

Upgrade Plans

Upgrade plans are offered on NET10 and Simple Mobile brands. Customers will earn upgrade points every time they redeem one of these plans as shown in the table below. Once the customer accrues 18 points, they will be eligible for up to \$300 discount that can be used towards their next phone upgrade.

These upgrade plans include:

- ✓ Unlimited Talk & Text
- ✓ Unlimited International Text
- ✓ 30 service days

NET 10 Service Plan	ILD	4G LTE DATA	Upgrade Points	Upgrade Discount
\$60	100 Min	8GB	1 Point	\$300
\$70	200 Min	8GB	1.5 Points	\$300
\$80	300 Min	8GB	3 Points	\$200



ILD calling to Canada landline/mobile and Mexico landline only.

Simple Mobile Service Plan	ILD	4G LTE DATA	Upgrade Points	Upgrade Discount
\$50	100 Min	2GB	1 Point	\$300
\$60	200 Min	2GB	1.5 Points	\$300
\$70	300 Min	2GB	3 Points	\$200

Upgrade Plans can be purchased through:

- ✓ NET10 and Simple Mobile Websites
- ✓ TAS

Add Airtime Purchase Airtime AWOP			
Select Airtime Plan			
Objid	Description	Price	Part Number
265	\$35 30-Day UNL TLK/TXT/DATA, first 2 GB of Data at High-Speeds then at ...	35	NTAPP6U035
267	\$40 30-Day UNL TLK/TXT/DATA, first 4 GB of Data at High-Speeds then at ...	40	NTAPP6U040
101	\$50 30-Day UNL TLK/TXT/DATA, first 8 GB of Data at High-Speeds then at ...	50	NTAPP6U001
367	\$60 30-Day UNL TLK/TXT/DATA, 1 pt. towards Upgrade, 8 GB High-Speed ...	60	NTAPP60060IL...
269	UNL Talk/Txt with 10GB of High-Speed Data for 30 Days	60	NTAPP6U060
212	\$65 30-Day UNL ILD TLK/TXT/DATA, first 8 GB of Data at High-Speeds the...	65	NTAPP60065ILD
368	\$70 30-Day UNL TLK/TXT/DATA, 1.5 pt. towards Upgrade, 8 GB High-Spee...	70	NTAPP60070IL...
369	\$80 30-Day UNL TLK/TXT/DATA, 3 pt. towards Upgrade, 8 GB High-Speed ...	80	NTAPP60080IL...



Once a customer has earned 18 points, they are eligible to apply their discount towards a phone upgrade. They must log into their My Account and click on the upgrade link that will redirect them to a 3rd party vendor (Quality One Wireless). From there, they will select a new phone and the discount will be applied during checkout.



Note

- When purchasing airtime via TAS, make sure to select the correct service plan that includes the number of upgrade points.
- Only offer these plans to customers that already have upgrade points. Customers with no upgrade points will not be able to see these upgrade plans on the web and you must not offer it in TAS.
- Do not use the upgrade point's workforce pins for airtime conversions. Follow the guidelines of when to use the workforce pin for these plans.

Reward Points in TAS

Go to ESN menu then select Reward Points.

1. Info

- ✓ **Points:** shows amount of points accrued.
- ✓ **Amount:** monetary equivalent to amount of points accrued. If it shows 0, it means that the minimum amount of points necessary to upgrade (18) has not been reached.
- ✓ **Message:** a placeholder for any important messages pertaining to the account.

2. Compensate

- ✓ **Action:** to add (ADD) or deduct (DEDUCT) points to the device when necessary. If you are not trained, transfer the call following the transfer guidelines in Agent Support.

3. Reward Points/Reward Benefits

- ✓ Shows the transactions where points have been added or removed. The points field contains amount of points per transaction.

Date/Time	MIN	Action	Points	Reason
6/27/18 11:15 AM	3052163295	ADD	1	Activation



Note

- The customer must log into My Account to purchase airtime and see points balance.
- They are free to switch between upgrade and non-upgrade plans; however, they will only earn points for the upgrade plans. They will not lose their points.
- The discount can only be applied:
 - ✓ towards a phone upgrade within the same brand
 - ✓ towards the purchase of a new phone
 - ✓ 18 point intervals.
- The discount cannot be used to purchase airtime.

The customer can accumulate upgrade points with a mixture of upgrade plans. The upgrade discount will be based on the plan that was redeemed the most. For example:

- ✓ Redeem Six (6) \$60 Upgrade Plans: accumulated 6 Upgrade points
- ✓ Redeem Four (4) \$70 Upgrade Plan: accumulated 6 Upgrade points
- ✓ Redeem Two (2) \$80 Upgrade Plan: accumulated 6 Upgrade points

In this example, the customer has a total of 18 points and redeemed the \$60 upgrade plan the most, so they will receive a \$300 upgrade discount.

- ✓ If the customer already accrues 18 points, the system will convert it to discounts and the points displayed in the info section will be 0.

The screenshot shows the 'Reward Points' interface. On the left, the 'Info' section displays 'Points: 0' and 'Amount: 200'. Below it, the 'Compensate' section has a dropdown menu set to '369 - \$80 30-Day UNL TLK/TXT/DATA, 3 pt. towards Upgrade, 8 GB High-Speed Data then 2G*' and a 'Reason' dropdown set to 'Points not received'. A 'Process' button is at the bottom. On the right, the 'Reward Benefits' table shows a single entry:

Date/Time	MIN	Points Action	Benefit Value	Reason
4/23/2018	3052949763	CONVERT	200	Converted to Benefit

- ✓ If the customer has more than 18 points (21 points), the first 18 will be converted to a discount and only the remaining points will be displayed in the points section.

The screenshot shows the 'Reward Points' interface. On the left, the 'Info' section displays 'Points: 3' and 'Amount: 200'. Below it, the 'Compensate' section has a dropdown menu set to '369 - \$80 30-Day UNL TLK/TXT/DATA, 3 pt. towards Upgrade, 8 GB High-Speed Data then 2G*' and a 'Reason' dropdown set to 'Points not received'. A 'Process' button is at the bottom. On the right, the 'Reward Benefits' table shows a single entry:

Date/Time	MIN	Points Action	Benefit Value	Reason
4/23/2018	3054674403	CONVERT	200	Converted

Auto-Refill

This option will be available for the upgrade plans. The upgrade points will be applied to the account each time the customer's credit/debit card is charged for one of the upgrade plans. The customer is not eligible to receive any other auto-refill benefits (such a discount or additional data).

Reserve

If a customer adds airtime to their reserve, the upgrade points will be applied to their account once the airtime is added from reserve.

Phone Upgrades/Warranty Exchanges

The points will be transferred with either the MIN or ESN.

Ports

If a customer ports out their MIN, they will lose all points.