 Verify if the promotion is for Smartphone only
  - If so, inform the customer that they do not qualify for this promo.

- 3 Verify how many times the promo code can be used. To verify, go to Support > Promotions > Search Promotions > Usage

**Create Ticket**

Ticket Type **Sales Support Escalation**

Ticket Title **Promo Code Failure Benefits Issued**

Priority **Low**

Status **Pending**

Source **Customer**

Issue

Notes

New Line

Zip Code **97009**

Part Number

Technology

SIM Profile **NA**

**Search Promotions**

50808	Promo Code	Promo Type	Start Date	End Date	Units	Access Days	Discount Amount	Discount %	Retail Cost	Usage
50808	Promocode		9/13/2016	7/31/2019	20	0	0	0	0	5

- 4 Go to History > Promotion History > Promo Code, and check the number of times the promo code has been used on this account. If it has reached the limit, educate the customer that it cannot be used anymore.
- 5 After the verification, if the promo code is still valid, issue the extra minutes manually.
- 6 Create the Promo Code Failure Benefits Issued ticket.

**Create Ticket**

Ticket Type **Sales Support Miami Escalation**

Ticket Title **Discount Promo Code Failure**



**NOTE**

This process only applies to promo codes that provide extra minutes.

## Robocalls and Spam Calls Notification

T-Mobile will begin to notify customers who are activated under their network of possible robocalls or spam calls by showing “Spam Likely” on the caller ID.

If a customer calls in with questions as to why they are seeing “Spam Likely” when they receive calls, please advise them that this feature has been added to help them identify robocalls or spam calls. This feature is free and has no additional charges.

## Calls from Politicians, Press or Media

If you receive a call from politicians, members of the press or media, or someone from the local news; blind transfer the call to Corp ERD.

## Verizon WiFi Calling Feature for Apple Devices

Apple will release an updated carrier bundle to support Verizon WiFi Calling. The updated carrier bundle will include the following customer experience:

- To get this functionality, customers will need to update their iOS to 13.3.1.
- Customers that download this new carrier bundle version will receive a notification to “Update Carrier Settings” which needs to be accepted and installed.
- Customers who will choose to update their devices on the next carrier bundle version (13.4) do not need to accept any notifications as the installment will occur automatically.



After the carrier bundle is installed, customer will just need to enable WiFi Calling from their device and enter their address and accept the T&C as in other carriers.  
Only applicable to ST, NT, TF, and TW customers.

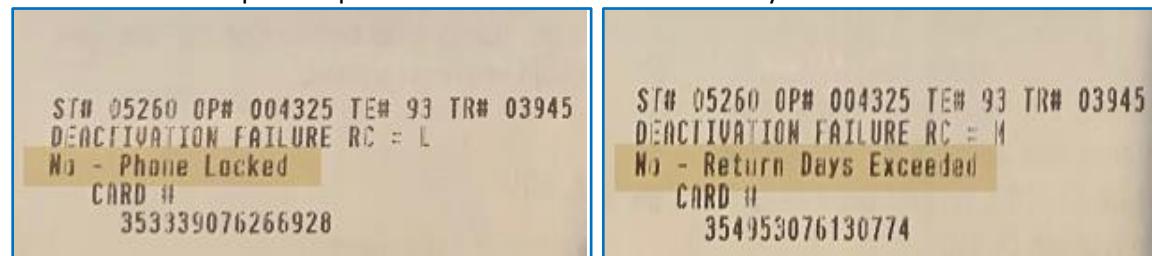
## Walmart Handsets Return

Customers will get declined by Walmart when they return their handset due to the following reasons:

- “Find My iPhone” lock feature has not been deactivated
- Handset return has exceeded Walmart’s 15-day return policy

If you receive this type of call, educate the customer that they should turn off the “Find My iPhone” lock feature before going to the store and should not exceed the 15-day return policy.

Below are the receipt example of the handset return declined by Walmart.



## eBay and Amazon Orders

Below is the process outlined for customers who placed an order on eBay or Amazon.

Transaction Type	Course of Action	
	eBay Orders	Amazon Orders
Refund Request	Refer the customer to eBay for assistance.	Please advise the customer to log in to their Amazon account and go to the order then submit a return. The customer will be assisted through the portal.
Order Status	Details can be viewed in TAS. If there is no tracking information, please refer the customer to eBay to get an update on their order.	Refer the customer to the Amazon portal to get an update on their order.
Return Order	If a customer wants to return an order for a refund, refer the customer to eBay to follow the return process.	If a customer wants to return an order for a refund, refer the customer to their Amazon account to submit a return request.
Phone Replacement	As long as the phone is within warranty, a replacement can be processed. In the ticket notes, you must document the Customers Name and eBay Order #.	As long as the phone is within warranty, a replacement can be processed. In the ticket notes, you must document the Customers Name and Amazon order #.
Airtime PINs (Scratched, can't view numbers/DO NOT MARK CARD INVALID)	Refer the customer to eBay for assistance.	Refer the customer Amazon account to send an email or submit a return. In the return, the customer can provide a brief description of their issue and they will be assisted through the portal.
Phone + Airtime (Bundle) /No PIN reserved	Refer the customer to the eBay portal for assistance.	Refer the customer to their Amazon account to submit an email or a return request with a brief description of their issue.
Sim + Airtime (Bundle)/No PIN reserved	Refer the customer to the eBay portal for assistance.	N/A