pageplus®

no-contract wireless

Training Manual

Table of Contents

Chapter 1: Introduction to Tools and Systems

In this section, we will review all of the systems used to handle customer and dealer transactions.

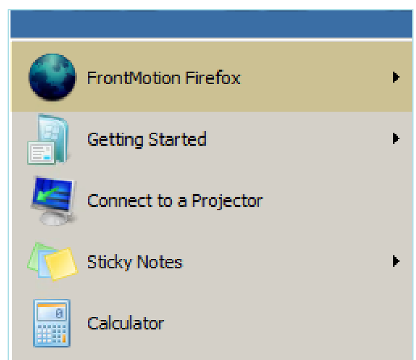
Tool	Description
Maggie	Main portal that is used to access all of Page Plus systems, resource and tools.
Trail	Used to view and manage customer accounts.
RSSX	Verizon's portal used to view customer account information.
Mojo	Ticketing system used to create, view, or work tickets submitted by CSR's Get Device Details Tool (provides programming/troubleshooting/etc details)
Santa's Little Helper	Used to checked purchases (phone/airtime)
Stampy	Used to update shipping address for purchase orders
Kang/Kwan	Used to manage Customer/Dealer Web Account Issues.

Note
Most tools' username/password will use your Maggie/Trail ID unless otherwise provided.

Maggie

The main portal that you will use to gain access to the other Page Plus tools and systems.

1. From your VMWare desktop, select Start button then select FrontMotion Firefox.

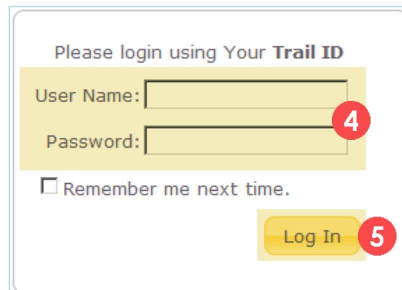


2. In the address bar, type in Maggie then press Enter.

3 You will then see the Home screen, select Login in the upper right-hand corner.

If you see **“Welcome, Anonymous User!”** you’re not logged in.

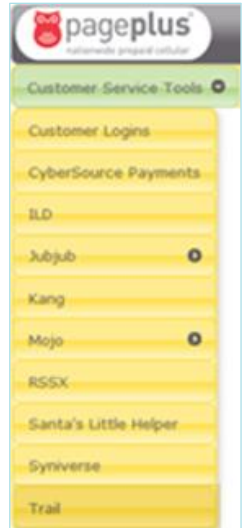
4 Enter your Maggie username and password.
5 Select Log in.



You will then see the Home page. From there you can access all other tools, as necessary.

Trail

The main tool used to handle customer transactions/processes. It consists of various windows, as shown below.

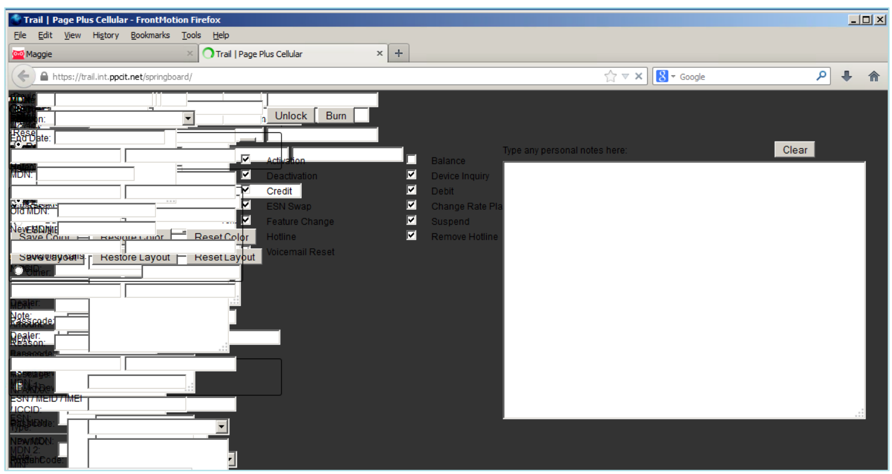


1. In Maggie, select Customer Service Tools then select Trail.
2. Enter Username/Password then select Login.

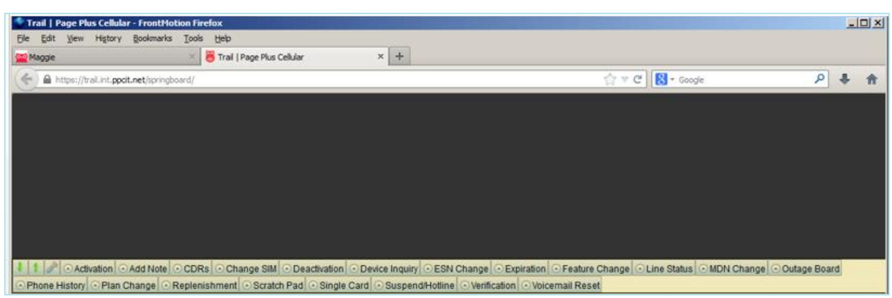
> **Note**
> Trail ID is the same as Maggie ID.

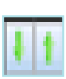
3. All of the Trail windows will be displayed. Select the down green arrow to minimize the windows.
4. To select a specific window, select on the designated window tile in the Trail toolbar.

When first log in, the screen will appear as shown below, this is normal. Wait a few seconds and the windows will be displayed correctly.

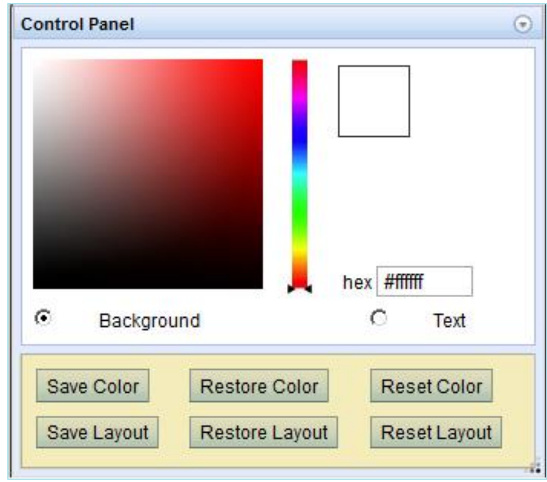


The Trail toolbar at the bottom of the screen will display the Trail windows in alphabetical order. To view, select on a window tile.



 Use the UP/Down arrows to minimize/maximize the windows.

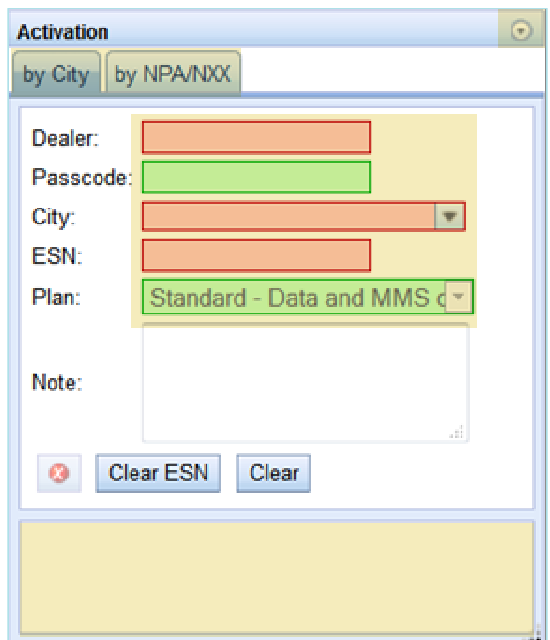
Wrench icon: located in the toolbar, this feature allows you to adjust the background and text layout.



Now, let's take a closer look at each toolbar window.

Activation Window

This tool is used to activate phones from customers and dealers. Activations generate a new MDN to an ESN/MEID/IMEI.



Note

- Fields highlighted in pink are required and will turn green when completed.
- To minimize a window, click on the triangle icon on right-hand side.

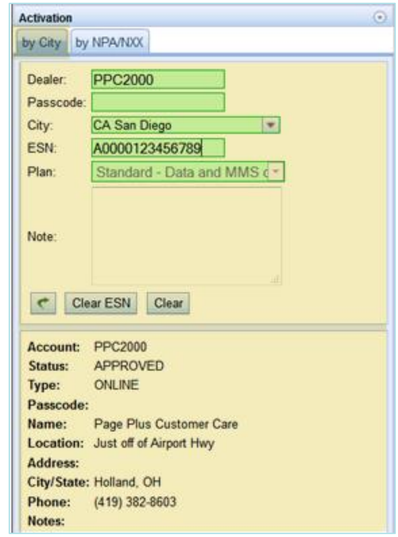
Activations can be completed by using the tabs below.

- ✓ by City
- ✓ by NPANXX

Results Window will display results if successful or an error message will display for further action, when applicable.

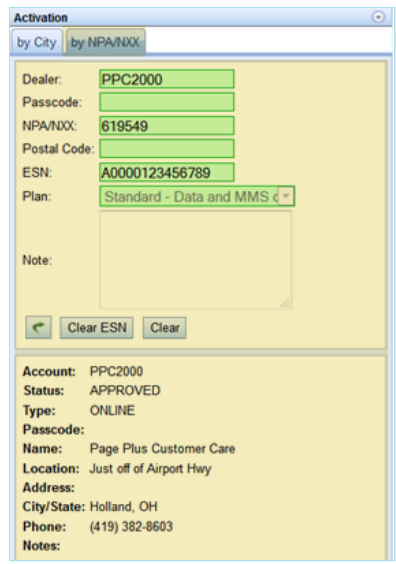
by City tab

This tab uses the customer's preferred City and State to generate the new MDN.



by NPANXX tab

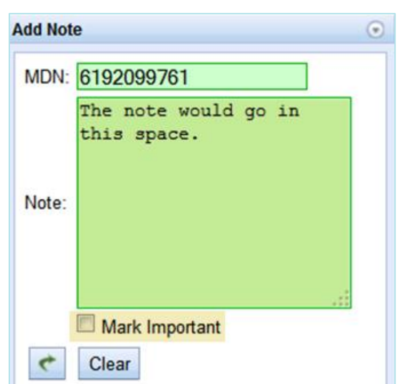
This tab uses the customer's preferred Zip Code or using a specific Area Code and Exchange (first three digits) e.g. "(954) 865".



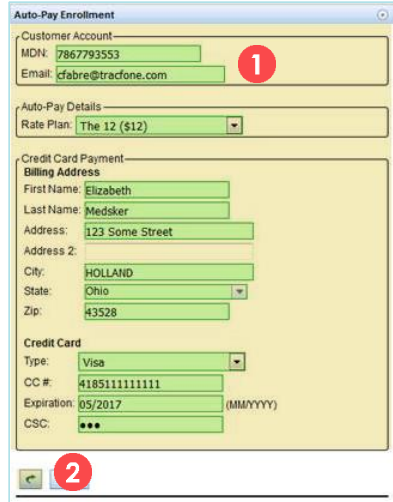
Add Note Window

This window is used to document/add any information in the customer's account. Notes will be displayed in the Phone History Window.

You will also see the option to mark a note important, when applicable.



Auto-Pay Enrollment



This window is used to enroll customers into Auto-Pay. To do so, access the account in Trail > Line Status window then confirm the Security Pass code.

1. Go to the Auto-Pay Enrollment window and enter the required information below.
   - **Customer Account:** Enter the MDN and Email address.
   - **Auto-Pay Details:** Select the desired Monthly Plan.
   - **Credit Card Payment:** Enter the customer's billing address and credit card information.
2. Select the green arrow.

An Order Confirmation pop-up window will appear, make sure to provide and confirm the order details to the customer then select OK.

Make sure to offer enrollment before the end of each call, using the suggested script:
"Would you like to enroll in our Auto Pay program so that you won't have to call in every month to add airtime? By enrolling your credit card, minutes and service days will be automatically charged and delivered to your phone on a monthly basis".

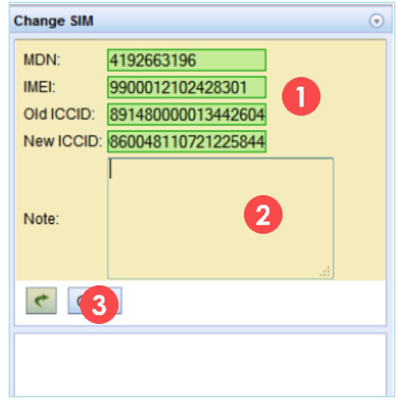
Note

- ✓ Offer Auto-Pay during successful Activation, Reactivation, Upgrade and Port In/Onboarding Transactions.
- ✓ If there are any issues or we have not resolved the customer's issue, do not offer Auto-Pay.
- ✓ Don't forget to briefly explain the benefits of Auto-Pay before proceeding.
  - Customer enrolls their credit card and Airtime is added automatically every month (after the service end date) without the customer having to call customer service.
  - The phone will never go past due as long as a valid credit card is enrolled in a recurring Monthly Plan (Auto-Pay).
  - Enrollment can be cancelled at any time.
- ✓ Customers will receive email/SMS notifications upon enrollment and/or when the auto-pay is processed.
- ✓ Check in Line Status>Web Account to confirm if "My Account" is set up. If not, encourage the customer to do in order to manage their account online.

Customers will receive the following discount when enrolling in Auto-Refill via Web or Trail:

Monthly Plan	Discounted Price (before taxes)
$12	$10
$29.95	$27
$39.95	$36
$55	$50

Change SIM Window



This window is used if the customer wishes to assign a new SIM card to their MDN.

1. Enter the following information:
   - **MDN**
   - **IMEI**
   - **Old ICCID (SIM Number)**
   - **New ICCID (SIM Number)**
2. Document reason for assigning a new SIM number in the Note window.
3. Select the green arrow to process.

When processed successfully, advise the customer to insert the new SIM card then power cycle the phone. Programming should begin automatically.

Deactivation Window

You will use this window to deactivate MDN(s). This is the preferred method of deactivation whenever a note regarding the deactivation is required.

When used:

- ✓ Multiple new activations on a single ESN
- ✓ Voluntary deactivation of service by Customer faxed request
- ✓ Fraud and abuse (completed by Loss Prevention)

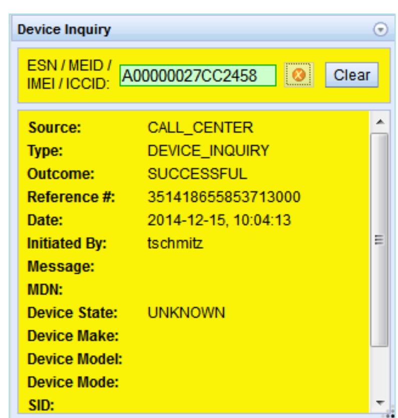
Fields:

1. Enter MDN
2. ESN field will auto-populate
3. Select green arrow to process.

Note

If a field is displayed as "required", it is important to add a note in the Note field to document the reason for deactivation.

Device Inquiry Window



This window is used to check devices similar to the Get Device Details tool.

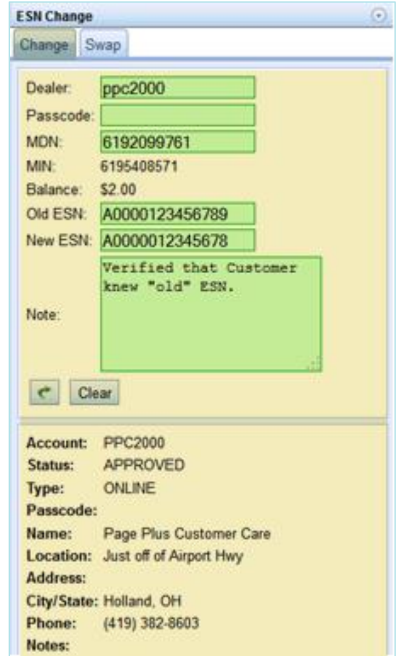
TIP: If the ESN is declined during Activation, you can confirm by using this window.

ESN Change Window

This window is used to perform an ESN (device) change or swap.

ESN Change tab

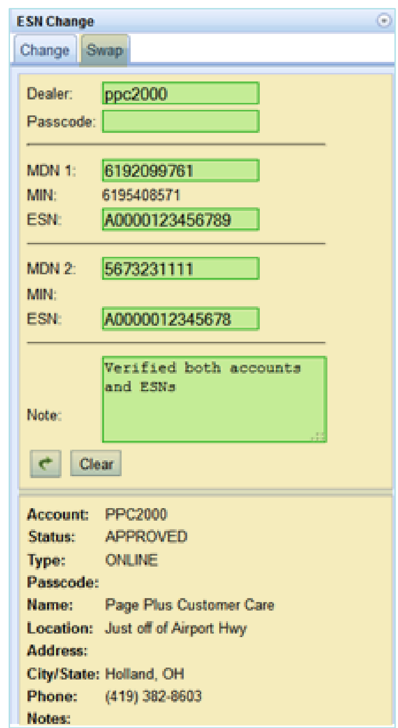
This tab is used if the customer wishes to change the device that currently has a number assigned to a phone with no number (PP) assigned to it.



Swap tab

This tab is used when the customer wishes to exchange the devices assigned to two numbers (PP) with each other.

E.g. John Smith has two phones; phone A has phone number 305-5551212 assigned and phone B has 305-585-6666. Customer would like to switch numbers and phone A will have 305-385-666 assigned to it by performing an ESN Change Swap.



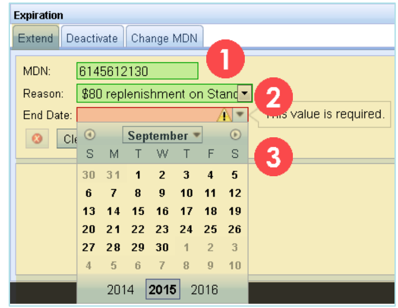
Expiration Window

This window enables you to change the expiration date when necessary.

Extend tab

Use when need to change the date for the $80 card.

1. Enter MDN.
2. Select Reason from drop-down list.
3. End Date; select 1 year from the date the card was loaded.



Note

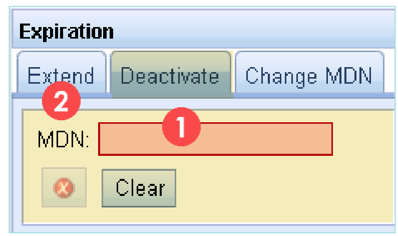
If used multiple times on the same number, only the farthest expiration date will be saved.

4. Select green arrow to process.

Deactivate tab

Use when the expiration date is set too far when manually adjusting.

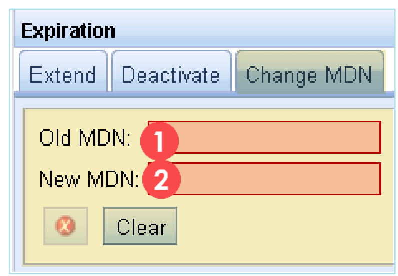
1. Enter MDN to remove.
2. Go to the Extend tab and set new date.
3. Select green arrow to process.



Change MDN tab

Used when need to transfer existing expirations between MDN's after an MDN change.

1. Enter OLD MDN
2. Enter New MDN
3. Select green arrow to process.



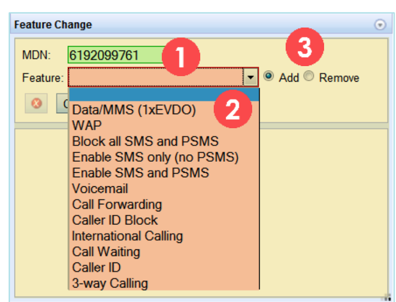
Note

Make sure to always validate the ESN in Mojo and RSSX before processing. This tab is only used for cash balances. For monthly plans, you will need to request a PIN in Mojo.

Feature Change

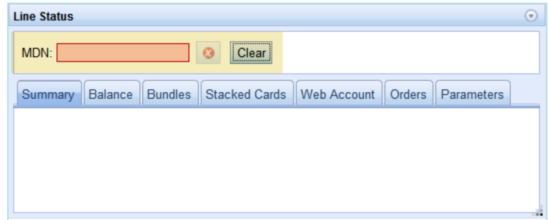
This tool is used to add and/or remove certain account features.

1. Enter the MDN.
2. Select the desired feature from the drop-down list.
3. Select Add or Remove then select the green arrow icon.



Line Status Window

This is the main window used to access the customer's account information. All calls will begin by entering the MDN then pressing the green arrow.

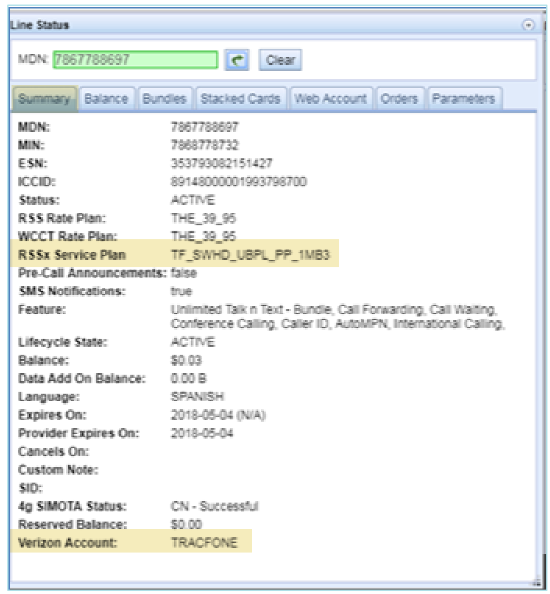


Below is brief summary of the tabs displayed.

Summary tab

This tab will display the basic account information including the following:

- Status
- Rate Plan
- Cash Balance
- Expiration Date

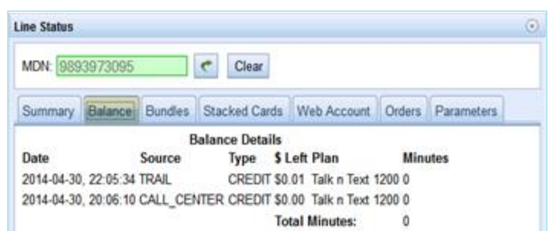


Note

- ✓ The Verizon Account field will display TRACFONE for new activations. Existing active customers will continue to display Page Plus.
- ✓ The corresponding rate plan is displayed under the RSSx Service Plan field. HD capable devices are now compatible with Page Plus. The rate plans for these devices will have "HD" included in the rate plan name.

Balance tab

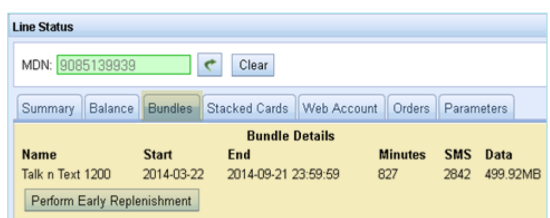
This tab displays the cash balance details.



Bundles tab

This tab will display the bundle plan details including:

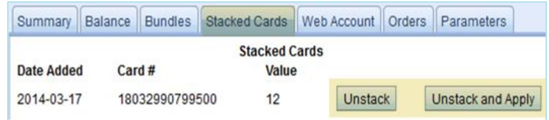
- ✓ Plan Name
- ✓ Start/End Date
- ✓ Current Bucket Balance (Minutes, SMS, and Data)



You will see the Perform Early Replenishment button available. You must advise the customer that any remaining benefits will be forfeited. **Example:** the customer wants to renew their plan or change their plan and is willing to lose their remaining benefits.

Stacked Cards tab

Any cards stacked will be displayed in this tab. You will see the **"Unstack"** and **"Unstack and Apply"** buttons available.

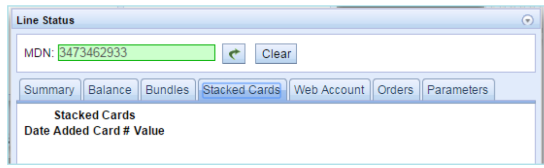


Unstack Button: This button will change the PIN status to "Active" and can be applied directly to an MDN.
Unstack and Apply Button: if used, this button will add the PIN to the customer's cash balance.

Note

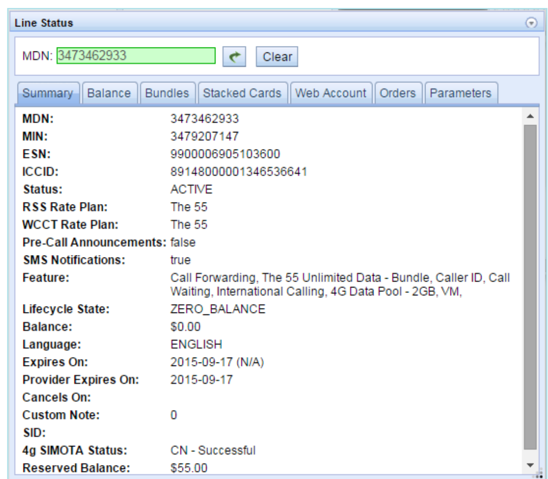
Do NOT use the "Unstack and Apply" button as a form of early replenishment for a bundled plan. It will add the PIN as cash.

Keep in mind, the PIN(s) stacked will not appear in Line Status > Stacked Cards tab within **72hrs of the renewal date**. Instead, you will see that PIN value displayed in the "Reserved Balance" field in Line Status>Summary tab, as shown below.



Note

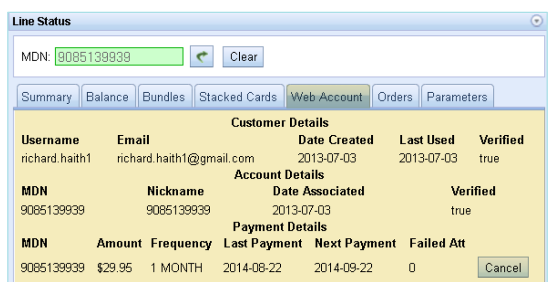
My Account will also not display the stacked cards within this time frame.



Web Account tab

This tab is used to cancel a customer's Autopay enrollment; for the following reasons:

- ✓ Non-working autopay profile
- ✓ Customer requests to cancel
- ✓ Inactive account

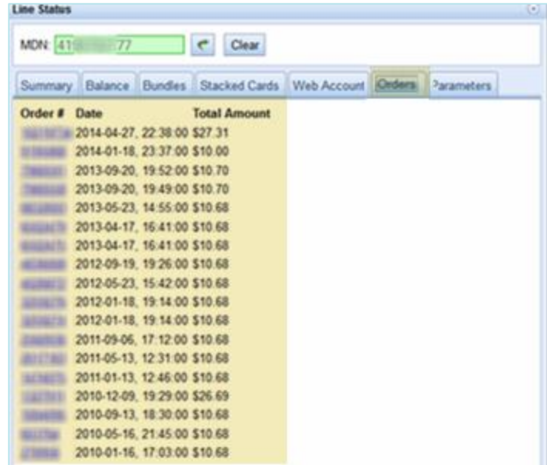


Note

Make sure to validate ownership by following the Security Passcode process before processing.

Orders tab

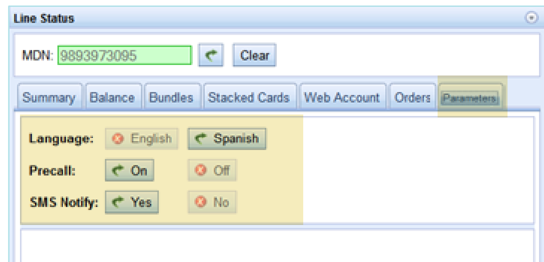
This tab displays the order #, Date, and Total Amount of orders placed.



Parameters tab

This tab is used to change the parameters for:

- ✓ Language (English/Spanish)
- ✓ Precall announcements (phone)
- ✓ SMS Notify (phone)



MDN Change Window

This tab is used to generate a new phone number to replace the current phone number.

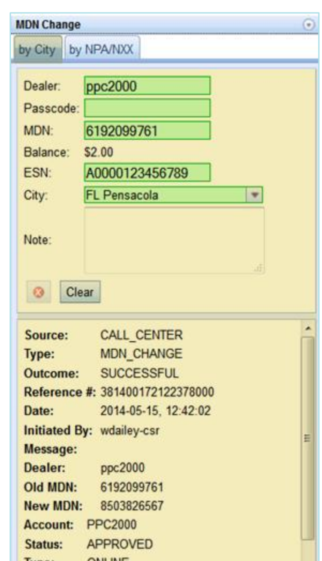
The new phone number can be generated using either:

- ✓ by City
- ✓ by NPA/NXX

by City tab

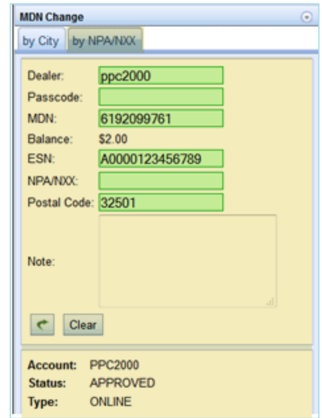
In this tab, a new phone is generated using the customer's preferred City and State to generate the new MDN.

The new number will be displayed in the results window below.

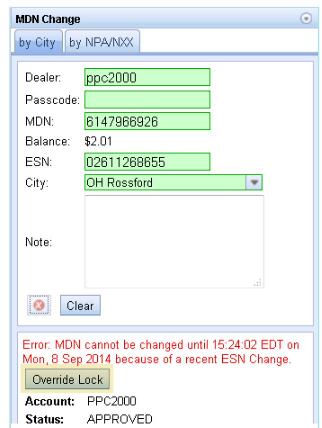


by NPA/NXX tab

In this tab, a new phone is generated by using the customer's preferred Zip Code or a specific Area Code and Exchange (first three digits) e.g. (954) 865.



You will see the Override Lock button. This option allows you to override the 72hr lock that occurs after an ESN/MDN change.

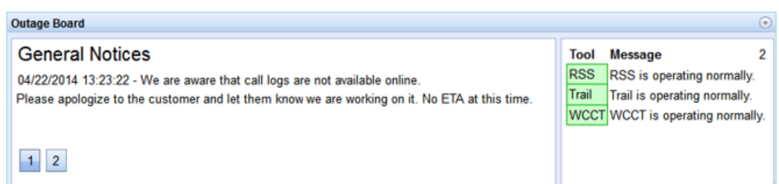


Note

- The lock button is in place to protect customers from unauthorized number changes which may result in the loss of a plan. You can use this feature at your discretion.
- Typically, we can override the 72hr lock in the event you performed an ESN change when attempting to reset authentication or registration.

Outage Board

This tab will display any outage notification or other issues relating to Page Plus Service, Customer Care and the Call Center.

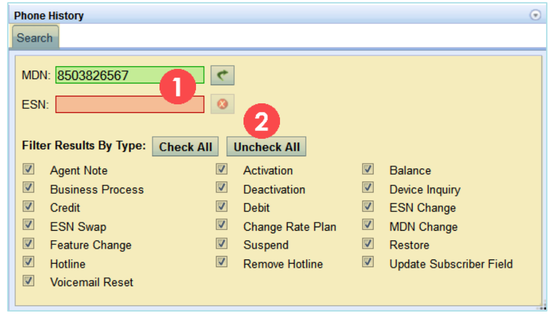


Phone History Window

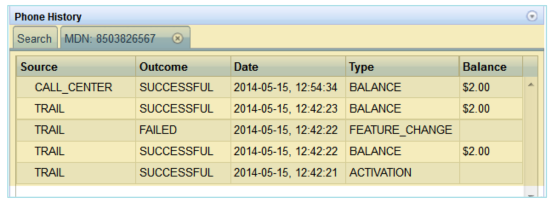
This tool displays the transaction history including:

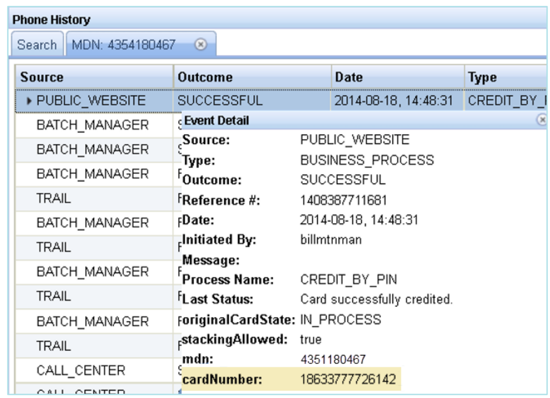
- Activation Information
- Replenishment attempts (successful and failed)
- ESN and MDN changes (including failed attempts)
- Call Center Notes
- Balance Checks (Line Status access attempts)

1. Enter the MDN and the ESN.
2. Check the desired filters or choose Check All or Uncheck All button, when applicable.
3. Select the green arrow to process.

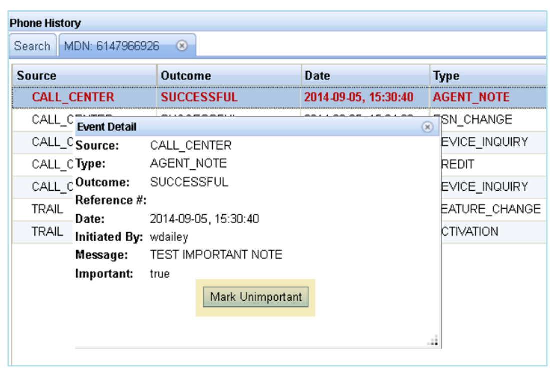


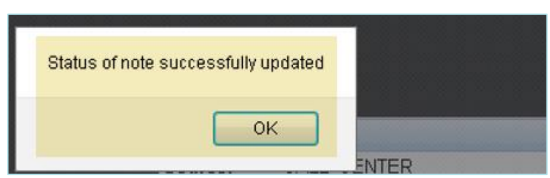
✓ **PIN Numbers:** In this view, you will be able to see the full PIN number listed in Phone History.





✓ **Important Notes:** You have the capability to modify the note status from "Important" to "Unimportant".





Plan Change Window

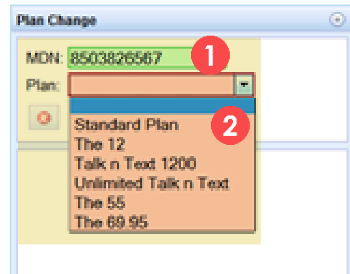
This tool is used if the customer wishes to switch their current plan to a different plan. The current plan will be removed including any remaining bundles on a Monthly Plan and will start the new plan selected.

Note

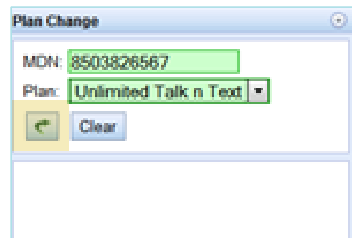
The customer needs to have a sufficient cash balance on the account in order to start a new Monthly Bundled Plan.

To change a plan, follow the steps below.

1. Enter the MDN
2. Select the desired plan from the drop-down list.



3. Select the green arrow to process.



Replenishment Window

This window contains the following tabs:

- Card tab
- Credit tab
- Debit tab
- Misreplenishment tab
- Place Order tab

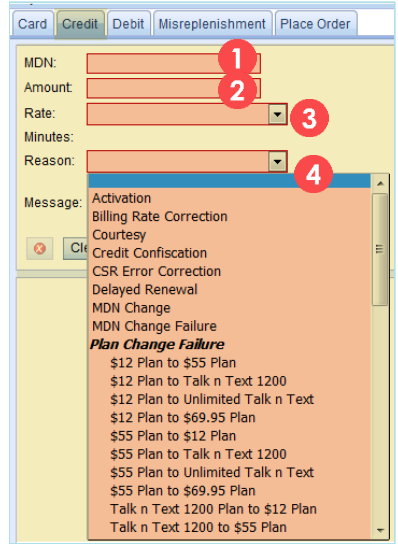
Card tab:

This tab is used to apply a PIN Card or PIN Number to a Customer's MDN.

Credit tab:

The Credit tab is used to credit accounts, typically to correct mistakes or system-related problems. To apply a credit, simply follow the steps below.

1. Enter the MDN.
2. Enter the Amount that you are crediting.
3. Select a Rate:
   - ✓ You must select the rate that corresponds to the customer's current plan.
   - ✓ Do not use "Retired rates or $.07/min rate".
   - ✓ When restoring funds confiscated as a result of expiration, the funds should be credited using the most recent rate.
4. Enter Reason and notes in Message field the reason for the credit.



Note

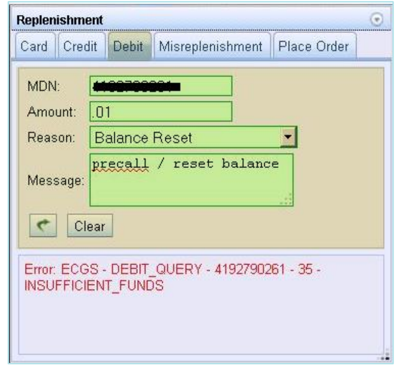
There is a maximum credit limit of $150. If you need to credit over that limit, you will have to apply the credit in parts.

Below is a brief description of the credit reason and when it should be used.

Credit Reason	Description
Activation	No Longer Used
Billing Rate Correction	This is used when the balance was not billed for usage or needs to be billed at the correct rate. **Note** If plan is two weeks or more into the month or the month has completed then we can provide any credit.
Courtesy	The max amount of compensation that can be given is .99 cents. You will use your discretion to issue a credit between .01 cents-.99 cents depending on the issue. Customers can only receive one compensation credit for the life of the handset. Make sure to review Trail > Phone History before issuing any credit.
Credit Confiscation	Only used to restore a balance that was confiscated because the 120-day balance expired while the account was still active. (The MDN has not deactivated as yet and still within the 30-day grace period). The customer must first replenish the account for the credit to be applied.

Credit Reason	Description
CSR Error Correction	This is used to credit accounts to fix an error caused by a CSR. Ex. CSR added a PIN in error that renewed the customer's monthly plan. (If the PIN need to be stacked to correct the error, you would use "Request a PIN" in Mojo. Make sure to include in the message/note, "timestamp of the error, the CSR's Trail ID, and description of error and fix. This should not be used to apply a courtesy credit.
Delayed Renewal	This is used to credit any funds used from the cash balance during the nightly renewal gap from 12AM – 3AM only if: • This should only be used if the customer has a stacked PIN prior to bundle expiration. • Autopay was scheduled that day and was successful but the payment did not apply before the cash balance was used.
MDN Change	No longer used
MDN Change Failure	This is used when an MDN change fails to transfer a plan or cash balance to the new number. Make sure the message includes both the old and new MDN when documenting the account. Normally the new phone number displays as Active in RSSX, however the phone number is not found in Trail. The account would need to be rebuilt before applying the credit.
Plan Change Failure	This is used to correct a failed plan change when an account did not change from a monthly bundled plan to a different monthly plan through the regular process. A specific credit amount is applied in order to fix the plan change. Make sure the message includes a description of the failure and the timestamp when it occurred.
Plan Creation Failure	This is used to correct a failed plan change when the customer is changing from the Standard Plan to another plan and an error occurs. You will see two versions listed for each plan in the drop-down list. • The first version is used if the issue is with the Class of Service (COS)/rate change. • The version with "(WCCT)" is used if there is an issue with building the bundles.
Plan Renewal Failure	This is used to correct problems when the bundled plan is being renewed. Make sure the message includes a description and timestamp when the error occurred.
Pre-Call Announcement	Used in conjunction with the same debit reason to fix issues with the pre-call announcements such as Low Balance Block (LBB) or Balance messages when they show that they are turned off in Trail.
Port IN Balance Transfer	This is used when the balance is moved from a Standard PIN, added to a "temporary" number (new activation), to a number that was ported in afterward.
Power TEXT Initiation Failure	No longer used
Power TEXT Renewal Failure	No longer used
Retention Credit	Do Not Use

Debit tab



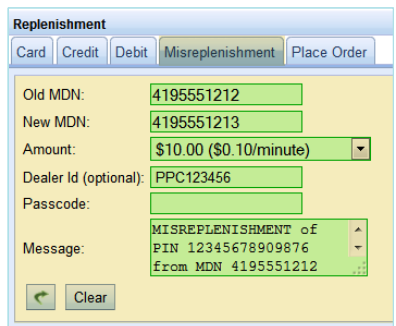
This tab is used to remove a full or partial cash balance from a line for the following reasons.

- **Balance Reset:** Most debit transactions will use the 'Balance Reset' Reason. This would include issues such as:
  - Pre-Call notification issues
  - Billing rate corrections
  - Failed Renewals
  - Voluntary Suspension
- **Call Logs:** Used to debit the emailed Call Log fee ($5.00).
- **Chargeback:** To be used by Loss Prevention only.

Note

If you receive (normally Error 35) when attempting to credit or debit the amount, have the customer put the phone in Airplane Mode. This will end any active data or other usage session and allow the changes to be made.

Misreplenishment tab



This tab is used to fix misreplenishments of Standard cash PINs. Required fields are:

- Old MDN
- New MDN
- Value of the PIN being moved
- Dealer Code if performed for a Dealer
- Dealer Passcode if they have one
- Message/note to describe the situation.
  - This message should include the Old and New MDN, Dealer Code, or CSR's Trail ID and the PIN number that is being removed.

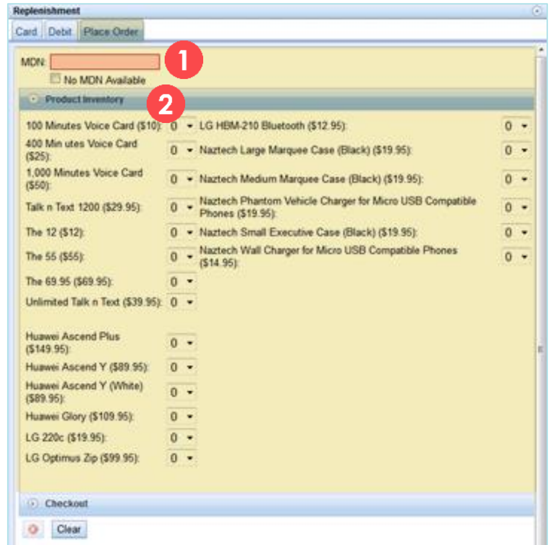
Note

- Misreplenishments for bundled plans can only be performed if the PIN is Stacked. If the PIN created the bundles then we cannot move the PIN.
- Always make sure to leave a detailed note in the message field.
- Misreplenishments can ONLY be performed within 48 hours from when the PIN was initially added.
- We are ONLY able to assist a customer with misreplenishment if the PIN was purchased directly from us. If the PIN was purchased from a dealer, the customer must return to the dealer.
- A PIN can only be moved once.
- Confiscated Credit and Incorrect Rate Charge should be warm transferred to PP ERD. All other transactions should be blind transferred such as technical calls, supervisor calls, etc. *For an up to date list of extensions, please refer to Agent Support.

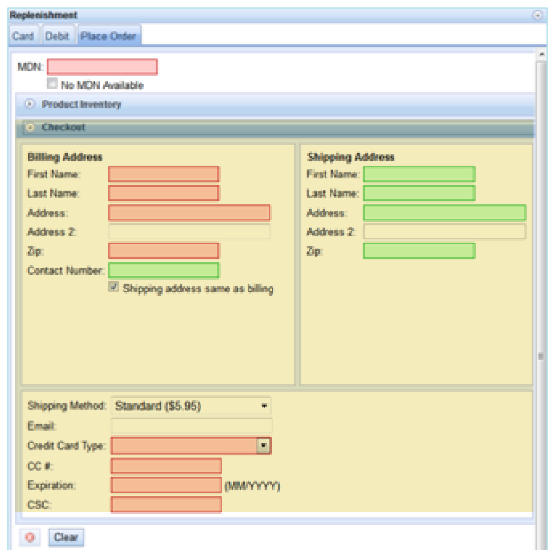
Place Order tab

This tab is used to process credit card payments (PINS/products) for the customer. To place an order, follow the steps below.

1. Enter the MDN.
2. Select Product Inventory then select the desired product or PIN.

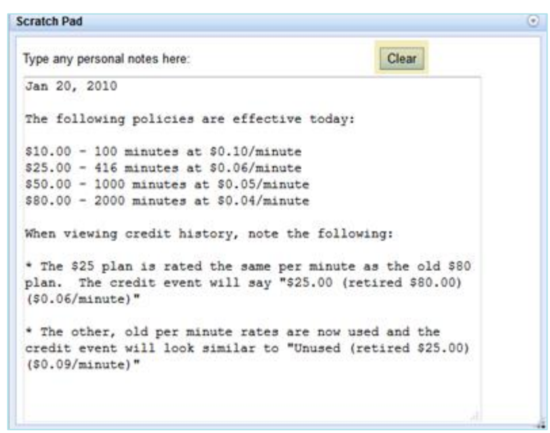


3. Press Checkout and enter the required information for Billing Address, Shipping Address, Shipping Method, and Credit Card.
4. Select green arrow to process.



Scratch Pad Window

This window is used to make quick notes regarding the customer's account when necessary. Any Information documented should be cleared after the call has completed.

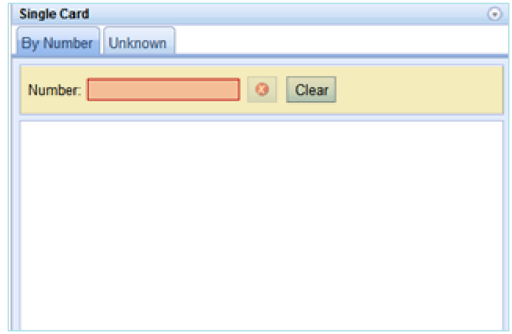


Single Card Window

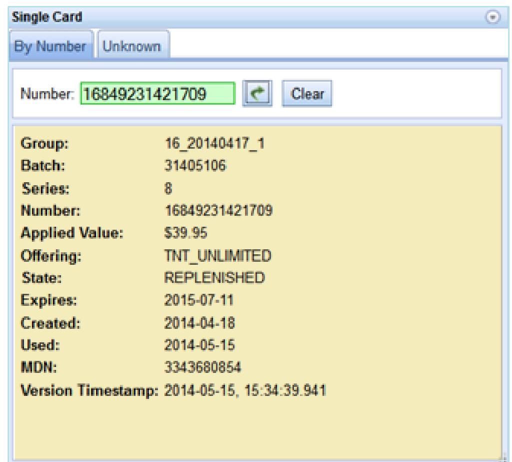
This window is used to check the status and usage details of a specific PIN number by using either the "By Number" or "Unknown tab".

To check a PIN, follow the steps below.

1. In the "By Number" tab, enter the MDN then press the green arrow.

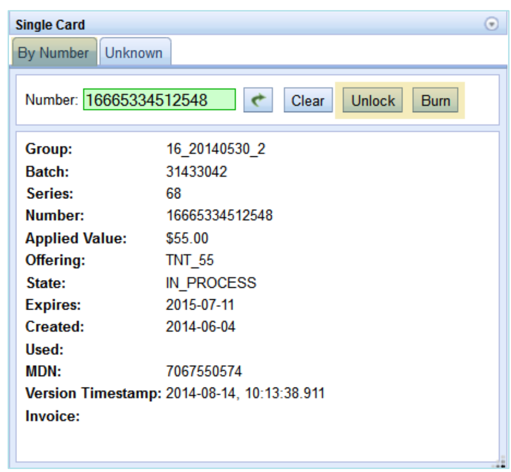


2. You will then see the PIN details. Check the State field to confirm if already used.



By Number tab

In the By Number tab, you will also see the Unlock and Burn buttons.

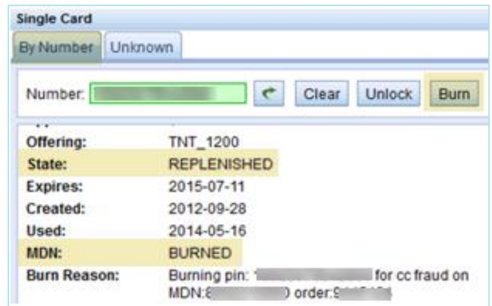


- **Unlock button:** This button is used to change a PIN from an "IN_PROCESS" status back to "Active", allowing it to be applied to a different MDN.

Note

- ✓ PINs will go into "IN_PROCESS" when you first apply them to a line. They should only be IN_PROCESS for a very short time before becoming REPLENISHED.
- ✓ Once a PIN is IN_PROCESS it is locked to the MDN. If a PIN remains IN_PROCESS for an extended period of time it will likely be due to a delay in RSSX or Billing.
- ✓ If the caller intends to load the PIN to the MDN that it is locked to, you can simply try to re-apply it through the Replenishment tab in Trail.
- ✓ The life of all PINS display as "2015-07-11". This can be seen in the "Expires" field.

- **Burn button:** This button is used to make an ACTIVE PIN unusable. You would 'burn' a PIN for the following scenarios:
  - **PIN Refund:** PINS purchased from Page Plus ONLY (website or Customer Service)
  - **Fraudulent Credit Card Order** from Page Plus ONLY (website or Customer Service)
  - **Customer Request:** There may be instances in which a customer has a stacked PIN for a plan that they no longer wish to use and would like the PIN removed.



To burn the PIN:

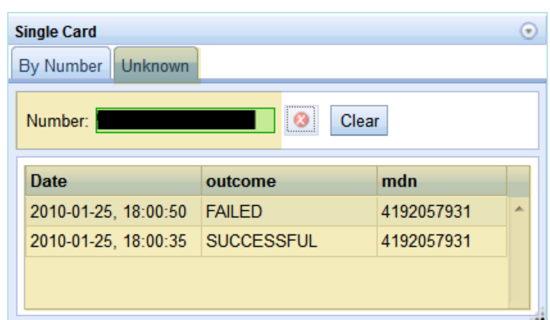
1. The customer would need to verify:
   - The FULL PIN number
   - The ESN on the account (to confirm ownership of the account)
2. Once verified, unstack the PIN then burn the PIN.
3. Document customer's request and verification in the Notes field.

Note

We will not issue any credit(s) or any other type of compensation when a PIN is burned. When a PIN is burned it will display as "Replenished" in Trail and the MDN will show as "Burned". The notes the CSR placed will also show in the window.

Unknown tab

In rare occasions, a Single Card will report Unknown for the phone number that the PIN was applied to. Should this occur, enter the PIN in the Number field and it will display the MDN and outcome details.



PIN Status

You can also verify the status of a specific PIN by checking the State field. You will see the following status types displayed.

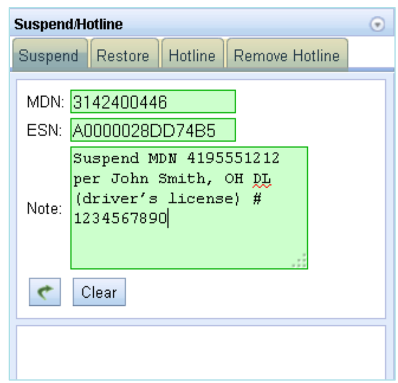
Status Type	Description
ACTIVE	PIN has not been applied to an MDN
REPLENISHED	PIN used/added to an MDN
CREATED	A PIN number was generated but cash value was not applied to the PIN yet. Usually generated for POSA retailers
STACKED	PIN added to an MDN to be applied at the renewal date
IN_PROCESS	PIN attempting to add to an MDN
VOIDED	PIN made invalid by Master Agent, Distributor or Supplier
RETIRED	PIN that was retired or expired

Suspend Hotline Window

This window is mainly used when the customer requests to Suspend or Restore their number.

Suspend tab

Used to process customer suspend requests or lost/stolen phones. Please note, the process to suspend the customer's account is no longer by fax request.



Restore tab

Similar to Remove Hotline, the Restore tab is used to move an account from SUSPEND or HOTLINE status back to an ACTIVE status.

Commonly used on lines suspended for:

- System Errors
- Fraud
- Voluntary Suspension

Note

The process to restore the customer's account is no longer by fax request. The customer should call customer service to verify information in order to restore the MDN.

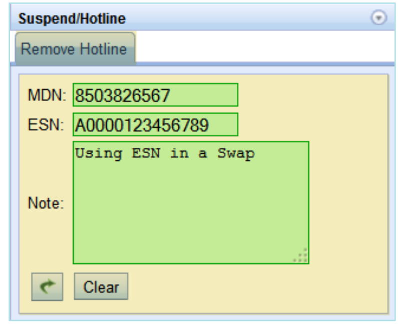
Hotline tab

This feature is used to place an account in Hotline status (i.e. suspend). Do not use this tab for troubleshooting.

Remove Hotline tab

This feature is used to remove the Hotline status from the MDN and make active again. This is usually used when:

- A new plan was applied and bundled but the Hotline state did not automatically change to Active.
- The customer wants to use a phone in Hotline status in an ESN Swap to an Active MDN.
- Callbacks when working a Trouble Ticket issue



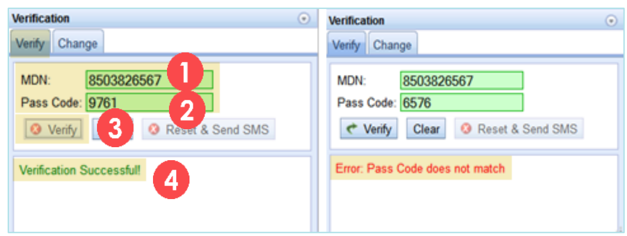
Verification Window

This window includes the tabs described below.

Verify Tab

This tab is used to verify the Security Pass Code (SPC). To do so, follow the steps below.

1. Enter the MDN.
2. Enter the Pass Code.
3. Select Verify.
4. If correct, a confirmation message will appear. Otherwise, an error message will be displayed.



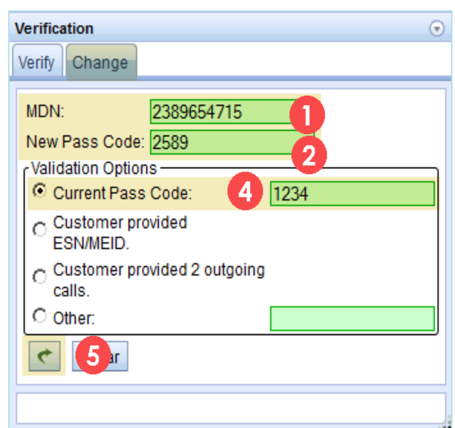
You will also see the **Reset & Send SMS** button which is used to reset the SPC to a randomly selected 4-digit code that is sent to the phone. This should be used as a last resort.

Change tab

This tab is used to change the current SPC if the customer so desires. To do so, follow the steps below.

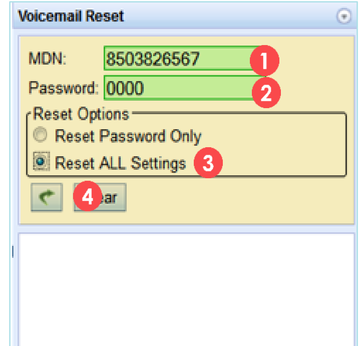
1. Enter the MDN.
2. Now enter the New Pass Code.
3. Select Current Pass Code as the Validation option and enter the defaulted pass code.
4. Validation options
5. Select the green arrow to process.

A confirmation message should appear.



If the customer still has the default 4-digit SPC (last 4-digits), advise the customer that the SPC codes needs to be changed then proceed following the steps above.

Voicemail Reset Window



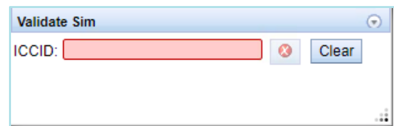
This window is used to reset the customer's voicemail features by resetting the Password only or resetting all of the settings. To reset the Voicemail:

1. Enter the MDN.
2. Enter the Password
3. Select one of the following; "Reset Password Only" or "Reset All Settings".
4. Select the green arrow.

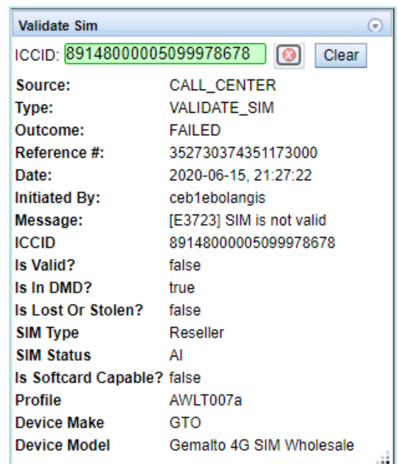
Validate SIM Window

This window is used to verify the status of the SIM and to check if the SIM can still be assign to an MDN or ESN.

1. To check the status of the SIM, enter the ICCID and select the green arrow.

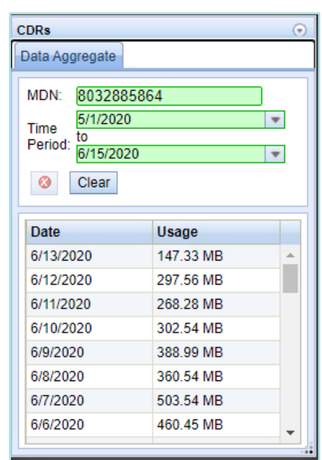


2. The SIM details will display.



Call Detail Records

This option is used to generate Call Detail Records file(s) (via Excel) at customers' requests. 500 records is the maximum number of records generated at a time.



RSSX

RSSX is Verizon's billing system which is used to view and correct account, plan or bundle issues when necessary.

You will also be able to update the Class of Service (COS) Features on an account using RSSX > Line Overview.

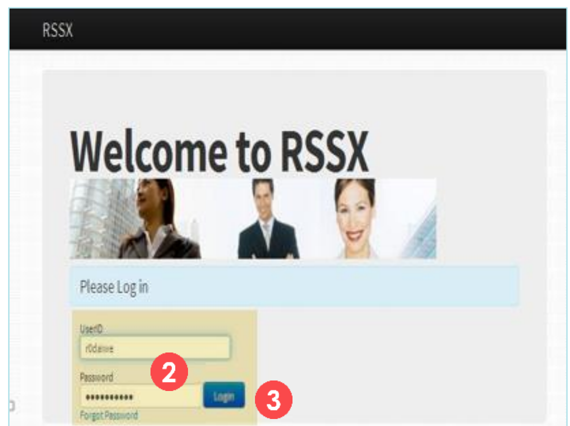
To log in, follow the steps below.

1. Once logged into Maggie, go to Customer Service Tools > RSSX.

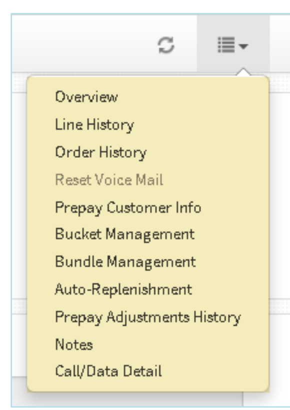
2. Enter your User ID and Password.
3. Select Login.

Note

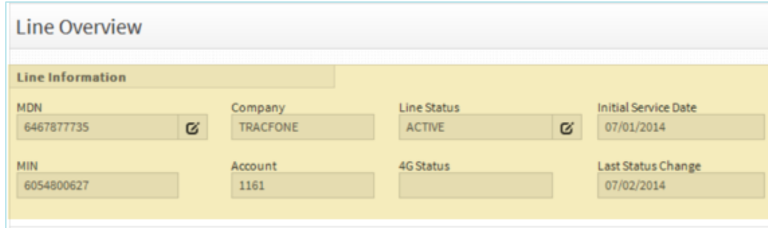
Use your "TracFone" credentials to check any new activation. Otherwise continue to use your "Page Plus" credentials for existing active customers



Menu options from Line Overview screen.



The following actions can be completed using RSSX, as necessary.



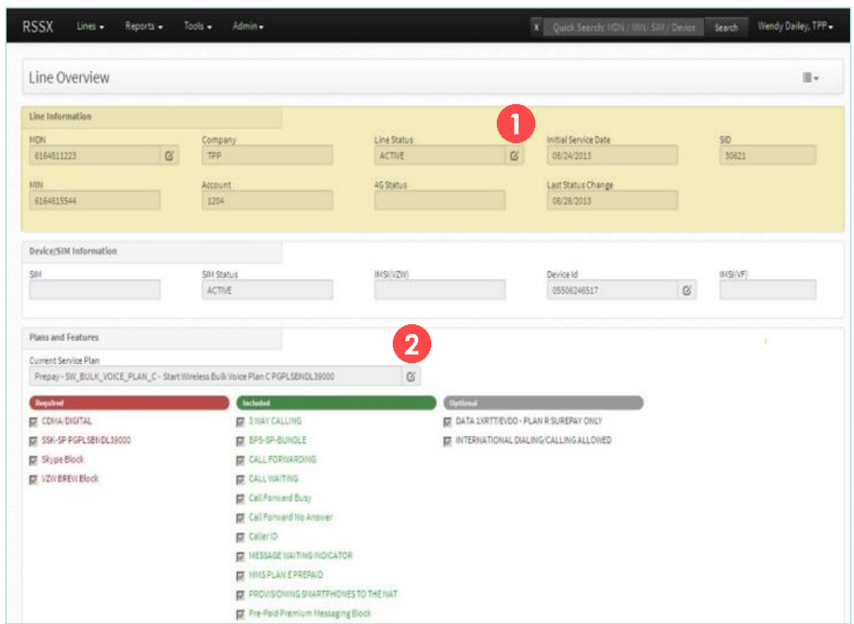
Note
RSSX will display the customer's time zone, while Trail will display Eastern Time Zone (EST).

Change Plan

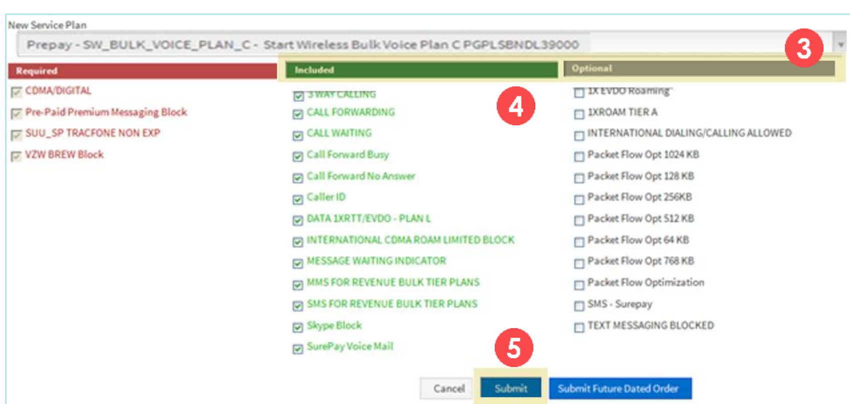
This option is used to change to the Standard Plan ONLY for 3G accounts. Any changes for bundled plans must be complete in Trail.

To do so, follow the steps below.

1. Perform a Line search to access the account then select the Edit icon in the **Line Status** field.
2. Under the **Plan and Features** section, select the Edit icon in the Current Service Plan field



3. The New Service Plan section will appear. From the drop-down list, select the appropriate plan.
4. Select or remove features under the "Included" and "Optional" categories by placing a checkmark next each box accordingly.
5. Select Submit



Below is the list of available plans.

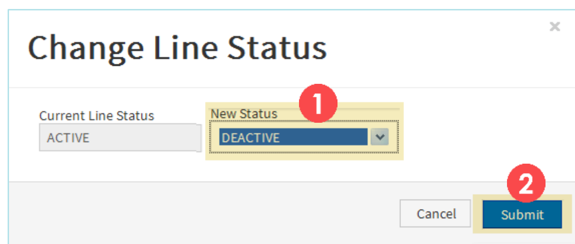
1161 Accounts:

Network	Plan Type/Value	New Plan	New Plan Bundle
3G	Pay as you go	TFSW_PLAN79_WGPN_PP	N/A
3G	Monthly/ $12		TPP BPM_SP BUNDLE
3G	Monthly/ $29.95	TFSW_PLAN29_WGPN_PP	UNLIMITED VOICE AND MESSAGING 500 GB DATA
3G	Monthly/ $39.95		BP4-SP-UNLIMITED
3G	Monthly/ $55	TF_SW_UBL_B2_PP_10	START UNLTD VOICE TEXT 500 GB PLAN 1
4G	Monthly/ $29.95	TF_SW4G_UBPL_PP_1MB1	UNLIMITED VOICE AND MESSAGING 500 GB DATA
4G	Monthly/ $39.95	TF_SW4G_UBPL_PP_1MB3	BP4-SP-UNLIMITED BUNDLE
4G	Monthly/ $55	TF_SW4G_UBPL_PP_1MB5	START UNLTD VOICE TEXT 500 GB PLAN I

Deactivation

This option is used when you need to delete multiple MDN's on the same phone or if need to rebuild an account. To deactivate a line, complete a line search then select the Edit icon in the Line Status field.

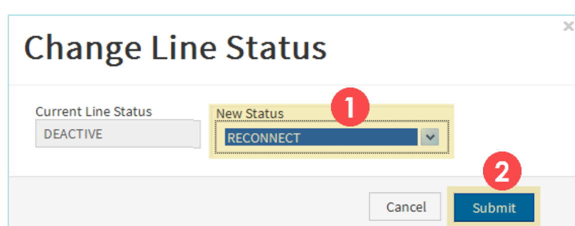
1. From the **New Status** drop-down list, select **DEACTIVE**.
2. Select Submit and an order confirmation number will appear.



Reconnect

Used to rebuild an account or reactivate cancelled MDN's (Customer requests). Follow the steps below for when you will need to restore or reconnect service for a specific line. Complete a line search then select the Edit icon in the Line Status field.

1. From the **New Status** drop-down list, select **Reconnect**.
2. Select Submit and an order confirmation number will appear.



Call Detail Records

This option is used to generate Call Detail Records file(s) (via Excel) at customers' requests. 500 records is the maximum number of records generated at a time.

For any scenario that requires Call Detail information (Confiscated Credit Card, Incorrect Rate Charges, etc.), transfer the call to PP Escalations (ENT ERD). Please refer to Agent Support for the appropriate extension.

Due to this change, you will no longer use the last 2 outgoing calls as a security verification option. Just to recap, listed below are the RSSX tools currently used:

Status Type	Description
Order History	This option is used to: • Search for orders (Pending, Completed, Cancelled, and Closed). • Determine if a new Trail activation that stays in Pending for an extended time has actually failed because there wasn't any numbers available in TNI in the selected NPA/NXX or City, State ZIP. • Can check failed MDN changes to verify if the new number did not display successfully in Trail.
MDN/SIM/Device History	This option located within the Reports drop-down menu will provide different information that what's displayed in Line History. You can view the history of a designated MND or device including Deactivations, and Re-Activations. Whereas, Line History only provides information from the last Activation. Note A deactivation performed by user wiab_user indicates a number was ported out.
Port-in Validation	This option is used to obtain information regarding phone numbers that will be ported into Page Plus Cellular (PPC).

Mojo

MOJO contains our ticketing system as well as other customer service tools.

You can also access other tools while from Mojo.

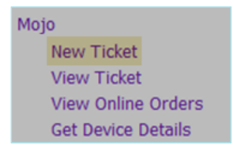
Below is a brief description of the links found in Mojo.

New Ticket

Used to create tickets for customer issues regarding:

- Billing
- Complaint
- Dealer
- Dealer Calling Campaign
- Device
- Website

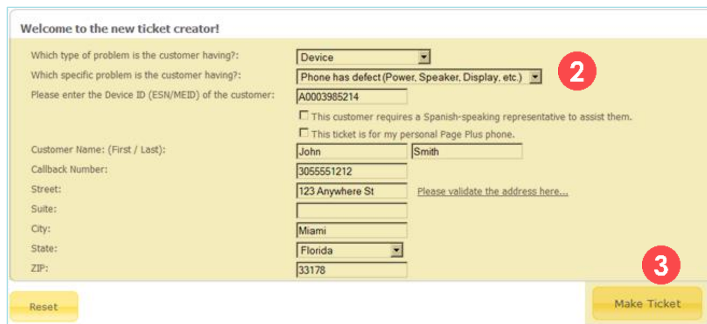
1 To create a New Ticket, select New Ticket link.



2 Choose the applicable issue from the drop-down lists:

- ✓ "What Type of Problem is the customer having?
- ✓ "What Specific Problem is the customer having?

3 Enter the appropriate details then select Make Ticket.

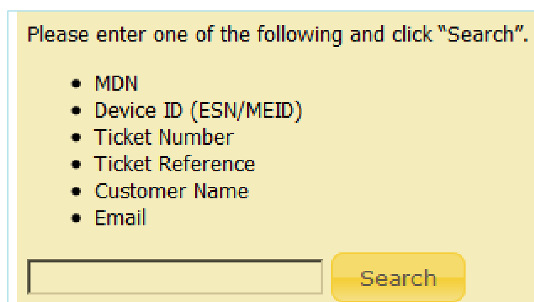


Select Reset, to cancel ticket

View Ticket

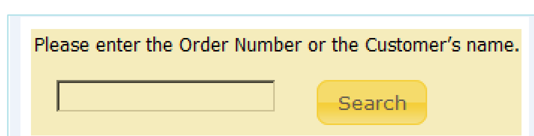
This link is used to view tickets (open and closed). You can search by:

- MDN
- Device ID (ESN/MEID)
- Ticket Number
- Reference Number
- Customer Name
- Email Address

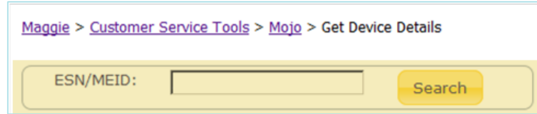


View Online Tickets

This is used to view specific online orders by Order Number or Customer Name.



Get Device Details link

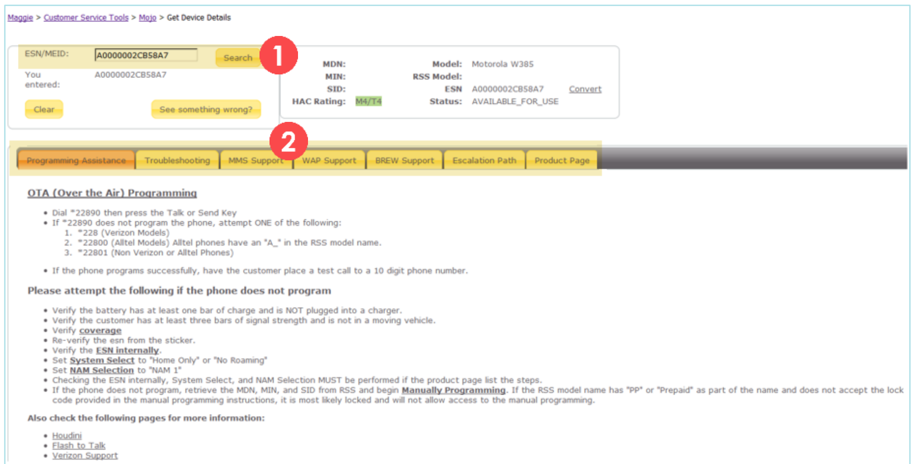


This link is used to search device details such as:

- Programming (Activation OTA)
- Troubleshooting
- BREW/WAP/MMS Support
- Escalation Path (Confirm if the device is Verizon certified in order to contact Verizon)
- Product Page

To view a specific device:

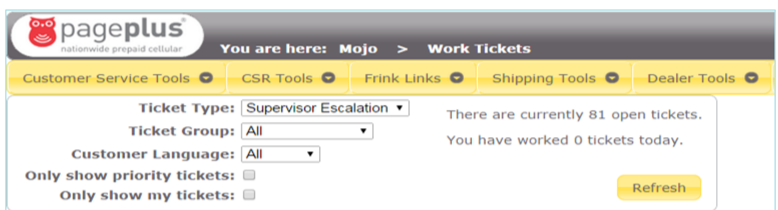
1. Enter the ESN/MEID then select Search.
2. You will then see the summary page. From there you can select the designated tabs as needed.



Note

For any device inquires, use the **Device Inquiry** window in Trail instead

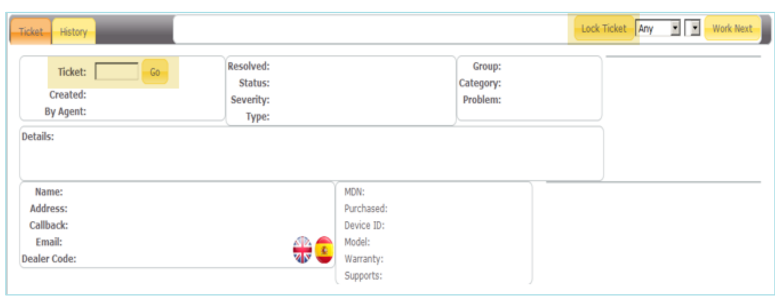
Work Tickets



This is to work all open ticket queues.

Displays how open ticket for that specific queue and how many tickets you have worked that day.

Edit Tickets



Use this link to access and work a specific ticket.

1. Enter the ticket number then select Go.
2. You will then see the ticket details to modify accordingly.

Lock Ticket feature will assign the ticket to you for one hour.

Call Log Requests

This link is no longer used. All call log requests can be transferred for complete call detail request instructions. Please refer to the Transfer Guidelines in Agent Support for the appropriate extensions.

- All follow ups for customer requests can be transferred to the extension specified in the Transfer Guidelines.
- Law enforcement officials must be transferred to the extension in the Transfer Guidelines.

Warranty Check

Use this link to check the warranty status for a specific device.

1 Enter the ESN/MEID then select Search.

2 You will then see tabs to view specific warranty information.

- **Page Plus Warranty:** Terms and Condition (T&C's)
- **Service Compatibility:** (ESN/MEID/HEX format, MMS/WAP/BREW capability)
- **Device Launch Dates:** Displays when the device was launched

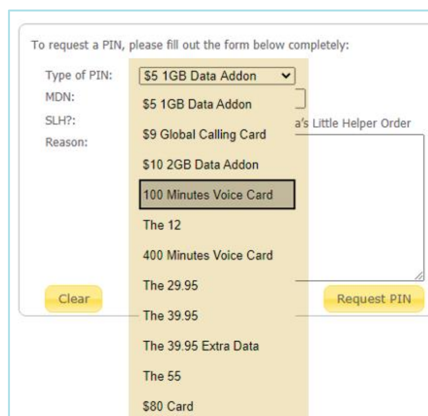
Request a PIN

This is used to generate a PIN number, when necessary.

Valid reasons to request Mojo PIN:

- ✓ A PIN that was supposed to Stack on the account but went to cash instead.
- ✓ The PIN field was blank for an accepted SLH order for airtime

1 Select the type of PIN from the drop-down list.

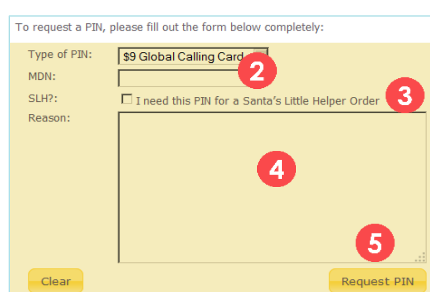


2 Enter the MDN.

3 Check the SLH field if the PIN is needed for an order in Santa's Little Helper

4 Enter the applicable note including reason for generating the PIN.

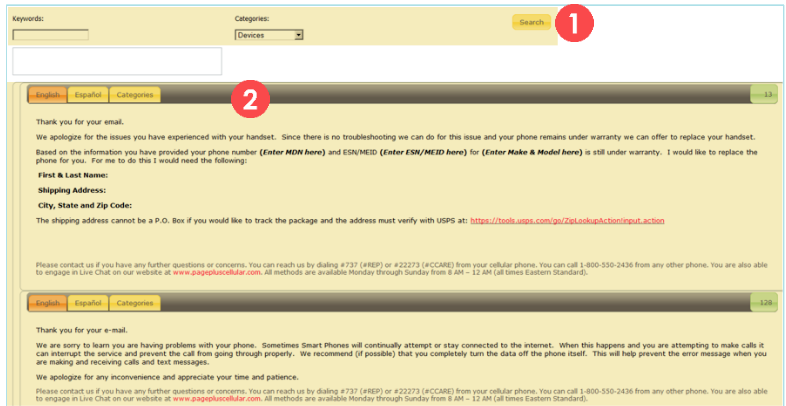
5 Select Request PIN.



Canned Responses

This link will provide standardized verbiage to use when replying to email correspondence.

1. Enter keyword(s) or select from the Categories drop-down list then select Search.
2. You will then see several canned responses to use. Copy/paste the verbiage as needed.



Note

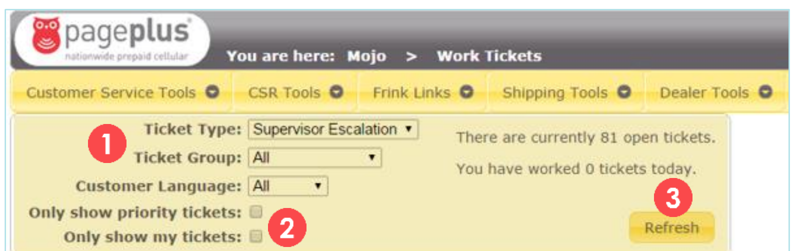
The canned responses are available in English and Spanish. Examples of Devices responses are shown below.

The following links should NOT be used:

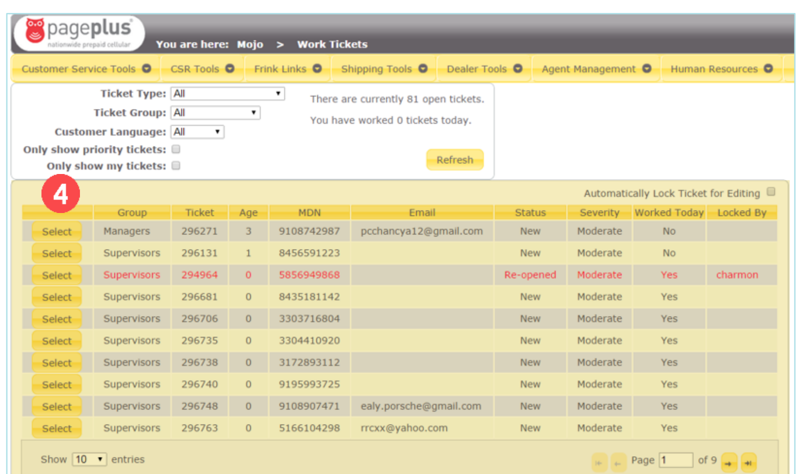
- Call Log Requests
- Escalate for Coaching
- Find Pod
- Test Devices
- Enter Yahoo Order

To find a designated ticket, go the left-hand side sub-menu and select Work Tickets.

1. Choose from the designated drop-down lists:
   - Ticket Type
   - Ticket Group
   - Customer Language
2. Uncheck the checkboxes, when applicable.
3. Select Refresh.

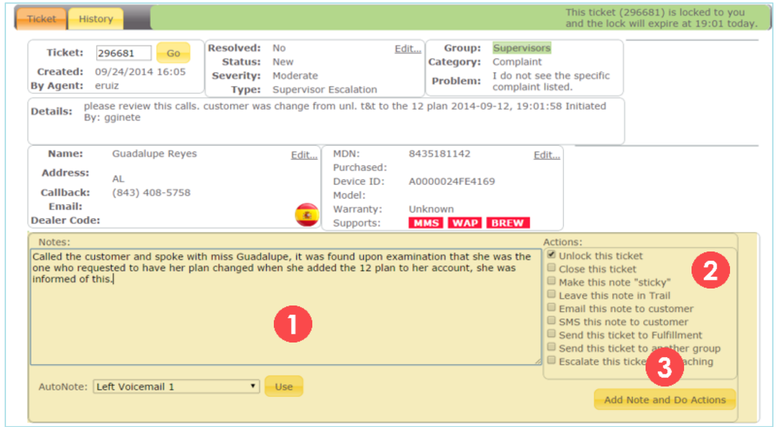


4. You should now see all of the available tickets. Choose a designated ticket by clicking Select.
5. Once opened, select "Lock Ticket" in the upper right-hand corner so another person will not need to open.
6. Review the notes then proceed to work the ticket.



Close Tickets

When finished working designated ticket(s), follow the steps below.



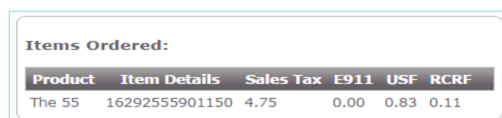
1. Before closing the ticket make sure to document any actions taken to resolve the customer's issue in the Notes field.
2. From the Actions section on the bottom right-hand side, select the appropriate checkboxes.
3. Select Add Note and Do Actions button.
   - If the issue was resolved, check "Unlock this ticket", "Close this ticket" and "Leave this note in Trail".
   - If you need to escalate the ticket, select from the following, as applicable.
     - Send this ticket to Fulfillment
     - Send this ticket to another group
     - Escalate this ticket for coaching
   - If you are not finished with the ticket, add your note and check "Unlock this ticket", but do not select "Close this ticket".

Note

Make this note Sticky option will mark the notes as Important in Trail.

Santa's Little Helper

Santa's Little Helper is used to verify credit card purchases completed via our website or with Customer Service.



Items Ordered:

Product	Item Details	Sales Tax	E911	USF	RCRF
The 55	16292555901150	4.75	0.00	0.83	0.11

Remember:

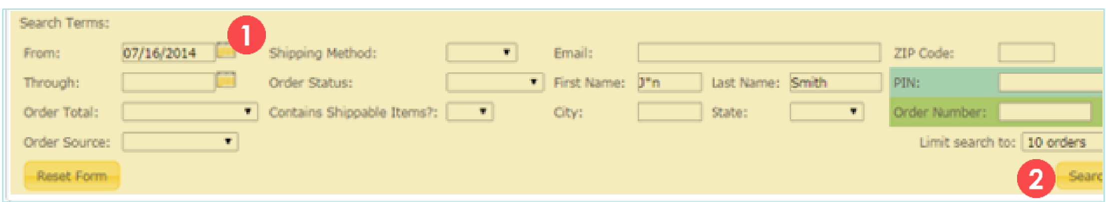
- Santa´s Little Helper will display all transactions (successful, declined, and auto-pay).
- Santa's Little Helper will not display transactions that were completed through a dealer or dealer portal. In these instances, the customer should be referred back to the dealer for assistance.
- The customer must confirm the name on the purchase as well as the billing address before you share any information or make any modification to the purchase.
- Remember that all requests will show on Santa´s little helper, this includes port in requests.
- You will also see links to CyberSource.
- You will be able to see the full PIN number displayed for a specific order.

Search Orders

To locate a specific order, go to Customer Service Tools sub-menu and select Santa's Little Helper.

1. You can search by the following Search Terms:
    - Date: Select From and Through
    - Order Source: Call Center, Public Website, or Auto-pay
    - Order Total: Amount of Order (select range from list)
    - Shipping Method: Standard or Expedited
    - Order Status: Select from list
    - Contains Shippable Items?: Yes or No
    - Email: Email address used on Order
    - Name: First/Name
    - Address: City/State/Zip Code
    - PIN: PIN number generated from completed order
    - Order Number: Purchase Order Number
    - Limit Search to: Specify number of orders

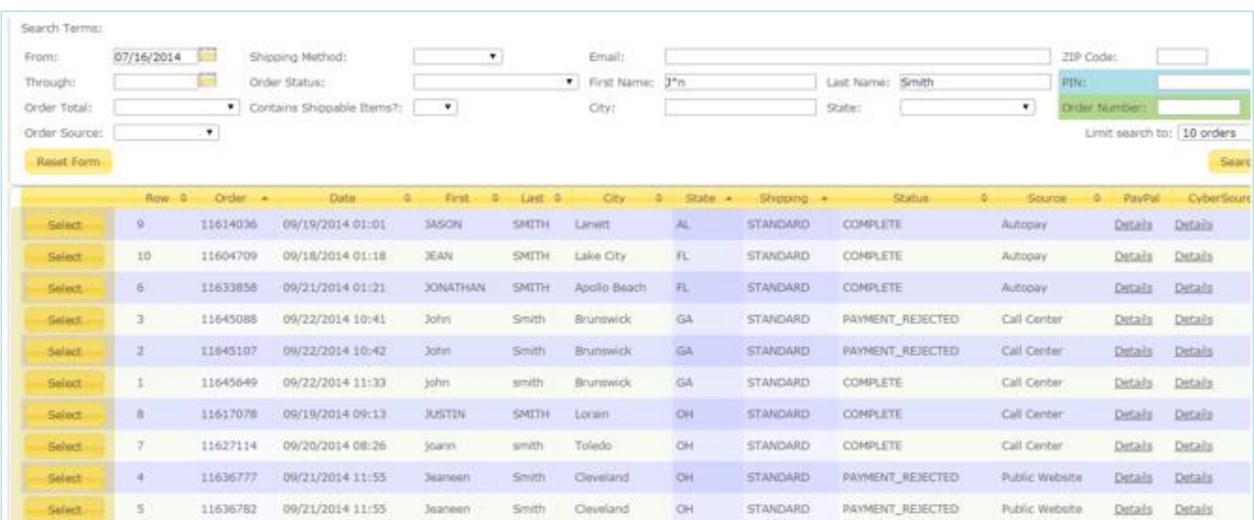
2. Select Search.



Note

You can also perform a wildcard search using the (*) key for partial searches (Example, "J*"). If the (*) is not used, the system will look for an exact match.

3. When the records appear, click Select button next to designated order.



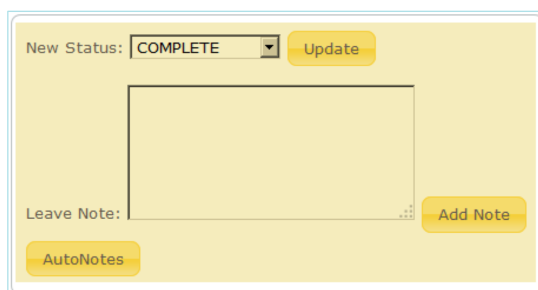
	Row	Order	Date	First	Last	City	State	Shipping	Status	Source	PayPal	CyberSourc
Select	9	11614036	09/19/2014 01:01	JASON	SMITH	Lanett	AL	STANDARD	COMPLETE	Autopay	Details	Details
Select	10	11604709	09/18/2014 01:18	JEAN	SMITH	Lake City	FL	STANDARD	COMPLETE	Autopay	Details	Details
Select	6	11633858	09/21/2014 01:21	JONATHAN	SMITH	Apollo Beach	FL	STANDARD	COMPLETE	Autopay	Details	Details
Select	3	11645088	09/22/2014 10:41	John	Smith	Brunswick	GA	STANDARD	PAYMENT_REJECTED	Call Center	Details	Details
Select	2	11645107	09/22/2014 10:42	John	Smith	Brunswick	GA	STANDARD	PAYMENT_REJECTED	Call Center	Details	Details
Select	1	11645649	09/22/2014 11:33	john	smith	Brunswick	GA	STANDARD	COMPLETE	Call Center	Details	Details
Select	8	11617078	09/19/2014 09:13	JUSTIN	SMITH	Lorain	OH	STANDARD	COMPLETE	Call Center	Details	Details
Select	7	11627114	09/20/2014 08:26	joann	smith	Toledo	OH	STANDARD	COMPLETE	Call Center	Details	Details
Select	4	11636777	09/21/2014 11:55	Jeaneen	Smith	Cleveland	OH	STANDARD	PAYMENT_REJECTED	Public Website	Details	Details
Select	5	11636782	09/21/2014 11:55	Jeaneen	Smith	Cleveland	OH	STANDARD	PAYMENT_REJECTED	Public Website	Details	Details

Order Status

The following is the list of statuses that will be displayed.

Order Status	Description
COMPLETE	Payment Successful and PIN generated
CREATED	Normally no PIN was generated May see with device purchases that have not completed processing (look in CyberSource/"Response Decision" to verify). It will display "ACCEPT" if the payment was processed successfully. The PIN attempting to purchase was supposed to Stack. The Order MUST be escalated to issue a Refund The customer can attempt the Credit Card payment again
DEVICE_REJECTED	Associated with Port-in or an online activation
FRAUD	Chargeback Processed (Mandatory Refund)
NEEDS_CREDITED	Escalated for Refund (PIN should be burned already)
NEEDS_FULFILLED	Pending MDN email for new activation Device purchased that has not been processed for review/payment Online Port-in Request not completed yet
NEEDS_PIN	Either the system did not provide a PIN or an order in "Needs_Reviewed" status has been reviewed and determined that we did not charge the customer appropriately for their order and a PIN should be issued.
NEEDS_REVIEWED	The system has determined that this credit card order may not have been charged for some reason and needs to be manually reviewed by a person with the proper CyberSource access.
NEEDS_RECREDITED	A refund was previously requested for the order but the customer did not receive it after the refund TAT.
NEEDS_SHIPPED	Normally see with device purchases not processed yet.
PAYMENT_ERRORED	The payment process did not complete.
PAYMENT_REJECTED	The payment was declined.
SPLIT_ORDER	Order was split.
VOIDED	The order was cancelled before payment was taken.

Adding Notes in Santa's Little Helper:
You must add a note in SLH and Trail whenever you process a change or request a refund. Select Add Note BEFORE you press the Update button. If you only select the Update button, your notes will not be added to the order.



Stampy

Stampy is used to update addresses after an order was placed. It is often used in conjunction with Santa's Little Helper in such that if a note was placed in Santa's Little Helper, you would also document Stampy with the same information.

Search Orders

The Stampy link is located within Mojo. To access, select Customer Service Tools then select Mojo.

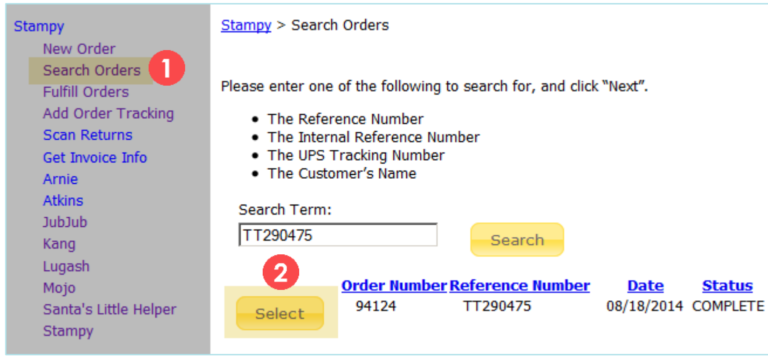
Note

You can also access Stampy from Shipping Tools/Stampy.

1. Select Stampy and select Search Orders.

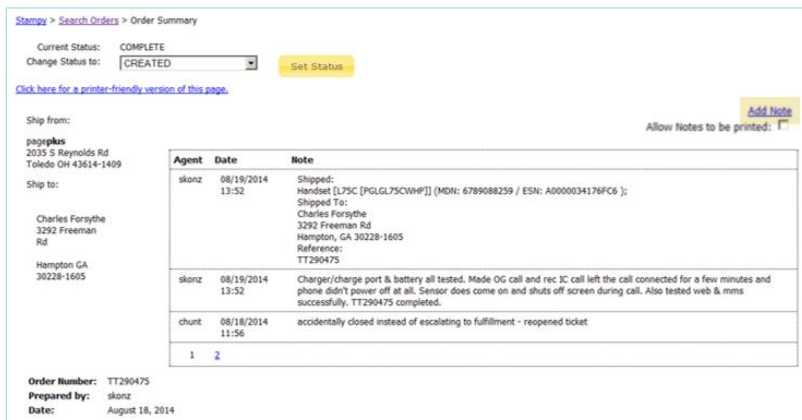
Note

Enter "TT" before the ticket number if it's a replacement phone order or "WS" for web orders. (Ex. "TT1153258 or TT290475).

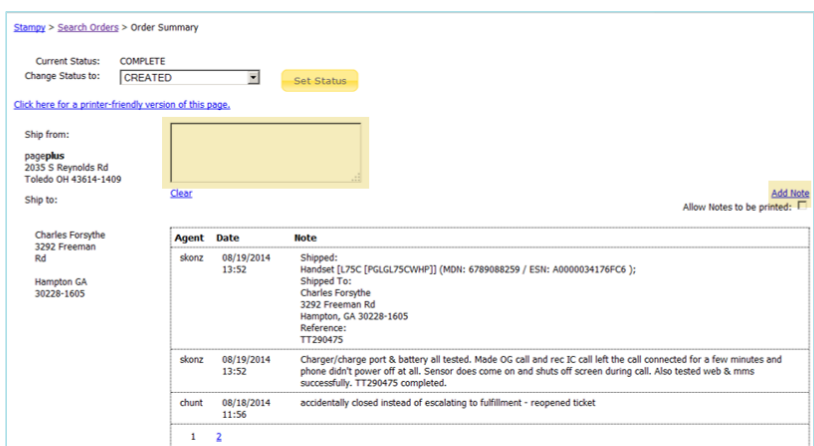


2. Click Select button next to order details.

3. To update the address, select Add note.



4. Enter the new address information then select Add Note again.



Kang/Kwan

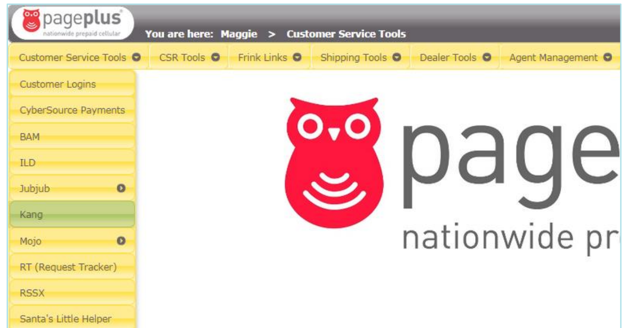
Kang and Kwan are tools used to assist with online accounts for Customers and Dealers. Below is a brief description of each one.

Kang

Kang is used for the following:

- Address Checker
- Check New Dealer App (NDA) Status
- Email Dealer

To access Kang, select Customer Service Tools then select the Kang link.



Kwan

Kwan is used to assist with customer web accounts and the dealer portal.

Customer Database:

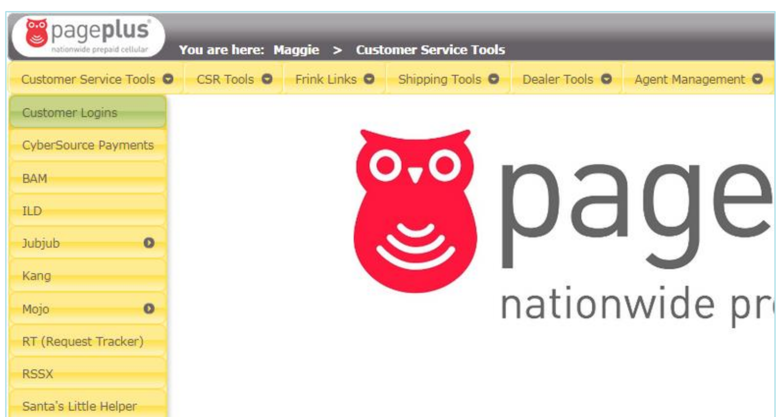
- Verify Online Accounts
- Verify/Modify account information
- Send Verification passcodes (vCode)

Dealer Database:

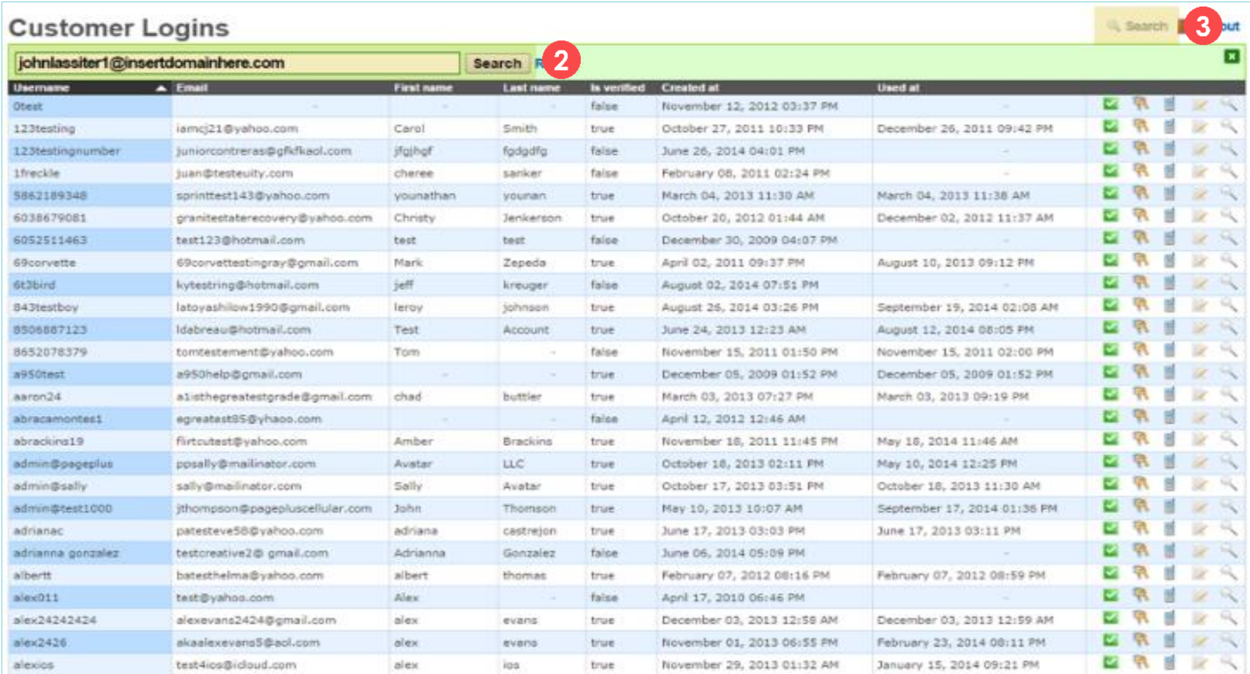
- Update contact phone number
- Update passcode for Dealer Portal login
- Email Dealer if forgets username & passcode

To Search for Customer Accounts:

1. Select Customer Service Tools then select the Customer Logins link.



2. Select on the Magnifying glass on the right-hand side for the Search field to appear.
3. Enter the customer one of the following pieces of information then select Search.
   - For customers: enter email address, first/last name or username.
   - For Dealers: enter email address, dealer code or name of the store.



Customer Logins

johnlassiter1@insertdomainhere.com Search 2

Search 3

Username	Email	First name	Last name	Is verified	Created at	Used at
0test	-	-	-	false	November 12, 2012 03:37 PM	-
123testing	iamcj21@yahoo.com	Carol	Smith	true	October 27, 2011 10:33 PM	December 26, 2011 09:42 PM
123testingnumber	juniorcontreras@gfkfkaol.com	jfgjhgf	fgdgdfg	false	June 26, 2014 04:01 PM	-
1freckle	juan@testeuity.com	cheree	sanker	false	February 08, 2011 02:24 PM	-
5862189348	sprinttest143@yahoo.com	younathan	younan	true	March 04, 2013 11:30 AM	March 04, 2013 11:38 AM
6038679081	granitestaterecovery@yahoo.com	Christy	Jenkerson	true	October 20, 2012 01:44 AM	December 02, 2012 11:37 AM
6052511463	test123@hotmail.com	test	test	false	December 30, 2009 04:07 PM	-
69corvette	69corvettestingray@gmail.com	Mark	Zepeda	true	April 02, 2011 09:37 PM	August 10, 2013 09:12 PM
6t3bird	kytestring@hotmail.com	jeff	kreuger	false	August 02, 2014 07:51 PM	-
843testboy	latoyashilow1990@gmail.com	leroy	johnson	true	August 26, 2014 03:26 PM	September 19, 2014 02:08 AM
8506887123	ldabreau@hotmail.com	Test	Account	true	June 24, 2013 12:23 AM	August 12, 2014 08:05 PM
8652078379	tomtestement@yahoo.com	Tom	-	false	November 15, 2011 01:50 PM	November 15, 2011 02:00 PM
a950test	a950help@gmail.com	-	-	true	December 05, 2009 01:52 PM	December 05, 2009 01:52 PM
aaron24	a1isthegreatestgrade@gmail.com	chad	buttler	true	March 03, 2013 07:27 PM	March 03, 2013 09:19 PM
abracamontes1	egreatest85@yhaoo.com	-	-	false	April 12, 2012 12:46 AM	-
abrackins19	flirtcutest@yahoo.com	Amber	Brackins	true	November 18, 2011 11:45 PM	May 18, 2014 11:46 AM
admin@pageplus	ppsally@mailinator.com	Avatar	LLC	true	October 18, 2013 02:11 PM	May 10, 2014 12:25 PM
admin@sally	sally@mailinator.com	Sally	Avatar	true	October 17, 2013 03:51 PM	October 18, 2013 11:30 AM
admin@test1000	jthompson@pagepluscellular.com	John	Thomson	true	May 10, 2013 10:07 AM	September 17, 2014 01:36 PM
adrianac	patesteve58@yahoo.com	adriana	castrejon	true	June 17, 2013 03:03 PM	June 17, 2013 03:11 PM
adrianna gonzalez	testcreative2@ gmail.com	Adrianna	Gonzalez	false	June 06, 2014 05:09 PM	-
albertt	batesthelma@yahoo.com	albert	thomas	true	February 07, 2012 08:16 PM	February 07, 2012 08:59 PM
alex011	test@yahoo.com	Alex	-	false	April 17, 2010 06:46 PM	-
alex24242424	alexevans2424@gmail.com	alex	evans	true	December 03, 2013 12:58 AM	December 03, 2013 12:59 AM
alex2426	akaalexevans5@aol.com	alex	evans	true	November 01, 2013 06:55 PM	February 23, 2014 08:11 PM
alexios	test4ios@icloud.com	alex	ios	true	November 29, 2013 01:32 AM	January 15, 2014 09:21 PM

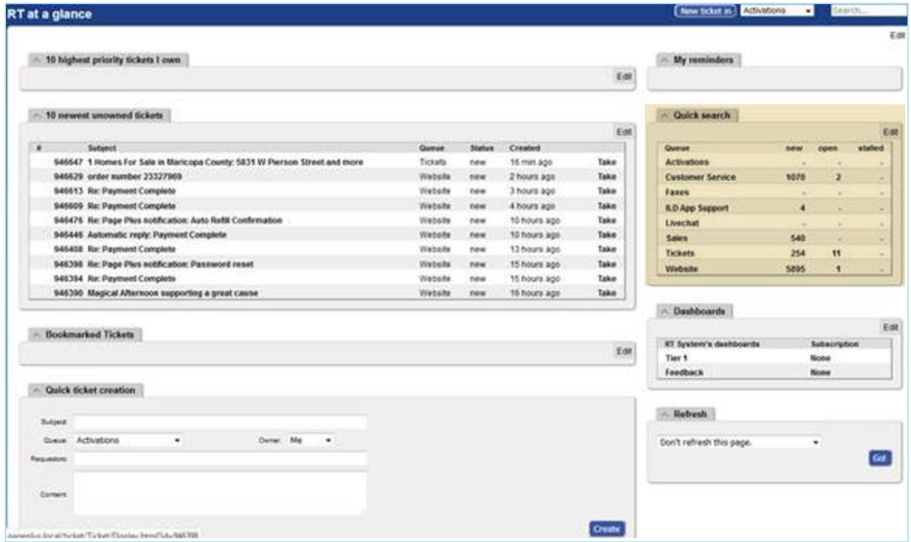
Request Tracker

Request Tracker is a tool/queue is where you will find Customer/Dealer emails and faxes regarding numerous requests such as Activation inquires, Subpoenas, Suspend/Cancel requests, Live Chat questions (after hours).

Access Ticket Queues:

1. To log in, select on Customer Service Tools then select RT (Request Tracker).
2. Enter your username/password on the login page.

3 Once logged in you will see the queues displayed under the Quick Search on the right-hand side. You will also see the status (New, Open or Stalled).



Stalled status means someone worked it but not resolved yet.

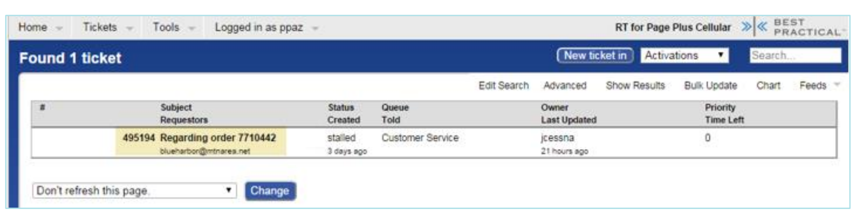
Queues:

Listed below are the different Queues that you will see.

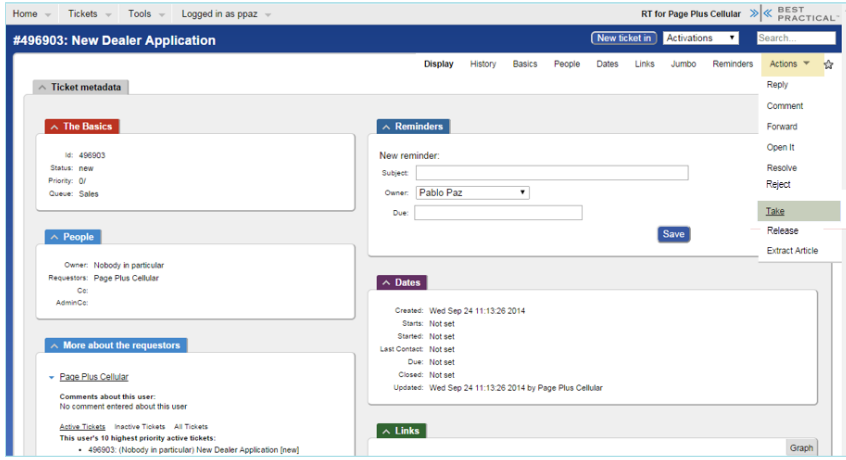
Queue	Description	Email Address
Activations	Emails requesting device activations	
Customer Service	Emails/Faxes regarding customer service inquiries	customerservice@pagepluscellular.com
Faxes	Suspend/Deactivation requests	fax@pagepluscellular.com
ILD App Support	Troubleshooting ILD Direct Dialing app	
Livechat	Email inquiries from customers via Livechat sent after business hours	chatoffline@pagepluscellular.com
Sales	Sale Order inquiries/New Dealer applications	sales@pagepluscellular.com
Tickets	Inquiries regarding existing open tickets/Customers use this address to reply to Mojo tickets/Verizon correspondence for port issues	Tickets@pagepluscellular.com
Website	Complaints and requests regarding the customer service website	website@pagepluscellular.com

Working a Ticket:

1 To work a specific ticket, select the designated Queue then select on the ticket.

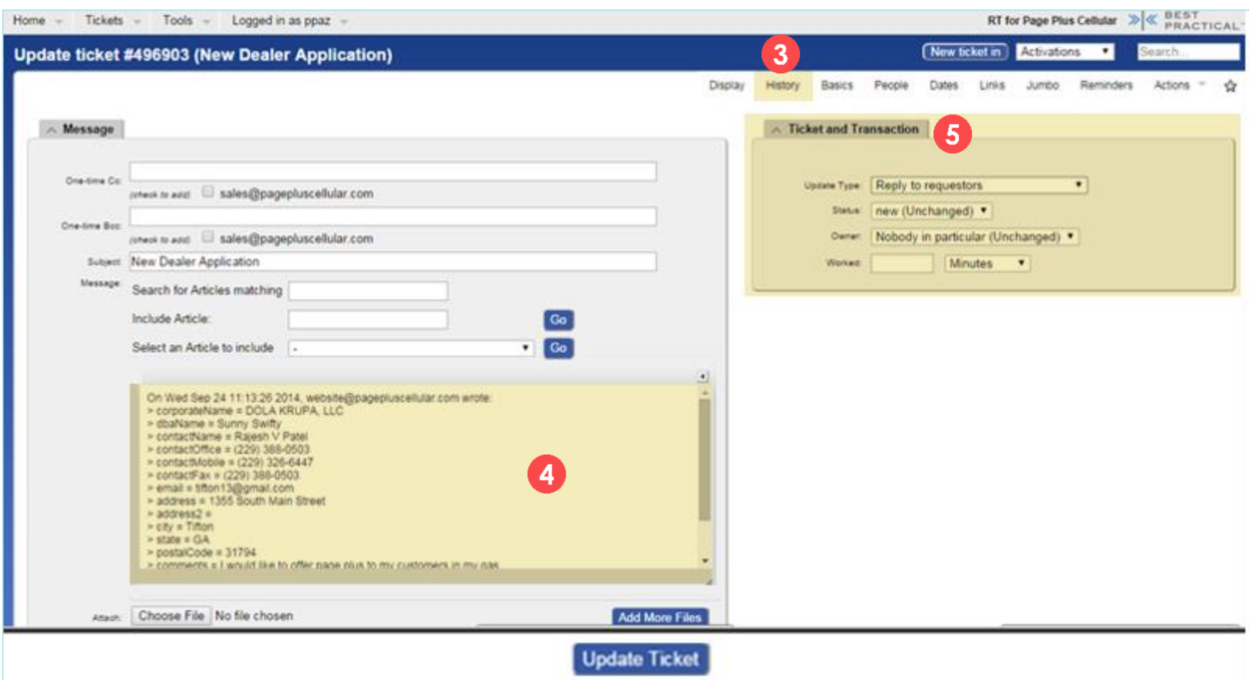


2 You should 'lock' the ticket by clicking on "Actions" then selecting "Take". This will prevent someone else from working on the ticket at the same time.

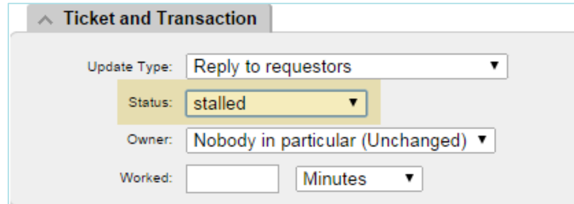


3 Review the request details in the "History" section.
4 Select "Reply" to work and respond to the ticket in the Message section, as necessary.
5 Under "Ticket and Transaction" select the Update Type.

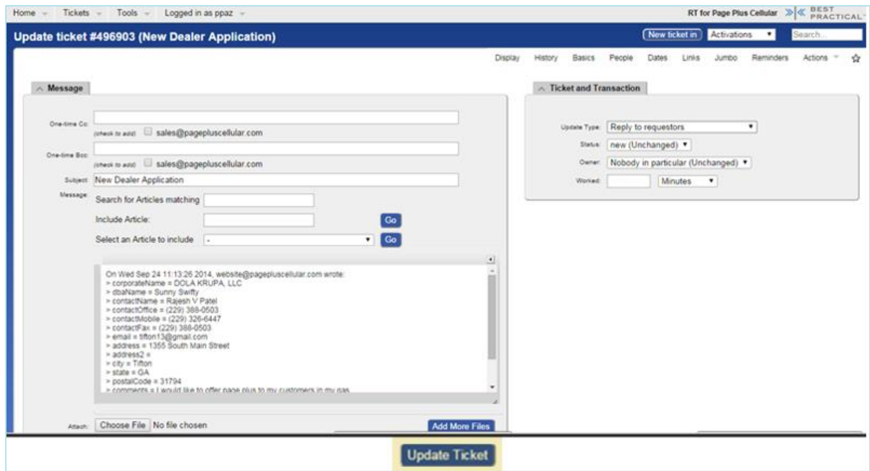
- **"Comments (Not sent to requestors)":** Will update the ticket information but will not send a response to the requestor. Use this type if you do not need to contact the customer.
- **"Reply to requestors":** This type will update the ticket information and send an email to the requestor.



6. Select the appropriate Status:
   - **Stalled:** This will unlock the ticket but not close it. Use this when further action is needed in order to be resolved.
   - **Resolved:** Request was resolved and will close the ticket.
   - **Rejected:** Use if request was not applicable or spam emails. Make sure to add a comment (SPAM) in notes field.



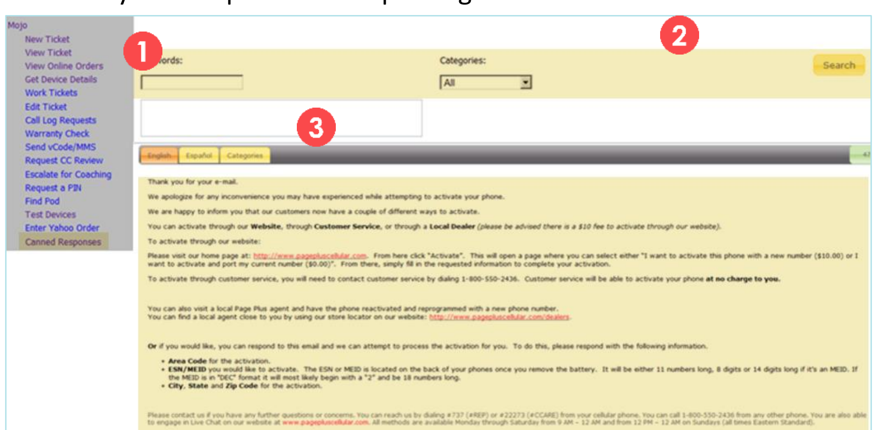
7. Select Update Ticket.



Canned Responses

When possible, use canned responses as your template when updating tickets.

1. Go to Mojo then select Canned Responses.
2. Enter keyword(s) or select from the Categories drop-down list then select Search.
3. You will then see several "canned" responses to use. Copy/paste the verbiage as needed.



Note

The canned responses are available in English and Spanish. Example of Activation responses are shown below.

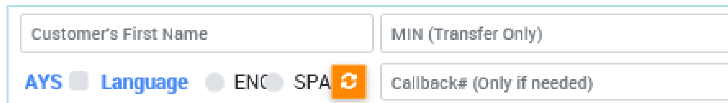
Agent Support Notepad

We are making it easier to notate a customer's account in order to service our customers more efficiently with an improved Agent Support Notepad. This notepad is replacing the current one in Agent Support. All interactions are to be done in this new notepad and in trail.

In scenarios where the call has been blind transferred, use the allotted 20 seconds after call time to complete the transfer of information from notepad to trail.

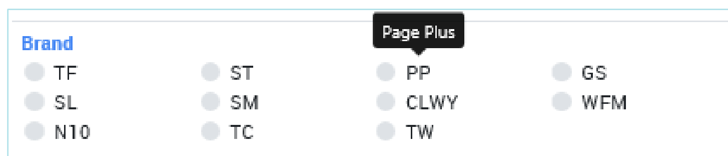
Let's take a look at how it works:

1. Once you access the new Notepad, fill out the following:
   - Customer's first name
   - MIN (if transferring the call)
   - Callback number (only if needed)
   - The orange icon is a Refresh button to be used once the information has been transferred to the interaction and you are ready for the next call.
   - Language – select the appropriate button to identify if the calls is in English or Spanish.
   - AYS – for Survey Team only

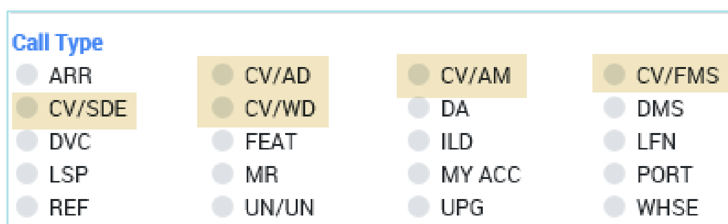


2. Select the Brand.

   If you hover over any word abbreviation, you will see the full title. See example below.



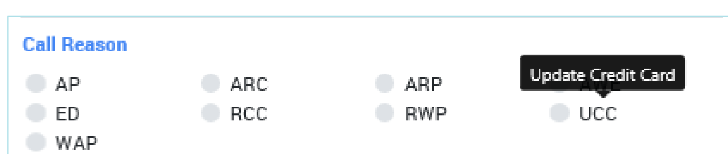
3. Select Call Type.



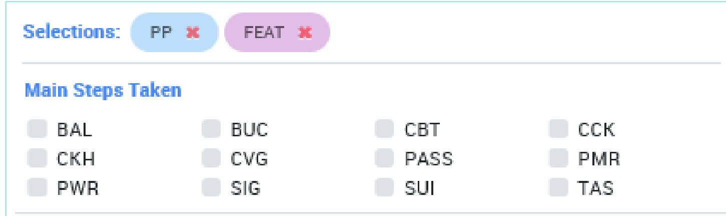
Note

For more information about the Notepad features and new call types, please refer to the Notepad Reference Guide in Agent Support.

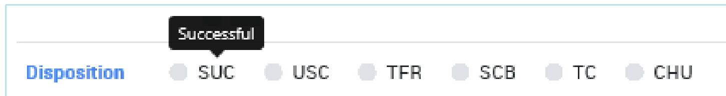
4. Depending on the Call Type selected, you will have two options: Reason for the call or Main Steps Taken.
   a. Reason for the Call: If calling for more than one issue, select the main reason.



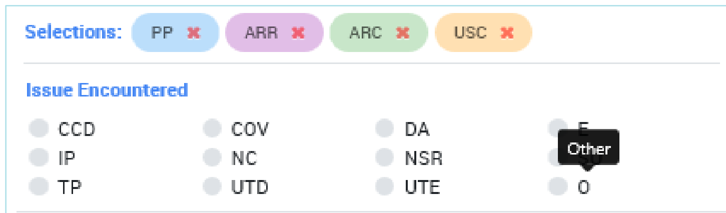
b. Main Steps Taken: Only select the steps that were completed successfully. Keep in mind this is NOT a mandatory checklist.

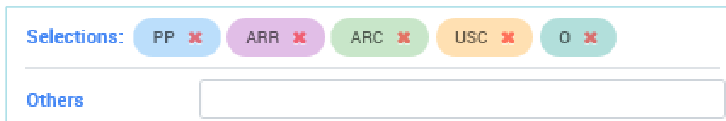


5 Select the Disposition (end result). Here you will select how you finished the call.

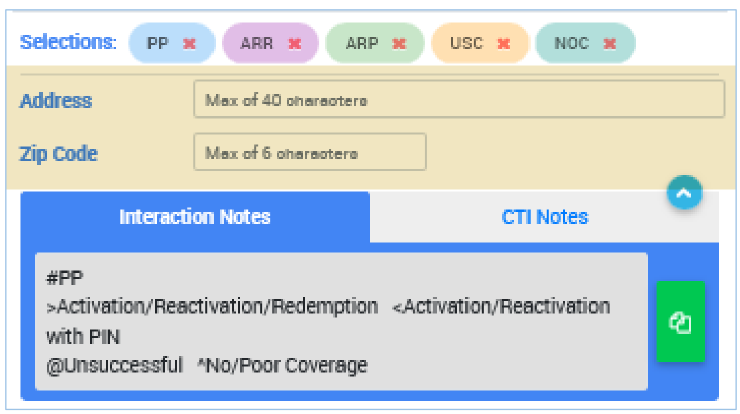


6 If you select anything other than successful, you will need to select the issue encountered. If not listed, you can select "O" for other and type the reason within 80 characters or less.

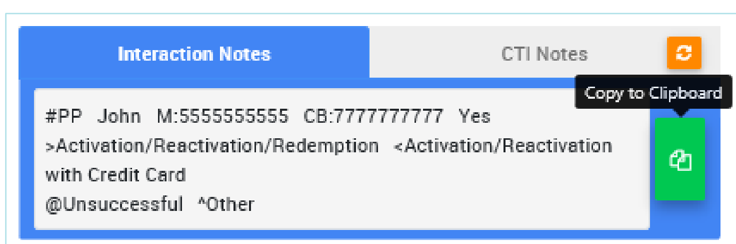




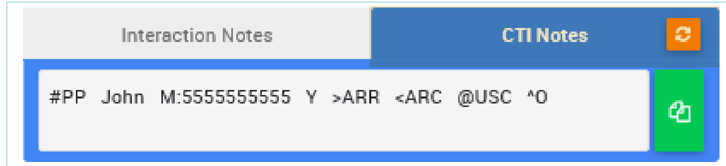
Depending on the selections, you will be prompted to enter the customer's address and zip code. The open box will populate when selecting **No/Poor Coverage (NOC)** option under Issues Encounter.

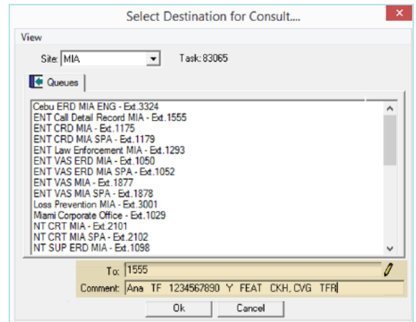


7 Copy the results and paste onto the Add Notes window in Trail.



If the call needs to be transferred, copy the information in the CTI Notes section and paste it into the Comment section of the CTI tool:

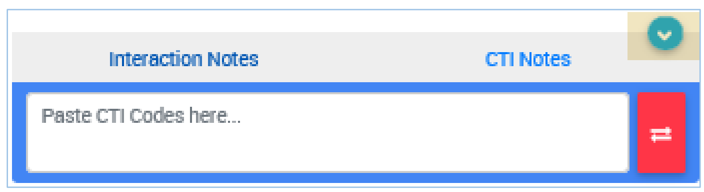




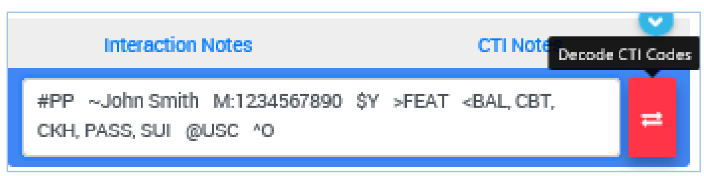
To begin a new call, select the orange refresh button.

As a receiving representative, follow these steps:

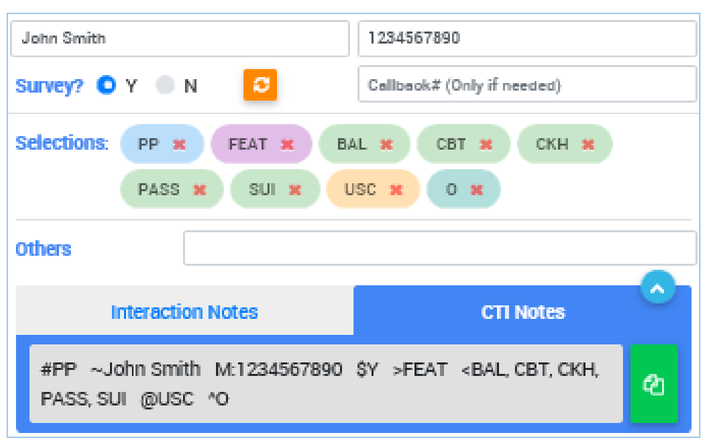
1. Copy comments from CTI and open Notepad.
2. Select on Toggle Up button to hide the form and proceed to the decoder.



3. Paste the received CTI codes and select the Decode CTI button to proceed.



4. The form is displayed again, now pre-populated with the submitted values.



Agent Assist Tool

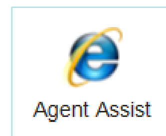
In an effort to ensure a positive customer experience, you will now have the ability to schedule a call back using the Agent Assist Tool, when necessary. This must be done for both English and Spanish skills.

Examples of when you may need to schedule a call back:

- During the Activation process and need to test phone functionality, however the customer doesn't have time or states will check later. You can schedule a "courtesy" call back to confirm everything is working as expected.
- While troubleshooting may need to do some tasks on the phone and the customer is unable to stay on the line states will check later. You can schedule a "courtesy" call back to confirm tasks were completed and phone is working.
- If you need to call customer on an alternate phone. Instead of asking the customer to call back, you can schedule a follow up to the alternate phone number.

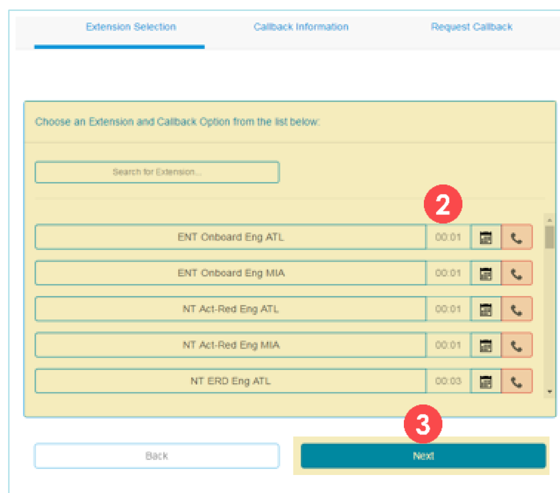
To schedule a call back, simply follow the steps below.

1 From your Citrix session, select the "Agent Assist" icon.



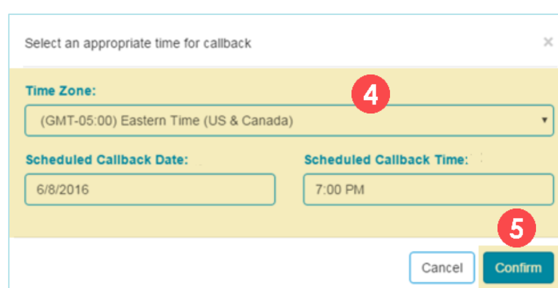
2 You will then see the main menu. Select the extension based upon the brand and organization you are working in.

3 Select "Next."



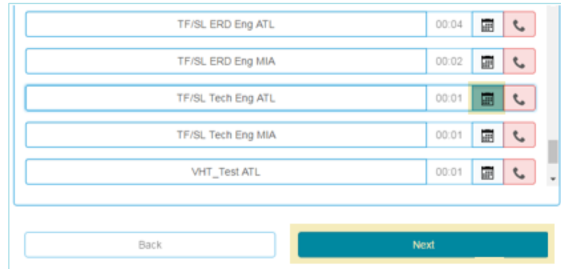
4 A pop up window will appear. Enter the following required information

- **Time Zone:** Select "Eastern Time (US & Canada)" from the drop-down list (Always)
- **Scheduled Callback Date:** Select the desired date from the Calendar
- **Scheduled Callback Time:** Select the desired time from the drop-down list



5 Select “Confirm”.

6 Back on the home screen, the Calendar icon will turn blue, select “Next”.



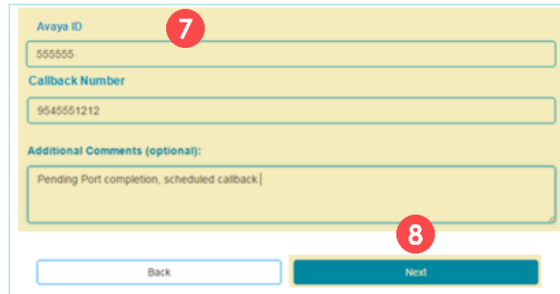
Note

If the Calendar did not turn blue repeat steps above.

7 Enter the required information:

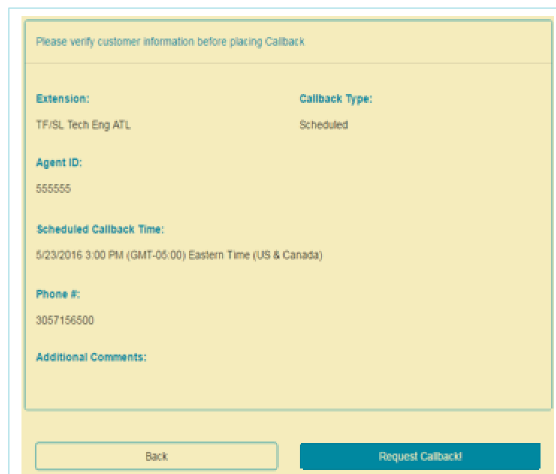
- **Agent ID:** Enter your 6-digit Avaya ID
- **Customer’s Phone #:** Enter the customers’ desired callback number
- **Additional Comments:** Leave blank

8 Select “Next”.

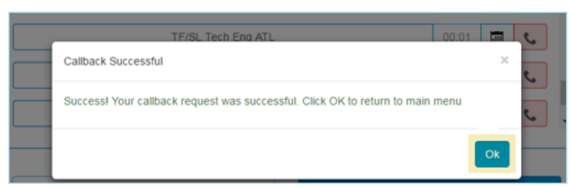


9 A “Validating” message will flash then the Callback Summary page will appear. Confirm the information with the customer then select “Request Callback”.

- If you need to make any edits, select “Back” and update accordingly.



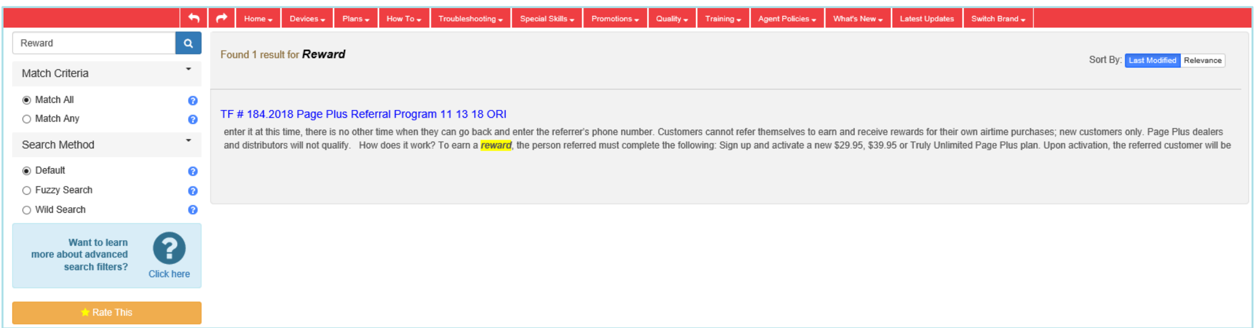
10 A confirmation message will appear when completed, select “OK”.



When finished, add notes in Trail, making sure to document the reason for the callback and any other information that may help the next agent.

New Search Engine Functionality in Agent Support

The Agent Support has updated its Search Engine adding 2 new categories. These are Match Criteria and Search Method. Both categories include sub-categories.



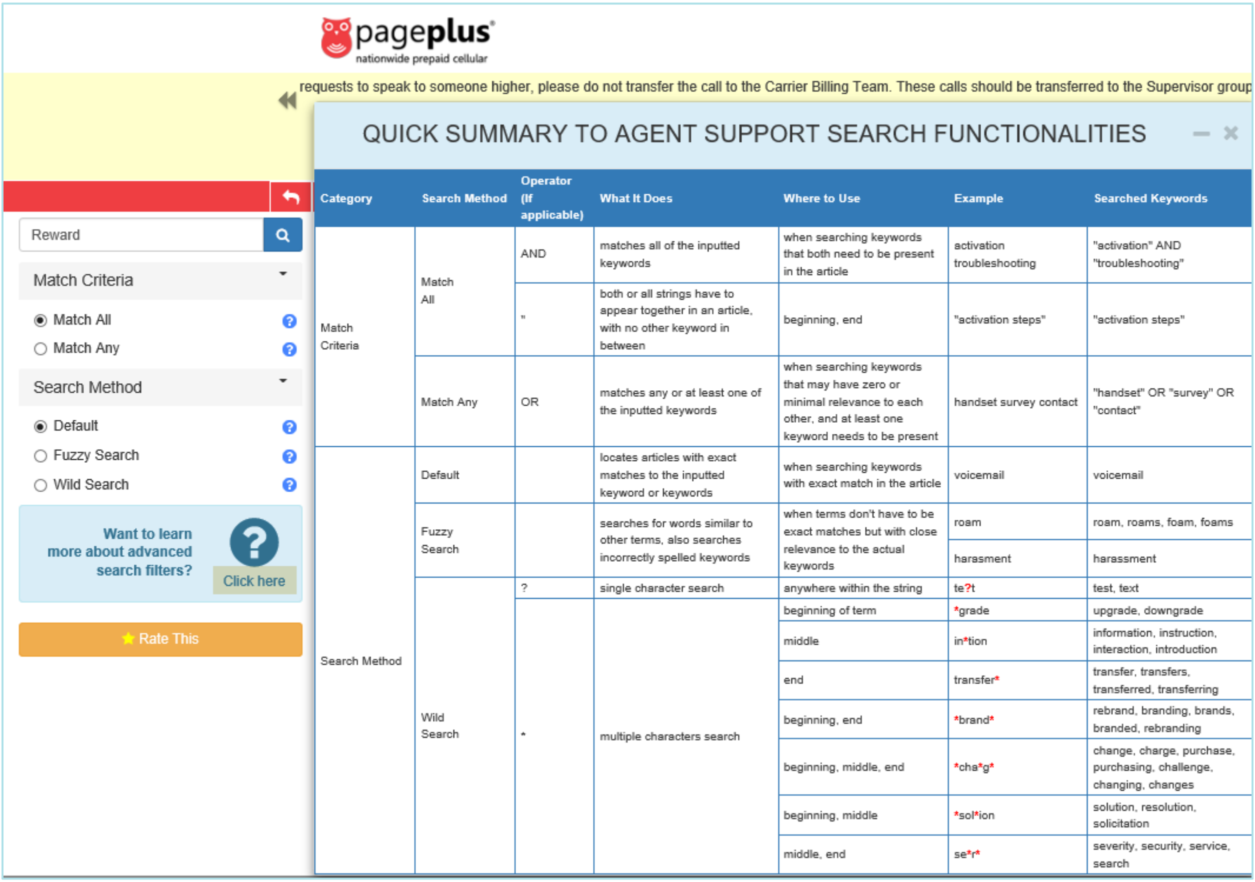
Match Criteria:

- Match All – it searches for documents that contain ALL of the inputted words.
  - For instance, inputting Value Plans would locate documents containing Value and Plans.
  - To search for the exact phrase, enclose the phrase in quotation marks, as in Value Plans.
- Match Any – it searches for documents that contain EITHER of the inputted words.
  - For instance, inputting Value Plans would locate documents containing Value and Plans.
  - To search for the exact phrase, enclose the phrase in quotation marks, as in Value Plans.

Search Method:

- Default – it locates articles with exact matches to the inputted keyword or keywords.
  - When searching keywords in exact match in the article e.g. **voicemail.**
  - Search Result: **Voicemail**
- Fuzzy – it searches discover terms that are similar to a specific term without necessarily being an exact match.
  - For example, to search for a term similar in spelling to **roam,** use the fuzzy search: **roam**.
  - This search will match terms like **roams, foam, and foams**. It will also match the word **roam** itself.
  - Another example: Typed word is **harasment** and the match result will be **harassment**.
- Wildcard – for single character search, use the special character "?" e.g. The search string **te?t** would match both **test** and **text**.
  - For Multiple characters search, use the special character *.
    - **Aila** would be **available**
    - **Tes*** would match **test, testing,** and **tester.**
  - You can also use wildcard characters in the middle of a term.
    - **te*st** would match **test** and **text**
    - ***est** would match **pest** and **test**

Click Here will provide you the quick summary of the Agent Support Search Functionalities.



Category	Search Method	Operator (If applicable)	What It Does	Where to Use	Example	Searched Keywords
Match Criteria	Match All	AND	matches all of the inputted keywords	when searching keywords that both need to be present in the article	activation troubleshooting	"activation" AND "troubleshooting"
		"	both or all strings have to appear together in an article, with no other keyword in between	beginning, end	"activation steps"	"activation steps"
	Match Any	OR	matches any or at least one of the inputted keywords	when searching keywords that may have zero or minimal relevance to each other, and at least one keyword needs to be present	handset survey contact	"handset" OR "survey" OR "contact"
Search Method	Default		locates articles with exact matches to the inputted keyword or keywords	when searching keywords with exact match in the article	voicemail	voicemail
	Fuzzy Search		searches for words similar to other terms, also searches incorrectly spelled keywords	when terms don't have to be exact matches but with close relevance to the actual keywords	roam	roam, roams, foam, foams
					harasment	harassment
	Wild Search	?	single character search	anywhere within the string	te?t	test, text
		*	multiple characters search	beginning of term	*grade	upgrade, downgrade
				middle	in*tion	information, instruction, interaction, introduction
				end	transfer*	transfer, transfers, transferred, transferring
				beginning, end	*brand*	rebrand, branding, brands, branded, rebranding
				beginning, middle, end	*cha*g*	change, charge, purchase, purchasing, challenge, changing, changes
				beginning, middle	*sol*ion	solution, resolution, solicitation
				middle, end	se*r*	severity, security, service, search

Chapter 2: Call Management

Standard Call Handling Procedures

As a Customer Service Representative, you will be monitored by the Quality Assurance (QA) Department for compliance to Page Plus standards for greetings, communication/problem solving skills, product knowledge, and call closings. By adhering to the guidelines below, you should consistently get passing scores.

General Interactions

- ✓ Speak clearly, without terminology/jargon the customer might not know.
- ✓ Listen attentively, focusing on what the customer is saying, not on what is going on around you.
- ✓ Do not interrupt the customer.
- ✓ Acknowledge and accept responsibility for the customer's question(s) and/or request(s).
- ✓ Avoid unexplained silence by informing the customer of your actions.
- ✓ Utilize appropriate hold procedure.

Opening Spiel

- ✓ Answer each call that comes in within one to three seconds.
- ✓ Thank the caller for calling and provide your name and offer assistance on how you could help them.
- ✓ Promptly ask for the serial number or phone number and for information on the account and the customer's needs.
- ✓ Ask probing questions if the customer is not clear about what is needed.

Selecting the Correct Flow and Offering Assistance

- ✓ Identify the reason for the call and access Maggie and any other appropriate tool to resolve the customer's issue.
- ✓ Offer assistance once you understand well enough to resolve the issue.

Spell/Verify

- ✓ Spell/verify only the customer's shipping and credit card information.
- ✓ Only spell/verify other information if it is not clearly stated.

Offering Additional Assistance

- ✓ Inform customer that the transaction was completed then thank the customer.
- ✓ "Your transaction has been processed. Thank you for calling (Brand)."
- ✓ If transferring the call, do not offer additional assistance. Instead, transfer the call to the department that is able to assist the customer.

Closing Spiel

- ✓ End calls in a professional manner that makes customers feel valued.

Procedure for Disconnected Calls

When dealing with an irate customer, you must remain calm. If the customer is upset and using profanity, don't take it personally. If the call is disconnected (for any reason), take a deep breath and call the customer back.

Opening: "Hello, this is (Brand) Wireless calling. Please be informed that this call may be recorded for Quality Assurance purposes. We were disconnected and I am calling back to finish assisting you. I can understand your frustration and I would like for us to work together to get this issue resolved for you.

Listen carefully to what the customer is saying to make sure you have a clear understanding of the problem. Sympathize with the customer and apologize. I'm sorry you're not happy with our product or service. Let's see what we can do to make things right.

Let's Review the disconnected call procedure:

1. If the call is disconnected, you have 20 seconds to go into Aux 4 and begin calling the customer back.
2. If you reach a company switchboard and have the customer's name, ask for the customer. If there is no one by that name then create an interaction including the number dialed.
3. If you are unable to reach the customer and have the option to leave a message, use the following script:

> "Hello, this is (Brand) Wireless calling. We were disconnected and I was calling back to finish assisting you. Please give us a call back at (company phone number) at your earliest convenience".

4. Create an interaction including: phone number dialed, if you left a message and all relevant notes pertaining to the call.

DO NOT CALL the customer back if Avaya shows the customer's number as a toll free number such as a 1-800, 1-866, 1-888 or 1-877. Instead, create an interaction noting that no call back number was available.

ISSUE Resolved? For any resolved issue and the customer does not agree with the resolution and disconnects the call, there is no need for the agent to call the customer back.

Revoked Password Guidelines

Before logging in, make sure to check all major tools. If your password is revoked while on a call with a customer, please call for support.

- Carrier tools - Call Password Team at extension 1476
- All other tools – Call Service Desk at extension 1200

This only applies to tools from our online carriers.

If you still cannot assist the customer after calling for support, transfer the call back into the queue and log out of the phone. Inform your supervisor immediately.

Blind Transfers

In order to improve the customer experience and help reduce call handling time, effective immediately, all calls requiring a transfer to another department must be blind transferred.

The Transfer Guidelines has been updated to change transfer types from Warm to Blind transfers.

Let's review the process for the CSR who is transferring the call and the CSR who is receiving the transferred call:

CSR Transferring the Call:

Before starting the transfer process, make sure you have made every attempt to resolve the customer's issue using all of the resources available to you.

1. Place yourself in AUX while creating an interaction or after.
2. Create an interaction before transferring the call (must be done within 20 seconds).
3. Select blind transfer.
4. Call the extension of the department you are transferring to.
5. Provide the information below in any order:
   - Provide the CSR with the ESN or MIN.
   - Provide the steps you have taken, in attempt to resolve the issue, and the reason you are transferring the call.
   - Provide the customer's name to the agent (if the customer chooses not to provide their name or any account information, please advise the receiving agent).
6. Transfer the call.

CSR Receiving the Call:

Make sure you have a clear understanding of the customer's issue and the reason the CSR is transferring the call.

1. Enter the ESN or MIN in Trail.
2. Review the agent's interaction on the account.
3. Accept the transfer, within 45 seconds, using your opening spiel and greet the caller by his/her name.
4. Begin assisting the customer.

Note

Before the call is transferred, use that time to exchange information about the customer's issue. The conversation should only pertain to the call at hand and always remember, the customer is waiting, so we should keep the hold time to a minimum.

Transfer Guidelines

The following scenarios have been updated from the Transfer Guidelines in Agent Support.

Call Detail Records	Deceased Customer	Disabled Customers/Customers with Disabilities
Only Confiscated Credit and Incorrect Rate charge issues	Transfer Only When the Customer Is Deceased and Someone Is Attempting To Deactivate/Stop Auto-Debit.	Callers that are disabled and require additional assistance, such as: • Customers requesting a different model phone, due to their disability (only if their handset is still under warranty. If not, please advise the customer to purchase a new phone). • Customers requesting instructions on how to use Accessibility Features (Talk Back, Voice dictation, Zoom, Hearing Aid setup, etc.) • Customers that are hard to understand due to their disability. • Customers that claim they will file a lawsuit because of discrimination due to their disabilities.

Outbound Spiel

For the latest scripts, please visit the Situational Scripts section in Agent Support.

Identifying Calls from Virtual Hold

To be able to identify calls coming back in from Virtual Hold, the agents will see the phone number 1-800-992-1346 on their Avaya display. When the agents sees the Virtual Hold phone number, the call should not be answered with the standard greeting "How may I help you?" since the call was made to the customer. Instead, the agent should deliver the greeting below.

"Thank you for answering our call back, this is (Agent's Name) with (Brand) Wireless. May I please have your name and phone number? How may I help you today?

Automated Customer Survey

All customers will receive an automated survey via SMS after every call. You are no longer required to ask or send the survey to the customer. As always, provide Excellent Customer Service on every call.

Calls from Politicians, Members of the Press or Media or from the Local News

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

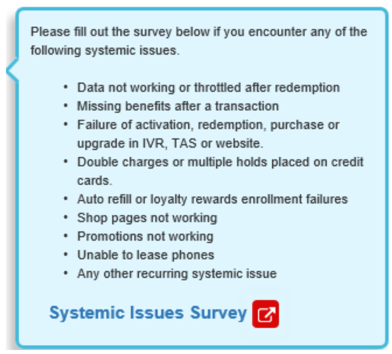
Systemic Issues Survey Logger

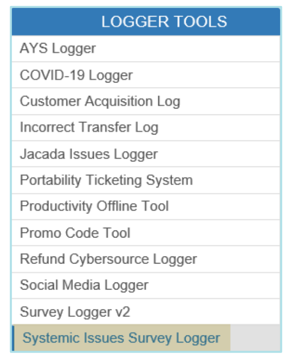
Effective immediately, you will report any systemic issues or any situations that cause the customer to call in, creating an unpleasant customer experience. (Only report systemic issues or repetitive issues.)

Where to report?

The new “Systemic Issues Survey” logger is located in Agent Support and can also be found in the Tools sections under Logger Tools.

You must log the issue as soon as identified during the call.





What is considered a systematic error?

An error is anything that will not allow you to assist the customer in TAS/Trail, Billing Tools, websites, or any third party system.

Example:

- The wrong rate plan is allocated to the account when the customers redeem their airtime.
- TAS is giving an error when trying to process a transaction.

What is not an error?

Example: Disconnected from VPN while with the customer.

What circumstances cause customers to repeat calls?

- Issues you can resolve, but you see as a pattern that continues to happen.
  - Customer constantly gets de-enrolled from their enrolled programs (Auto-Refill, Loyalty Rewards Program, Lifeline, and etc.)
- An endless trend of the same issue, causing bad customer experience.

Note

Make sure to fill out all areas of the systemic issues survey.

CCPA Deletion Requests

You may receive calls from a customer wanting for their information to be deleted in reference to the California Consumer Privacy Act (CCPA) Section. Subject to a customer submitting a verifiable request, this section grants consumers the right to request deletion of certain personal information we hold. However, there are several exceptions applicable to requests for deletion listed in the same Section, under subsections (d)(1)-(9). The following exceptions are relevant to the customer's request, which provide that deletion is not required where the personal information is necessary to:

Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, provide a good or service requested by the consumer, or reasonably anticipated within the context of a business' ongoing business relationship with the customer, or otherwise perform a contract between the business and the consumer.

To enable solely internal uses that are reasonably aligned with the expectations of the consumer based on the consumer's relationship with the business.

Comply with a legal obligation; and

Otherwise use the consumer's personal information, internally, in a lawful manner that is compatible with the context in which the consumer provided the information,

The customer will receive an email with the following;
We have denied your request. Based on our examination, we have determined that the CCPA allows us to retain all the personal information subject to your request, for the following reasons:

Tracfone is not currently deleting information as the information collected is considered relevant. If you receive a call from a customer wanting more information about the CCPA or if they wish to contact us, please see below for more details;

Note

The customer should have received an email with the below information. Please refer them back to the email for the links.

- If the customer would like more information about their California privacy rights, including their right to opt-out of the sale of their personal information, have them visit https://tracfonewirelessinc.com/en/California_Privacy+Policy/.
- If they have any questions, if they did not make this request, or if they wish to appeal this decision, they can contact us at privacy@tracfone.com, citing the case number in their email.

Chapter 3: Customer Transactions

Account Security and Documentation

The following section will provide instructions on how to properly verify an account and document your transactions in Trail.

Customer Verification

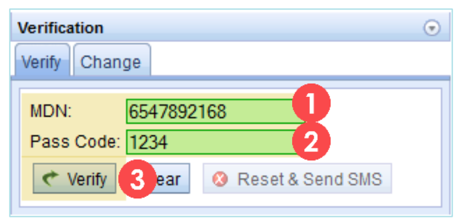
Security Pass Code (SPC)

All Customers must be asked for their Page Plus Security Pass Code prior to making any changes or providing information on the account.

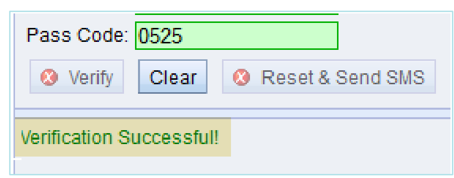
Verifying the SPC

The CSR should ask the customer to verify the SPC by using the Trail > Verification window on the Verify tab.

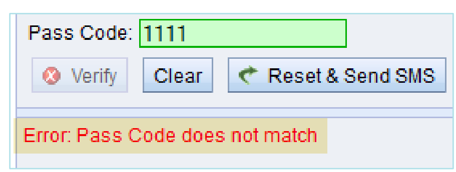
1. Enter the MDN.
2. Enter the Pass code provided by the caller.
3. Select the green arrow.



If the Pass code is correct, you will see the message shown.



If the Pass code is incorrect, you will see the error message shown.



Changing the Default SPC:

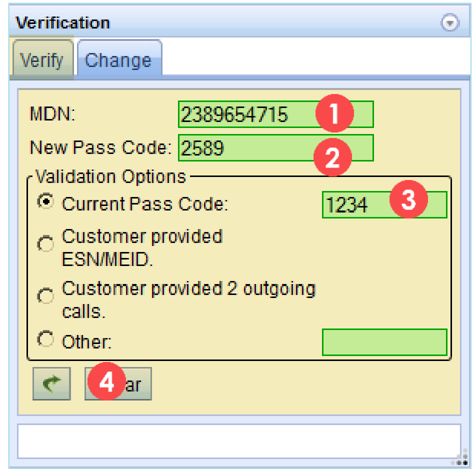
This process must be completed for all new activations since the SPC is set as the default.

Inform the customer that the SPC needs to be updated then ask the customer to provide a new SPC.

Using the Change Tab in the Verification window:

1. Enter the MDN.
2. Enter the new Pass code provided by the customer. It cannot be the last 4 of the MDN.
3. Select Current Pass Code as the Validation option and enter the defaulted pass code.
4. Select the green arrow.

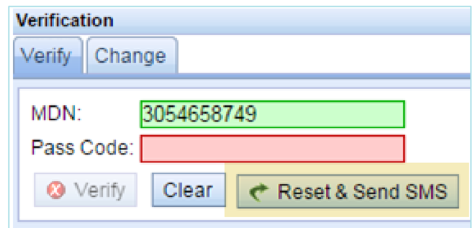
Advise the customer that they will need to provide it for future calls.



Customer Unable to Verify SPC:

If the customer is unable to provide their Security Pass Code, the customer must provide one of the following items correctly:

- ✓ Initial Activation Month and year
- ✓ Most recent Replenishment Date
- ✓ Last Replenishment purchase total



AND

Send a Reset SMS to the handset using the "Reset & Send SMS" button in the Verify window in Trail. Have the customer repeat the code that was sent to their handset.

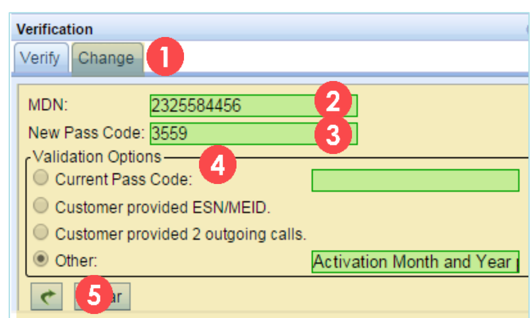
Once the information is verified, you can proceed with the call and reset the security pass code for the customer, for future use.

Note

If the customer is unable to provide you with the one of the 3 alternative items AND the handset code from the steps above, do not proceed.

To reset the pass code:

1. In the Verification window in Trail, select Change tab.
2. Enter the MDN.
3. Enter the new Pass code provided by the customer. It cannot be the last 4 of the MDN.
4. Select the appropriate Validation option. Choose "Other" if the customer provides the activation month/year, replenishment date, or replenishment purchase total. **DO NOT use "Customer Provided 2 outgoing calls".**
5. Select the green arrow.



Advise the customer that they may need to provide the pass code for future calls.

Lost/Stolen Phones

For ESN Changes/Swaps from a Lost/Stolen phone, the customer must provide the MDN **AND** Security Pass Code in order to process the change. They do not have to provide the ESN.

If the customer is unable to provide their Security Pass Code, ask for **one** of the items below:

- Initial Activation Month and year
- Most recent Replenishment Date
- Last Replenishment purchase total

DO NOT send a reset code to the handset since it is Lost/Stolen.

After this information is verified, proceed with the transaction.

If a Dealer calls for a Lost or Stolen ESN Swap/Change, advise them that we will need to speak to the customer in order to obtain the security pass code.

> **Note**
> If the customer is not in possession of the phone (the phone is not lost/stolen) or they simply do not have the phone handy but is able to confirm the other security questions, then you may proceed with the call.

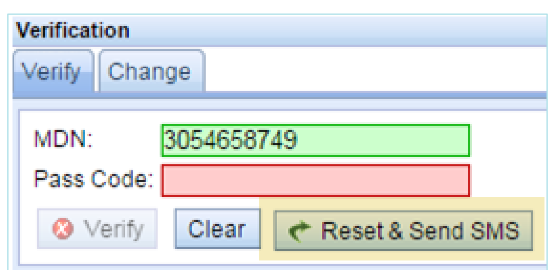
You will no longer perform transactions on the dealer's behalf using the PPC code. The dealers are now required to verify the account password.

> **Note**
> New dealer's do not have a PPC code.

If the customer is unable to provide the Security Pass Code, follow the instructions below.

1. The customer **MUST** provide **ONE** of the following items correctly.
   - Initial Activation Month and Year
   - Most Recent Replenishment Date
   - Last Replenishment Purchase Total

2. In the verify tab, send a reset SMS to the customer's handset using the **"Reset & Send SMS"** button. Ask the customer to read the code.
3. Once the information is verified, proceed with the call and reset the customer's Security Pass Code for future use.



Please DO NOT proceed if the customer cannot provide the information required from the steps mentioned above.

Providing Information:

- **ESN Information: ONLY** if the customer is able to verify the account (SPC passcode), you can provide the ESN which is the account number.
- **PINs**
  - PIN Usage*:* A CSR may look up, verify and provide the proper information for up to 3 (three) PINs for any caller.
  - Providing the Phone Number a PIN was applied to
    - Authorized Dealer: Can provide the <u>Area Code ONLY</u>
    - Customer: No information should be provided
  - Providing the PIN Used on an Account or MDN: The CSR would provide ONLY the last 4-digits of the PIN or PINS used if:
    - Proper security & account verification for either a Customer or a Dealer has been done AND
    - The caller can provide the 10-digit MDN
- If any caller can provide BOTH the PIN number and the complete 10-digit MDN, we can advise whether or not the PIN applied to the provided MDN.
- **Dealer Info:** Do not provide dealers with information about other dealers that processed account transactions (Dealer code, name, etc.)

Leaving Notes

You must add a note to any account you handle. Any and all important documentation should be added to an account via the Add Note tool in Trail. Your notes would require specific information when handling certain transactions, which will be discussed later in the manual.

At NO time should ANY account notes be read to ANY caller.

Rate Plans

New rate plans for the following service plans listed below. These will appear for all 4G Activations, Upgrades and Replenishments.

Plan	3G	Bundle	4G	4G HD / Capable phones only	Bundle
10	TFSW_PLAN79_WGPN_PP	(do not add any bundle just select the rate plan and click submit)	TFSW_4G_PAYGO_PP_1	TFSW_PLAN79_WGPN_PP	(do not add any bundle just select the rate plan and click submit)
25					
50					
80					
12	TFSW_PLAN29_WGPN_PP	TPP BPM_SP BUNDLE	TF_SW_4G_BULK_PP_1	TF_SW_HD_BULK_PP_1	TPP BPM_SP BUNDLE
29.95	TFSW_PLAN29_WGPN_PP	UNLIMITED VOICE AND MESSAGING 500 GB DATA	TF_SW4G_UBPL_PP_1MB1	TF_SWHD_UBPL_PP_1MB1	UNLIMITED VOICE AND MESSAGING 500 GB DATA
39.95	TFSW_PLAN29_WGPN_PP	BP4-SP-UNLIMITED	TF_SW4G_UBPL_PP_1MB3	TF_SWHD_UBPL_PP_1MB3	BP4-SP-UNLIMITED
55	TF_SW_UBPL_B2_PP_10	*remove from column included> START UNLTD VOICE TEXT 500 GB PLAN II, Add bundle: START UNLTD VOICE TEXT 500 GB PLAN I	TF_SW4G_UBPL_PP_1MB5	TF_SWHD_UBPL_PP_1MB5	*remove from column included> START UNLTD VOICE TEXT 500 GB PLAN II, Add bundle: START UNLTD VOICE TEXT 500 GB PLAN I

Activations

Page Plus customers can choose to activate their handsets under 3G or 4G LTE service. We will review the handset requirements for each service and the corresponding programming steps.

3G Service

3G network Activation requirements:

- A CDMA* handset: The handset can be Page Plus branded or a Bring Your Own Device.
- A Page Plus Standard or Monthly Plan PIN: the customer can purchase the PIN with you or at a dealer store.

What type of phones can be activated with 3G service?

Page Plus is able to attempt to activate any Page Plus branded and certified equipment, as well as any used or refurbished CDMA phone, on our network.

- This does not mean that the phone will be able to be activated, or assigned a number in our system.
- Even with an assigned MDN (phone number), it does not mean that the device will work with Page Plus.

Note

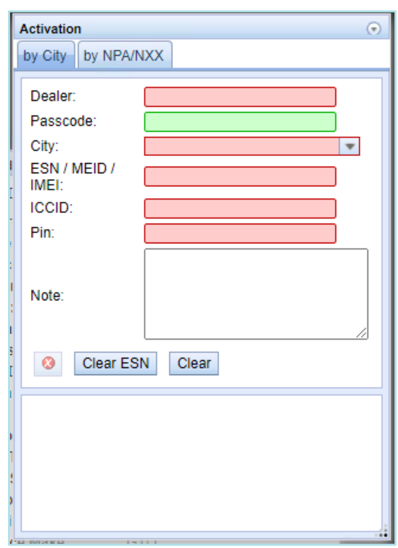
Only Verizon certified phones will be eligible for activation. Blackberry devices once activated will be capable of voice and SMS, but most likely will not be capable of data services such as the internet or MMS.

3G Activation (Non-Port) using Trail

To complete a 3G Activation (non-Port), follow the steps below.

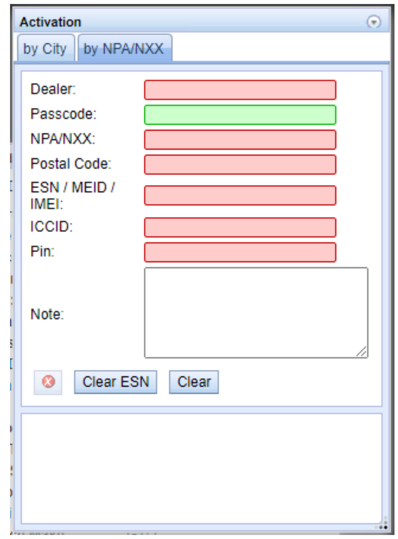
by City Tab:

1. In the Activation window in Trail, enter:
   a. **Dealer Code:** Enter the verified Dealer Code if the caller is an Authorized Dealer, or our internal Dealer Code PPC2000, if the caller is a Customer.
   b. **Dealer Passcode:** (if there is one) If using PPC2000, no passcode is required.
   c. **City:** Type in the 2-digit state abbreviation, then a space. Start typing in the name of the City. As you type, a drop-down list will appear and narrow down. Once you see the correct City, select by clicking in it.
   d. **PIN:** A Standard or Monthly PIN must be added
   e. **ESN/MEID/IMEI:** Enter the ESN
   f. **ICCID:** 3G devices do not use a SIM Card with Page Plus. Leave blank.



2 Once all information is entered correctly, select the green arrow to process the Activation. Provide programming assistance according to current guidelines.

by NPA/NXX Tab:



1 In the Activation window in Trail, enter:

a. **Dealer Code**: Enter the verified Dealer Code if the caller is an Authorized Dealer, or our internal Dealer Code PPC2000, if the caller is a Customer.
b. **Dealer Passcode** (if there is one) If using PPC2000, no passcode is required.
c. **NPA/NXX Tab**: Enter the desired NPA/NXX or Postal Code after checking availability in Mojo
d. **PIN**: A Standard or Monthly PIN must be added
e. **ESN/MEID/IMEI**: Enter the ESN
f. **ICCID**: 3G devices do not use a SIM Card with Page Plus. Leave blank.

2 Once all information is entered correctly, select the green arrow to process the Activation. Provide programming assistance according to current guidelines.

3G Programming

The handset will not work until the programming is done and completed successfully. We will assist all customers with handset programming. Dealers must attempt programming on their own. We will only assist dealers with programming if they call in asking for assistance after trying on their own.

There are 2 types of Programming for 3G service:

- ✓ **OTA (over-the Air) Programming**
- ✓ **Manual Programming**

OTA (Over-the-Air) Programming

Uses a wireless process to send the necessary provisioning information to the mobile device and apply it in the phone settings. Dialing *22890 is required for OTA (Over-the-Air) Programming. If *22890 fails, you can use the Programming assistance located in Mojo>Get Device Details and use another programming number listed.

Basic Page Plus OTA (Over-the-Air) Programming steps are the same for all devices, and should <u>ALWAYS</u> be attempted first.

- The CSR would instruct the Customer to power on the ESN being programmed.
- The CSR would instruct them to dial *22890 and press the “CALL” button
  - This is the button used to send a call, and may also be labelled as “SEND” or “TALK”. It could also just be a green button, or could have a phone icon on it.
- The phone will normally start the automated Programming process

- The Customer will usually be able to see the automated steps on the phone's screen, and hear music playing.
- If Programming is successful, the Customer will usually see this on the screen, and possibly hear it as well.
- If Programming fails, the Customer will see this message instead.
- Most phones reset automatically, and will power off, and then back on. (The Customer may need to do this manually, if not.)

- When the phone is back on, a Test Call should be made, dialling all 10-digits of a domestic phone number, to verify that the phone was able to retain the Programming information and that the process was completed successfully.

Manual Programming

The necessary information is entered into the mobile device by hand in the phone settings. Manual Programming may be attempted if OTA failed to program. You can use the Programming assistance located in Mojo>Get Device Details and have the customer manually enter each field in the handset.

There are 3 specific pieces of information that must be entered in the phone's programming settings. This information must match what the Page Plus system shows as assigned to that particular ESN or MEID in the network switch.

1. MDN (Mobile Device Number)
   a. The 10-digit Page Plus phone number
   b. Identifies the Customer
2. MIN (Mobile Identification Number)
   a. The 10-digit number that identifies the Carrier that owns the MDN
   b. For our Customers this would be Page Plus
3. SID (System ID)
   a. 3 or 4-digit number that defines the Home Area for the cellular phone
   b. Tells the phone what tower to connect to when outside of the Home Area
   c. Determines if the phone is Roaming or not

If the Manual Programming steps, for a specific device, are known to Page Plus, they will be listed on the "Product Page" tab in the Get Device Details tool, under "Manual Programming".

If there are no steps listed for the phone make/model, then we do not know how to Manually Program that phone.

- **Programming information websites:** Approved sites are linked through Get Device Details for programmable devices:
  - Houdini Help Desk - (http://helpdesk.houdinisoft.com/devices)
  - Flash to Talk - (http://flashtotalk.com/nam-programming)

If the phone is still not able to be programmed successfully, a Customer should be referred to an Authorized Dealer to see if they may have additional options for Programming their phone.

3G Programming Scenarios

Programming needs to be completed any time a phone needs to know the account information, or if we need to confirm that the information is correct to be able to connect on the network. Assist the caller through complete Programming any time it is needed, as long as it does not violate any Page Plus company policies.

This includes, but is not limited to:

- New Activation (including a Port-In Activation)
  - The Customer's phone will need to know the MDN, MIN and SID that Page Plus generated for the assigned phone's ESN/MEID.
- ESN Change or ESN Swap
  - The "new" phone needs to know the current MDN, MIN and SID that is assigned to it in the switch.
- MDN Change
  - The current phone needs to know the new MDN, MIN and SID that Page Plus generated and assigned to its ESN/MEID.
- Connection issues
  - If the phone (ESN/MEID) is not programmed with the MDN, MIN and SID that Page Plus shows as assigned to it, in the switch, it will not be able to connect to a tower and use our network for sending/receiving calls or texts, or any other feature usage.

3G Programming Issues

OTA Programming Failure

If the Page Plus OTA Programming sequence does not go through successfully, there are certain factors that could have caused this that you should review with the Customer. These steps are also listed in the Get Device Details tool.

When troubleshooting with the Customer, ask some fact finding questions to gather information, such as:

- The battery needs to have at least one bar of charge. (This equals 25% charged, for newer phones that display a percentage.)
  - "How many bars of battery charge do you have?"
- The phone should NOT be plugged into a charger.
  - "Is the phone plugged into a charger?"
- The device needs to have at least three bars of signal strength.
  - "How many bars of signal strength do you see showing on the phone?"
  - This means, also, that the Customer must be in a coverage area with at least Voice coverage.
    - Check the Page Plus Coverage Map if the Customer is having a signal issue.
- The caller should not be in a moving vehicle.
  - The phone has to stay connected to the same tower throughout the Programming process.
- Re-verify the ESN/MEID
  - This can be found inside the phone, as well as on the sticker on the back of the phone, under the battery.

- The internal ESN/MEID is always the correct identifier for the phone, if different than the sticker. (The network tower identifies the device from the internal phone information; it does not read the sticker.)
  - The Get Device Details tool, and the Wiki's Phone Support tab, may provide information on locating the internal ESN/MEID for a particular device.

Once all of these things are verified, the CSR should attempt OTA Programming again, and proceed to additional OTA options, found in Get Device Details.

If the Page Plus Over-the-Air Programming sequence does not go through successfully, there are other OTA Programming options for you to try before attempting Manual Programming. All of these may be tried, if need be.

- If the device is a Verizon contract phone or older model phone: Try having the Customer dial *228 then press the Call button and follow the OTA steps.
  - Most non-Page Plus devices that are recognized in RSS & Get Device Details are Verizon contract devices.
  - With this sequence the Customer will likely be asked to press 1 for Activation, or 2 to update their PRL. They should press 1.
- If the device is an Alltel contract phone or older model ESNs: Try having the Customer dial *22800, then press the Call button and follow the OTA steps.
  - An Alltel phone is usually indicated by an A_ in front of the RSSX Model shown in RSSX & Get Device Details.

Note

Even if the Programming is successful, there is a chance that the phone may not work. You need to advise the customer to place a test call after the successful message to confirm that the device works.

Manual Programming Failure

If the Customer is having trouble manoeuvring within their phone's menus or options:

- ✓ They may wish to call us back when they have someone else there to help them.
- ✓ They may wish to seek the assistance of an Authorized Dealer.

If the Customer is not seeing the same settings or options, or if they are unable to get into the Programming Menu, as described in the Manual Programming steps that we have listed, or any other issue with this process:

The information generated for us, about the phone, may not match what the phone actually is.

- After verifying the ESN/MEID again, ask the caller if they know what the make/model of the phone is. (Use the internal ESN if possible to make sure that we are using the correct ESN/MEID).
  - Occasionally our system, that identifies the make/model of the phone, will show device information that is different than what the Customer says the phone actually is.
- Use the "Phone Support" tab in the Wiki to attempt the Manual Programming steps for that phone.

- Instead of trying to guide the Customer to the options we show, ask them what they see on the phone screen as you attempt to walk them through Manual Programming.

If the phone is still unable to Program successfully, they may wish to seek the assistance of an Authorized Dealer, as they may have additional options for the Programming of their phone.

OTA and Manual Programming Fails

We want our Customers to be able to use the device of their choice, but unfortunately we cannot force all phones to accept the necessary Programming needed to be used with our service. We can only guarantee that Page Plus devices will be able to Program successfully for usage on our network.

- The CSR should apologize and explain that they have tried to do everything that we can, by phone, to try to make their phone work.
- The CSR should also offer to locate an Authorized Dealer in the Customer's area, and advise that a Dealer may have additional options to assist them with the Programming of their phone.

Response Examples:
"I'm sorry that your phone will not program. We have tried using all of the information I have for that type of phone."

"I would be happy to look up an Authorized Page Plus Dealer in your area that might have additional options for you."

3G Programming Guidelines

Customer Call

We cannot guarantee that any handset will program successfully. If the OTA and Manual programming attempts fail, you are allowed to provide the following options to the customer.

1. Move the phone number to a different phone.
   - If we did an ESN Change/Swap they might want you to move the MDN (phone number) back to the phone they were using before.
2. Referring them to a local Authorized Dealer to see if they are able to assist further or provide other options for them.
3. Advise the customer that they can look online for any possible solutions.
   - They should be advised, though, to be very careful when using any of those solutions found in their research.

Dealer Call

Dealers are required to attempt Programming on their own, as they are provided with Programming information from Page Plus. We expect them to have some knowledge on this.

We do, though, assist with OTA and Manual Programming if the Dealer attempted to program the phone on their own, and are calling back for additional assistance. If the Dealer advises that they have already tried all OTA Programming steps, the CSR may not need to walk them through OTA first, and can go right to Manual Programming.

We would also want to verify that the account information is correct as part of programming assistance for a Dealer. They could have made changes, or attempted to, through the Dealer Portal and not realized that some information might not match what is correct for the account. This could include:

- The ESN
- The Account Status
- The MDN
- The MIN
- The SID

Updating the PRL (3G)

The PRL is the "Preferred Roaming List", and the SID, which is programmed into the phone, helps to determine the correct PRL.

The PRL helps determine which home-network towers to use. It also determines which towers, belonging to other networks, to use in roaming situations (areas where the home network has no coverage.)

- When roaming, the PRL may instruct the phone to use the network with the best roaming rate for the carrier, rather than the one with the strongest signal at the moment.

Initial Programming does set the PRL, but there are times when it may need to be updated.

- If the Customer's device is showing that it is ROAMING, while in their home area, they will need to update the PRL, or Preferred Roaming List. (Either of these OTA programming series' may work. Try both if necessary.)
    - Update the PRL via OTA: Power on the phone, within the Verizon Wireless digital network footprint, and dial *22891 (Update the PRL) and press SEND. Follow prompts and make test call. If that does not work try the same process, but dialing *22899 instead.
        - They must be able to get a signal to update the PRL.
        - Updating the PRL can also provide several other benefits for the Customer:
            - The ability to connect to the most updated digital service available;
            - Access to digital-only features, when available
            - Longer battery life, fewer dropped or blocked calls
            - A clearer, crisper connection in more areas

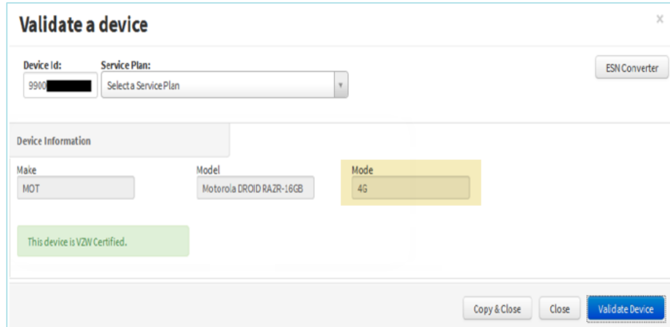
Page Plus 4G LTE Service

4G LTE network and service Activation requirements:

- Compatible (Verizon certified) 4G LTE contract phone
    - All Verizon 4G contract devices are certified
- Page Plus 4G LTE SIM Card
    - Page Plus branded only
    - Available for purchase through the Page Plus website, Customer Care, and Dealers
    - Available in Dual (Standard/Micro) and Nano size
    - Cost of SIM (varies depending upon Dealer and website)
- Monthly Bundled Plan
    - The 12 Plan is not compatible with 4G LTE service

Identifying a 4G Device

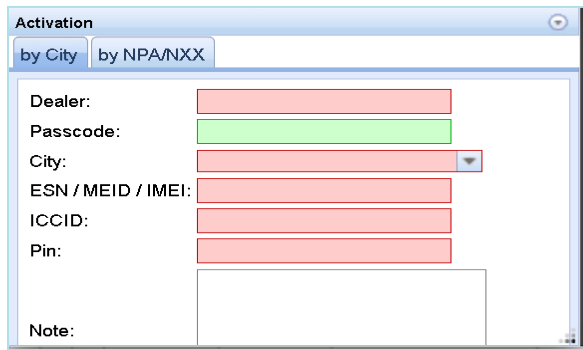
You can identify the Device and mode in RSSX by going to Tools > Validate Device. The mode will display as 4G if it is a 4G device



4G Activation (Non-Port) using Trail

To complete a 4G Activation (Non-Port), follow the steps below.

1. In the Activation window in Trail, enter:
   a. Dealer Code
   b. Dealer Passcode (if there is one)
   c. If using the By City tab, enter the State & City in the City field. If using the NPA/NXX tab, enter the NPA/NXX or Postal Code.
   d. PIN: Monthly Bundled Plan PIN (excluding the 12 Plan)
   e. ESN/MEID/IMEI – IMEI number
   f. ICCID: SIM Card number



2. Select the green arrow to process. After the Activation is processed the Customer MUST powercycle the phone, with the SIM Card in it

Note

A certified 4G device cannot be activated as a 3G device. It must be activated as 4G.

4G Programming

- The Customer should power the phone on after inserting the SIM Card.
- The device will receive Automatic Over-the-Air Programming within 2 minutes.
- An activation message may appear briefly on the phone's screen.
- After Programming is complete the Customer should receive a confirmation on their screen.
- They must powercycle the device, with the SIM in it, to ensure proper connection reset.
- Do NOT advise to dial *22890 (or ANY OTA dialed sequence), this is not needed and can damage the equipment.

4G Powercycling

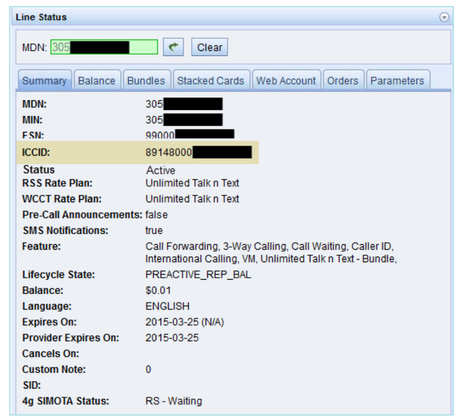
When making any changes to the account of a 4G device, it will require power cycling the device to get the changes to go through.

A powercycle will reprogram the SIM Card and install any necessary updates. It is crucial that we advise the customer to powercycle after:

- Activation
- Device Change
- SIM Card Change
- MDN Change
- Plan Change/Renewal /Replenishment
- Restoring the Line (from either Suspend or Hotline status)
- Reconnection
- Roaming
- Connection or change in usage issues

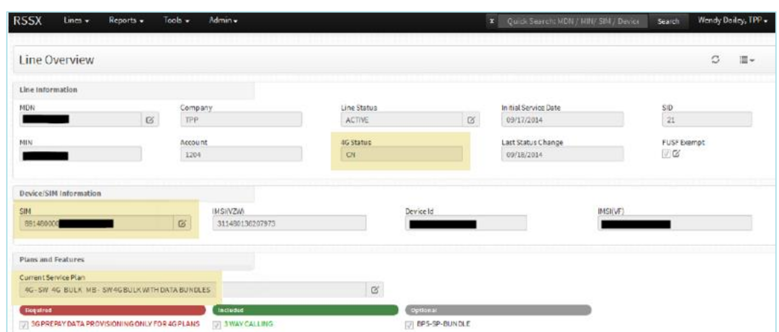
Identifying a 4G Account in Trail

You will be able to identify a 4G LTE account in Trail by locating the ICCID and the 4G SIMOTA Status in the Line Status window.



Identifying a 4G Account in RSSX

4G accounts will have a SIM and 4G Status in RSSX. The Service Plan will be listed as 4G BULK WITH DATA BUNDLES.



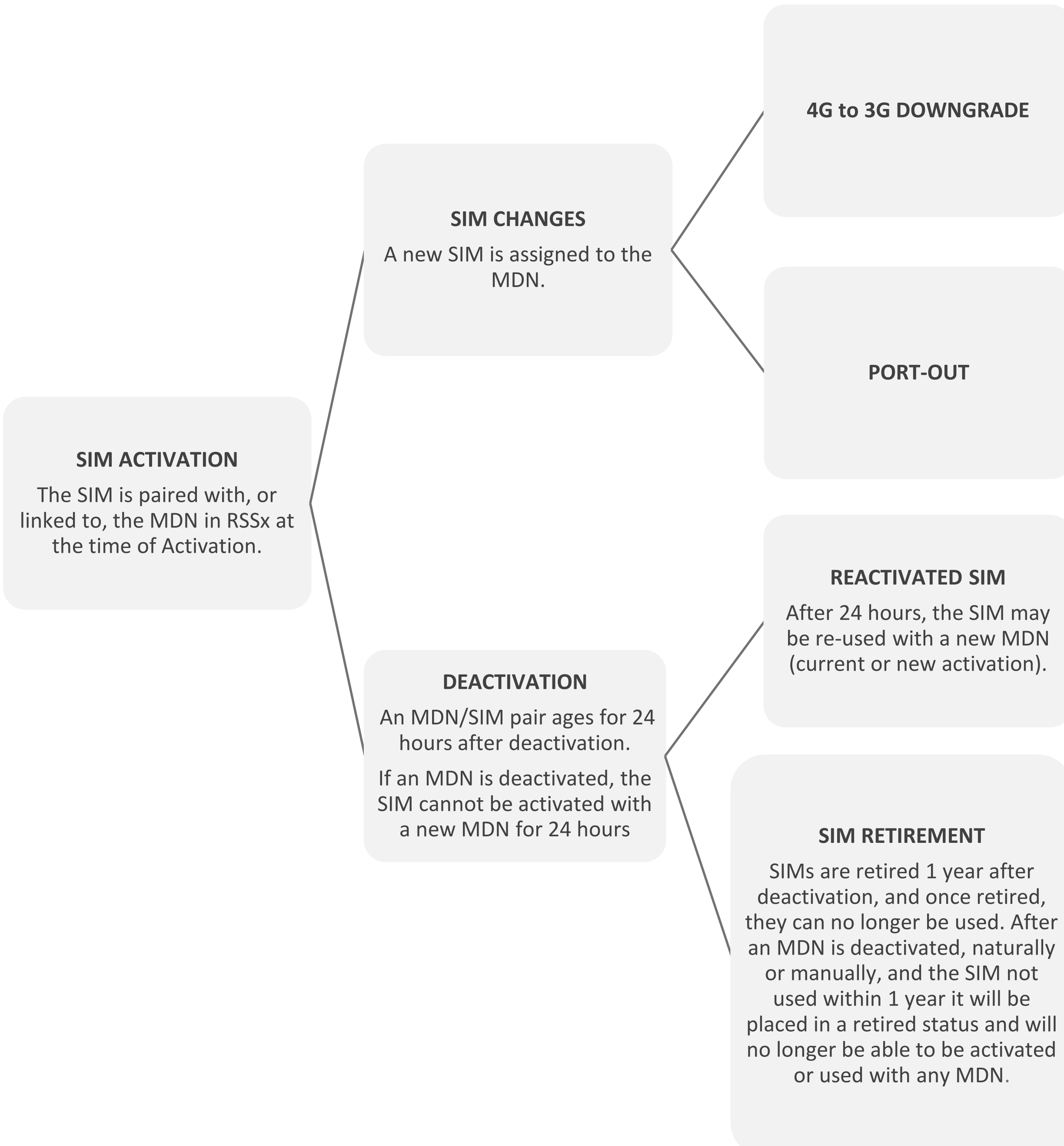
4G Status in RSSX

You will see the following 4G Status codes that indicate whether or not the SIM Card and device have successfully received the Auto-OTA Programming.

- **CN:** SIM is programmed
- **RS:** SIM is NOT programmed. Please refer to the 4G Troubleshooting Activation/Programming section.
- **RF:** Troubleshooting must be done. Please refer to the 4G Troubleshooting Activation/Programming section.

If the SIM status is anything else than what is listed above, then the SIM card must be replaced

4G LTE SIM Life Cycle



Note

- ✓ New SIMs never expires.
- ✓ The 50-day lock on the SIM card would NOT apply if we have to manually deactivate and reconnect an account since we are reconnecting with the same MDN

Successful Activations (3G and 4G LTE)

Normally, when you press the green arrow to process the activation, you will see the word "Pending" in the Outcome field. The Activation process takes about 1 – 1 ½ minutes.

The CSR will know that the Activation has completed when they see the "Outcome" field display the word "SUCCESSFUL".

- You will see the "MDN" (phone number) and "MIN" (programming number) listed in the Activation window.

The caller should be provided with the new Phone Number.

- For a Dealer, the CSR should also offer the MIN/Programming Number, and proceed with finishing or closing the call. You will see the "MIN" (programming number) listed in the Activation window.
- For a Customer, the CSR would assist with Programming the phone, and verify programming by having them make a test call

Activation Failures (3G and 4G LTE)

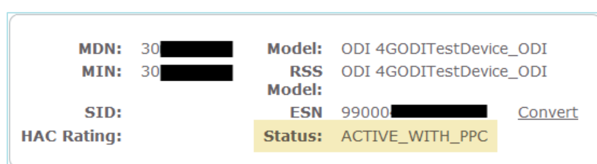
Sometimes, the activation outcome will display as "Failed". You will also see the failed reason listed in the "Message" field. The following error messages may display along with the "Failed" message.

ESN/MEID is active on another line

You may encounter the above error message when attempting to activate a device. The most common reason for this message is that the ESN already has a phone number assigned to it.

You can view the ESN status in the "Get Device Details" link in Mojo. This tool will help you identify the activation state.

Error Description:



- **Status: ACTIVE_WITH_PPC -** The handset is already active with a Page Plus MDN. You can provide the Page Plus number to the Customer or Dealer, since they have already proved ownership by giving you the ESN. They may choose to keep this MDN, or change it.

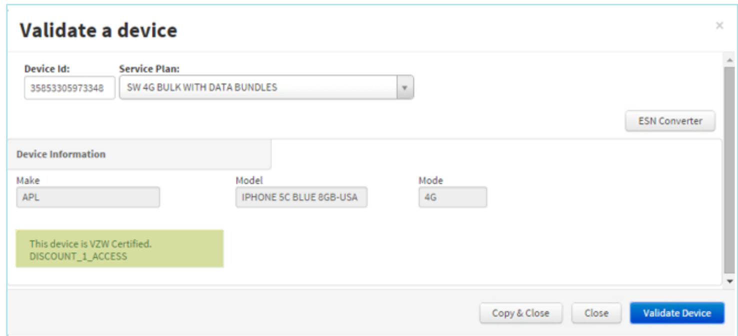
- **Status: ACTIVE_WITH_OTHER -** The handset is active with a MDN on another service provider. We cannot provide any phone number information, if one is able to be viewed. The caller would need to contact the other provider for a resolution.

Verizon Phones under Contract

Any Verizon Certified device that is currently under a contract cannot be activated with Page Plus.

If a Verizon certified device is still under a contract, the activation will fail even though the device status is certified and available in RSSX and Trail. Prior to attempting any activation, ask the customer if the device is currently under a contract.

If the RSSX validation message displays “DISCOUNT_1_ACCESS”, the device is not eligible. Do not attempt to activate. Advise the customer to contact their current service provider for the handset.

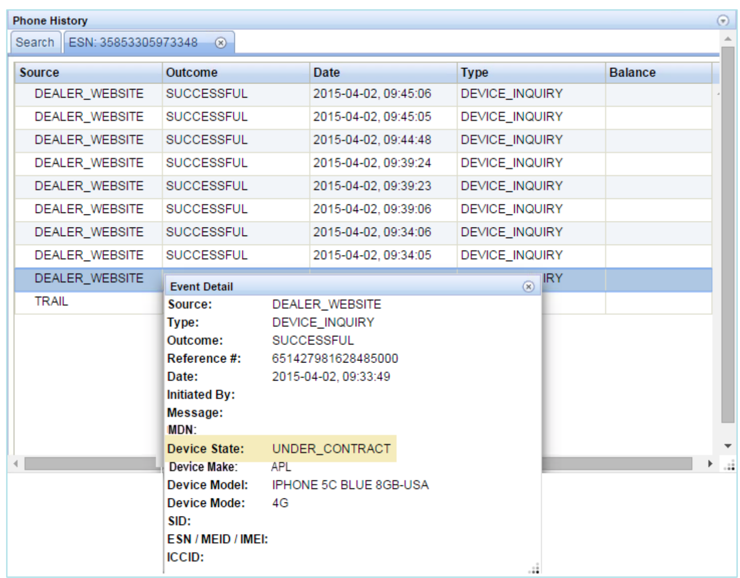


Note

If the device certified and the discount message did not appear, it may still be under contract. You will not know the contract status until you attempt to activate.

If the activation fails, go to the Phone History tab in Trail and select the transaction for the Detail Window to populate.

If the Device State displays “Under Contract”, the handset cannot be activated with Page Plus.



Please follow the refund procedure for any PIN purchased through pagepluscellular.com website or via call center if the customer does not wish to activate with a different handset. If the PIN was purchased through a dealer, refer the customer back to the dealer.

- **Blocked Handsets:** There are phones that are blocked from Activation with Page Plus.
- **Verizon Wireless Pre-pay phones:** These are devices that were designed and sold specifically to be used with a Verizon Wireless Pre-pay Plan.
- **Phones on Verizon's Negative List:** These are devices that have been reported to Verizon as lost, stolen, non-pay or other fraudulent or negative issue. They are blocked, on the network, for Activation, by Verizon.

You will receive a specific error message when attempting to activate a blocked device, similar to what is shown.

Verizon Pre-pay phone	Device is on the Negative List
"This device may only be activated on a Verizon Wireless prepaid plan" The caller should be advised that this device is blocked for activation with Page Plus as it can only be activated through Verizon Wireless, on their pre-pay service.	**"Activation Denied - Device identified as stolen, non-pay or fraudulent" or "Fraud_Frozen_List"** The caller should be advised that this device is blocked for activation with Page Plus due to it being "On our Negative List" or "Negative File". We do not have the details on which issue has determined the negative block. The customer should contact the Original Service Provider for additional information.

Port-In Activations

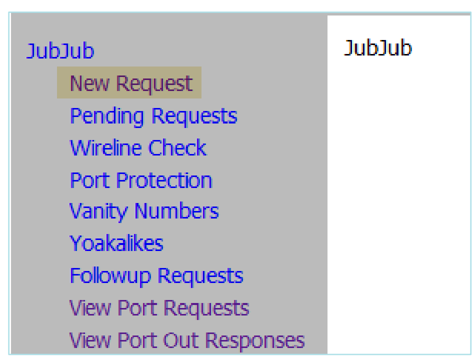
All new Activations and Port-ins will require a PIN be applied to the new account at the time of Activation.

In the case of port-ins, the PIN will be in a reserved state until the port completes. This applies to all Activations – 3G and 4G.

If the customer does not have a PIN, one can be purchased through Trail > Replenishment > Place Order, and check the box next to "No MDN Available".

To process Port Activation, go To Maggie> JubJub and login with your credentials.

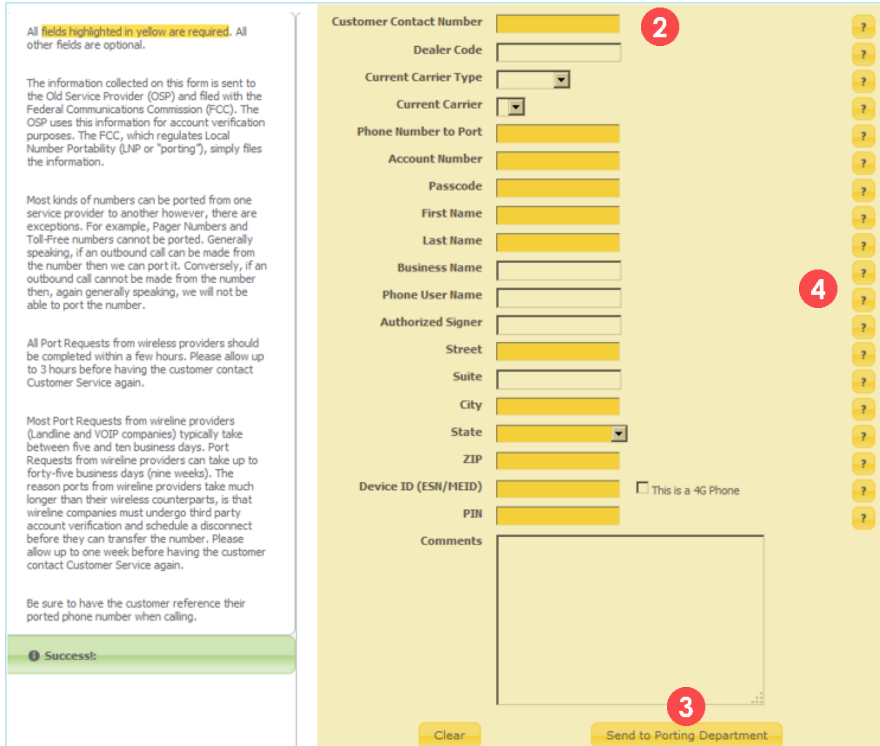
1 Select New Request.



2 Enter all of the information requested in the correct fields. Remember to select “This is a 4G” for 4G LTE Activations.

3 Select “Send to Porting Department” when complete.

4 Refer to the “Help” icons or references on the page for any additional information.



Port-In Status

In order to check the status of a Port-In or Port-Out, select the highlighted options in JubJub.

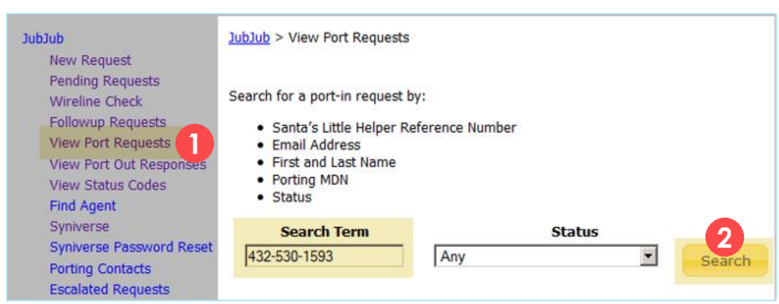
You can also view the Port status codes under View Status Codes.

- ✓ **View Port Requests:** Allows an agent to search by Santa’s Little Helper reference#, email address, first and last name and porting MDN.
- ✓ **View Port Out Responses:** Allow an agent to search by MDN for Port out response.
- ✓ **View Status Codes:** provides information for porting for JubJub, Crossroads and RSSX

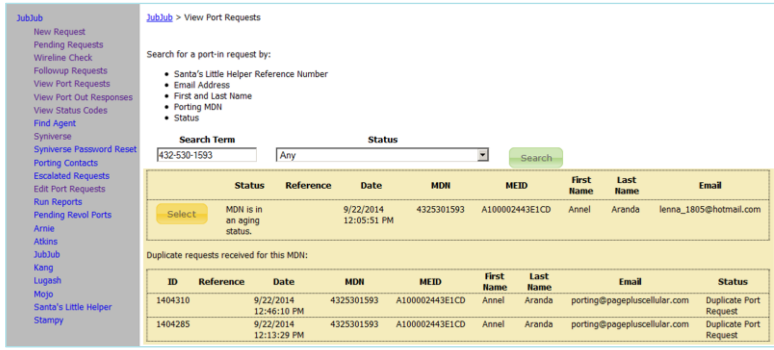
View Port Requests

1 From Maggie> JubJub, select View Port Request.

2 Enter the customer’s MDN in the Search Term field then click Search.



❸ The customer's information will appear.

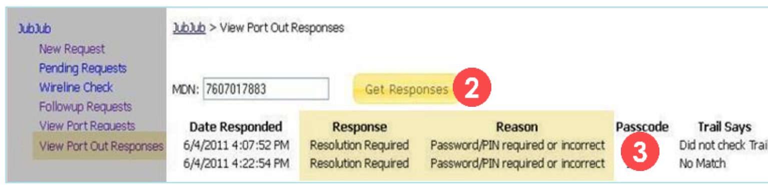


View Port Out Response

❶ Verify the MDN in Trail.

❷ Go to JubJub > Port Out Response and enter the MDN then select Get Responses.

❸ Review the most recent response (by date/time) for details.



Before proceeding with the confirmation of an external port ticket, you must:

- Validate the number is active in Trail and Billing.
- Validate the customer's information matches in Trail and Crossroads.
- Validate the customer's account number (ESN) and the security PIN.
  - If the request came with the ESN as the account number and the PIN matches in Trail, the request must be confirmed.
  - If the request is received and the line is in past due/hotline status, a resolution required status (MDN Not Active) must be sent.
  - If the request is received prior to the line going past due, a confirmation must be sent.
  - When working on an internal port out and the line is suspended, you may restore it.

View Status Codes

Listed below are the status reasons that may appear for pending port requests in JubJub, RSSX, and Syniverse.

JubJub

Status	Description
Port must be re-submitted later	There was a problem with the port that required the current request being cancelled, or the customer/dealer requested for us to cancel the request. When this happens, it cannot be submitted until 24 hours later. This must be done manually.
New	The request was received by the system, but an unknown error occurred when the system attempted to automatically submit the port.
Left Voice message requesting more information	We have left a voicemail for the customer requesting further information in as an attempt to complete the port request.
Left voice message (2nd Request)	We have left a second voicemail for the customer requesting further information in as an attempt to complete the port request.
Final voice message left with customer	We have left a third and final voicemail for the customer requesting further information in as an attempt to complete the port request. If no contact is made by the customer, the port request will be cancelled.
Final email sent to customer	We have sent a third and final email to the customer requesting further information to complete the port. If no contact is received from the customer, the port request will be cancelled.
Escalated to VZW Wholesale	The port request was escalated to the Verizon Wireless Wholesale Port Center for further resolution. There are many reasons a number can be escalated to the Verizon Wireless Wholesale Port Center.
Escalated to ITSC	The port request was escalated to the ITSC. The vast majority of port requests escalated to ITSC are escalated because the number did not activate properly in RSS for Page Plus.
Entered in Syniverse	The request is active in Syniverse, but not yet Confirmed.
Entered in RSS	This status does not mean that the MDN is active in RSS. In order for Tier 1, or the system, to enter a port request in Syniverse, we need to create a pending request in RSS (viewable in RSS Order Search) so that the number can activated with Page Plus once the port request is confirmed. Entered in RSS is the status used to indicate that the request has been normally submitted to RSS (RSS is the system that actually creates the request in Syniverse).
Emailed customer for more information	We have sent an email to the customer requesting further information to complete the port.
Emailed customer (2nd request)	We have sent a second email to the customer requesting further information to complete the port.
Duplicate Port Request	This is a duplicate request of another port request previously entered in our system.
Customer Action Needed	The port request was submitted however more information or further action is needed from the customer.
Completed	The port request has completed and the MDN should be active with Page Plus in RSS. The activation in WCCT may still be pending.

Cancelled per Dealer Request	The port request was cancelled at the Dealer's request.

RSSX

Status	Description
VZW cannot provide service in this area	This is a message concerning geographic errors. This category is needed because phone numbers correspond to rate centers (and rate centers are geographic). There are three common reasons for this: • The NPANXX for the ported number is not a valid NPANXX. • The number is an international number. • Verizon does not have a license from the FCC to provide service to that rate center.
MDN is not portable.	The MDN is not eligible to port into Page Plus.
MDN is in a reserved status.	The only difference between this status and MDN is in an aging status is the technical difference between Reserved and Aging. The end result is the same: the MDN is no longer in an Active status to port. You can advise the customer to contact their current provider to move the account into an Active status. If the customer is able to get their account reactivated, they may then call back and we should be able to simply update the DDT (Due Date & Time) to resend the port request over to the old service provider.
MDN is in an aging status.	The MDN is no longer in an Active status to port. The number is either in the process of deactivating with the old service provider or has already deactivated. You can advise the customer to contact their current provider to move the account into an Active status. If the customer is able to get their account reactivated, they may then call back and we should be able to simply update the DDT (Due Date & Time) to resend the port request over to the old service provider.
MDN is already a Page Plus number	The MDN was active with Page Plus sometime prior to the current port request. The system will not submit the request automatically if it sees the MDN was in the system before. These requests must be entered manually.

Internal Port Procedure for Page Plus Port Agents

When working on an internal port (cross-brand) complete the following steps:

1. Change the rate plan in RSSX using the rate plan chart.
2. Once the plan change in RSSX is completed successfully, create and close a Port Out ticket.

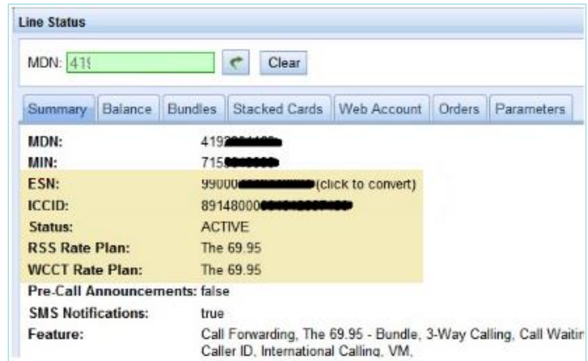
4G Activation/Programming Troubleshooting

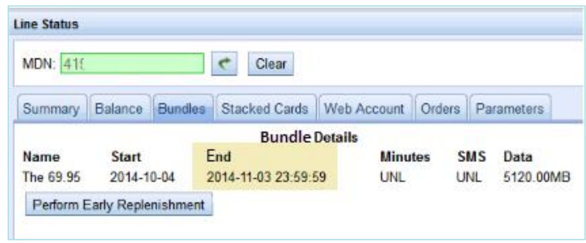
This section will cover various 4G activation and/or programming troubleshooting scenarios to assist customers.

Unable to Program/SIM in RS Status

If the SIM status is RS the phone is still pending programming. Use the following steps to resolve the issue.

1. Verify that the MDN is active in Trail.
2. Verify that the MDN is active in Trail and/or RSSX with the correct Rate Plan.
3. Verify that the customer has the correct IMEI and SIM Number. If either is incorrect, then update the account in Trail with the correct information.





4. (If Applicable) Confirm that all of the customer's previous devices are powered off. If the SIM was in a different device, or if an IMEI or SIM Change was done, ask the customer to make sure the "old" phone is turned off.
5. If the customer recently received new equipment, please confirm the ESN change has been successfully processed in RSSX.
   - ✓ **Incorrect device:** If incorrect information is showing in RSSX, you will need to advise the customer to insert the SIM card to the correct device. The MDN/Account information is stored on the SIM card. Once switched advice the customer power cycle the phones, OTA programming should be begin shortly. When completed successfully, the changes will appear in RSSX and Trail accordingly.
   - ✓ **Correct device:** If the information showing in RSSX is correct then proceed to the next step.
6. Verify with the customer that they are using a **Page Plus 4G LTE SIM Card**, and not a SIM Card from another company.
7. Have the customer check to see if the SIM card is seated correctly in the device, or if they are using the wrong size SIM Card.
   a. The device will usually display an error message such as "SIM Card Failure", "No SIM card inserted" or "Please insert SIM card" may be displayed.
   b. Confirm that the SIM card is correctly inserted into the device by having the customer remove and re-insert the SIM Card back into the device.
8. If it is inserted correctly and the device still does not program, then the SIM card needs to be replaced.

Unable to Program/SIM is in RF Status

If the SIM status is RF Then the phone programming has failed.
You must do one of the following:

- ✓ A SIM card change (or),
- ✓ A 4G to 3G Downgrade.

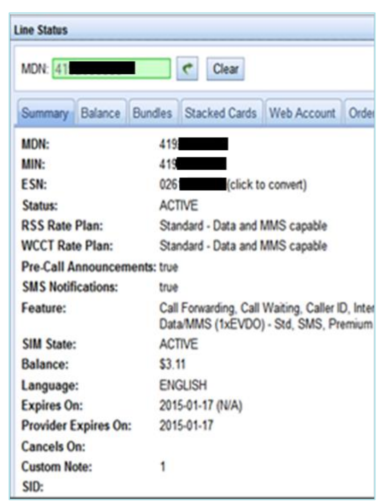
4G LTE Troubleshooting Tips

For new activations: Do not insert SIM card or power on device until account is fully provisioned and activated.

- Make sure the account (MDN) is active.
- Make sure Customer is on the correct plan and has all the correct features active.
- Make sure Customers have sufficient bundles and/or balances
- Make sure Customers old device is turned off before activating any new equipment or making any changes.
- Make sure the SIM and IMEI from Customers device matches in RSSX.
- Verify 4G Status in RSSX.
- Power cycle device to receive any pending updates from the OTA platform.
- The device will automatically perform SIM OTA upon power up.
- Never swap from a 4G to a 3G device as part of testing or troubleshooting.
- Make sure SIM card is properly installed.
- Verify that the device Indicates 4G or LTE in Banner.
- Verify that Airplane Mode is off.
- Make sure WIFI is turned off if the customer is unable to use data or send and receive MMS messages.
- Make sure device has good signal strength (at least 1-2 bars).
- When sending or receiving a SMS or MMS message do not use *67 or *82 as a prefix.
- Never dial *22890 or *22891 or any OTA series on a 4G device - SIM OTA updates are done automatically.
- Verify that the Customer is using the stock SMS/MMS application when troubleshooting.

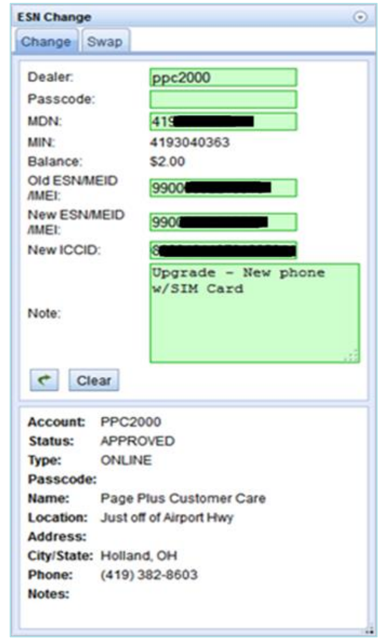
Unable to Make and Receive Calls with ESN/MEID/IMEI Mismatch in RSSX

1. Verify that the ESN/MEID/IMEI matches in RSSX and Trail.
   - All calls should begin in Trail/RSSX to ensure that the line is properly provisioned and activated.
   - If the customer provides an ESN other than what's displayed in Trail, ask the customer to confirm the ESN by checking the inside of the phone.
2. Instruct the customer to power cycle the phone. If the issue still persists, continue.



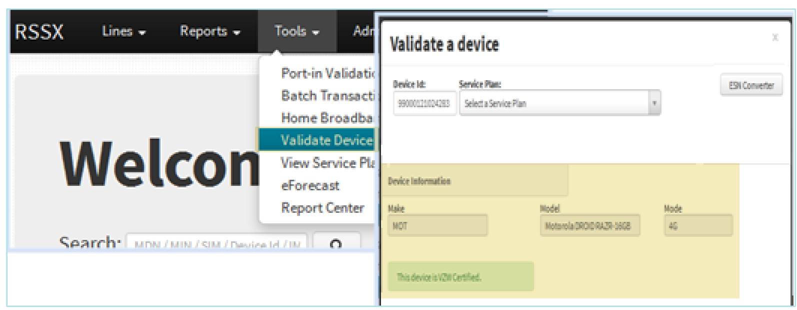
3 If the SIM card number does NOT match what is displayed in RSSX and Trail then proceed to perform an SIM change.

- The customer needs to verify the “old” SIM. Follow the alternate security verification options if the customer does not know the “old” SIM.



4 Verify the **4G Status** (SIM status) in RSSX.

5 If the **4G Status** shows “CN” then verify the device by checking in RSSX > Tools > Validate Device.



“Validate Device” provides specific information about the phone based upon the IMEI, such as:

- Make
- Model
- Mode (if 4G)
- Certified (Verizon for WTS support)

6 If the device is confirmed as a certified Verizon device, instruct the customer to remove then re-insert the SIM card into the phone.

7 If programming does not start within two minutes, verify the following:

- All of the customer’s previous devices are powered off.
- The SIM card has not been assigned to a different MDN within the past 24 hrs.
- The device is not in Airplane mode.
- The device has Mobile Data turned ON (in the settings).
- The device displays “4G” or “LTE” and good signal strength (one to two bars) in the notification bar.

8 Once all of the above information has been verified, proceed to contact WTS for further assistance.

9. If the **4G Status** displays "RS" then perform an ESN Change in Trail.
   - The customer needs to verify the "old" ESN. Follow the alternate security verification options if the customer does not know the "old" ESN.
   - The customer does **not** need to verify the "old" SIM number.
   - If you get an error when attempting the ESN Change, contact the Supervisor Line for additional support. Please refer to the Transfer Guidelines for the correct extensions.
10. If the **4G Status** displays "RF" or any other status besides "CN" or "RS", the customer will need to use a different SIM card.
   - Perform an ESN Change in Trail making sure to enter the new SIM card number.
   - The customer needs to verify the "old" ESN. Follow the alternate security verification options if the customer does not know the "old" ESN.
   - The customer does **not** need to verify the "old" SIM number.
   - If you get an error when attempting the ESN Change, contact the Supervisor Line for additional support. Please refer to the Transfer Guidelines for the correct extensions.

Flashed 4G Phones (3G to 4G Upgrade)

Now that 4G is offered, there may be some customers that previously had a 4G phone that was flashed to make a 3G and are now trying to flash it again expecting it be 4G.

Remember, flashing a device at any time makes it an un-supported device and we CANNOT contact WTS in any of these situations. Once the programming has changed, Verizon is unable to provide any assistance with this type of phone.

However, you can still help the customer and there are examples where it will work IF it has been properly flashed back to 4G.

To proceed:

1. Using RSSX, complete the change to 4G with the new SIM:
   - Select the Edit icon in the **Current Service Plan** field then select the appropriate 4G rate plan.
   - You will then see a button, "Upgrade to 4G**",** go ahead and select it.
   - Enter the new SIM number and Device ID (Serial/IMEI number).
   - Select "Submit Order".
2. Verify that the 4G status changes to "CN".

> **Note**
> The 4G status will remain in "RS" status until the programming has completed successfully.

3. Verify the customer has received the message that their phone has been programmed successfully.
4. Ask the customer to make a test call.
   - If Fail – Ask the customer to power cycle the phone then try to make a call again.
   - If Fail a second time – Instruct the customer to turn the phone off, remove and re-insert the SIM card, then turn the phone back on and try to make a call.

5. If the above did not work, inform the customer that this device has been flashed and we are unable to assist any further. They will need to take it back to the location where the phone was flashed initially to have them check the phone. Offer to change the account back to 3G so that they have a working phone.

Calling WTS

After all available troubleshooting has been done; you are able to call WTS for the issues listed below, since ALL Verizon 4G contract phones are supported.

- Network Issues
- Outage Inquiry
- Dialing Issues
- Fast Busies
- Static/Noise/Echo
- Dropped Calls
- Voice/Data Connection Verification
- SIM OTA
- Roaming Issues
- Network Provisioning
- Programming Verification
- Coverage Check

Be sure to have all tools with the account information open and ready in Trail and RSSX before contacting WTS for support.

3G and 4G LTE

This section will cover troubleshooting issues to assist the customer.

Unable/Unable

If the handset was programmed successfully, the next step is to place a test call. If the Test Call fails have the Customer attempt to place another call from the phone.

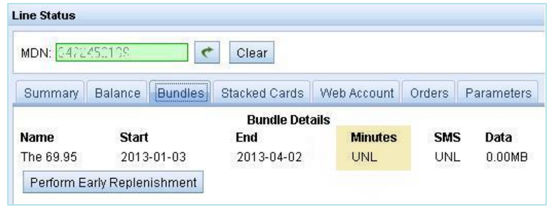
- Press the “End” key or the button on the phone to “hang up” or release the call.
- If there was an ESN Change/Swap done, the “old” or “other” phone needs to be powered off, preferably, with the battery removed.
- Instruct them to again call a domestic phone number, being sure to dial all 10-digits (the phone number, including the Area Code) and press the “Call” button.
  - If the call fails again, have them try to dial a different a 10-digit number.
  - If they are unable to make an outgoing call as directed, you will need to review any other Programming options provided, for the Customer’s specific device, in the Get Device Details tool.

Unable/Unable Troubleshooting

If the phone cannot make a test call after programming, it could simply be that there is an actual problem with the phone. But there could be other issues causing this that we would want to troubleshoot. Below are a few basic reasons why the customer may not be able to make or receive calls.

Balance/Bundle

Does the account have enough money in the Balance, or available Voice Minutes in a Monthly Plan Bundle, to make a call?



- For any other situation the CSR should have verified the balance or bundle before processing any changes to the account.
- Money will need to be added for the Customer to be able to make a successful Test Call.

Signal/Coverage

The phone has to be receiving signal from a network tower to make the call, just like with OTA Programming.

- Even if the device was programmed manually with all the correct information, if the Customer is in a non-serviceable area they will not be able to make the outgoing call.
  - Check the Customer's location using the Page Plus Coverage Map.
- A phone designed for another network could also not be able to receive a signal, regardless of the successful programming message

Authentication Errors

Scenario: Customer hears an authentication error message when attempting to place a call.

To resolve: In addition to following the troubleshooting steps listed in "Get Device Details", verify the information below.

1. Is the MEID correct in all systems and does it match the customer's handset? Sometimes a device change will trigger an authentication error.
2. Was the programming completed and successful? If the phone was programmed manually, ensure the information was entered correctly if the programming failed.
3. Is the customer using the correct dialing pattern? Customers do not have to add a "1" before the phone number.
4. Is the CURRENT location in a good coverage area? If the customer is travelling, the customer will encounter the authentication error due to the changing areas of service.

To reset Authentication (For Non-Certified Devices ONLY):

1. Access the account in RSSX and validate the device. If the device is flashed as Lost/Stolen or VZW prepaid, **DO NOT proceed.**
2. Change the MEID to a pseudo MEID by removing the first letter in the HEX format and replacing it with an "F"
3. Submit the change in RSSX.
4. Enter the correct MEID back in the field.

5. Submit the change in RSSX.
6. Have the customer place a test call.
7. If none of the above works, refer the customer to a dealer.

Pending MDN

Scenario: While completing a new activation you may see a “No MDN’s are available” message. This message is common when attempting an activation in the “Activation>By NPA/NXX” tab in Trail.

To resolve: Use the Activation>By City/Zip code tab instead to avoid any issues. If the customer requests a specific NPA, inform them that it is not guaranteed during the activation process.

MEID Active with Multiple MDN’s

Scenario: Customer/Dealer/CSR clicks the “Submit” button multiple times while attempting a new activation, causing the account (MEID) to have multiple MDN’s.

In order to prevent this issue, DO NOT press the “Green arrow” or “Submit” button multiple times when attempting to activate.

To resolve:

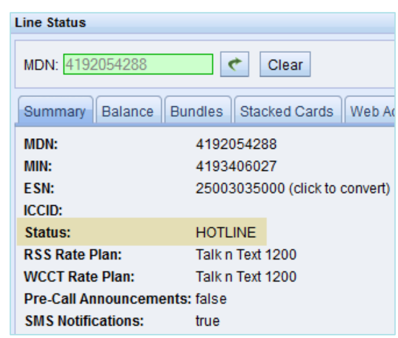
1. Go to RSSX > Device History and enter the MEID number.
2. You should now see all of the MDN’s generated. Proceed to deactivate the additional MDN’s.
3. Provide the remaining MDN to the customer and document the account with the appropriate notes.

Note

The MEID could have multiple MDN’s and the customer may not realize it or have any issues activating. However, it will cause issues in the future and should be checked before troubleshooting.

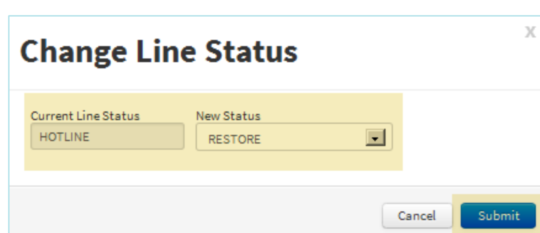
MDN Deactivated as HOTLINE by the System

Sometimes the system may Hotline an account prematurely due to system error. You would identify this issue by reviewing the customer’s most recent replenishment.

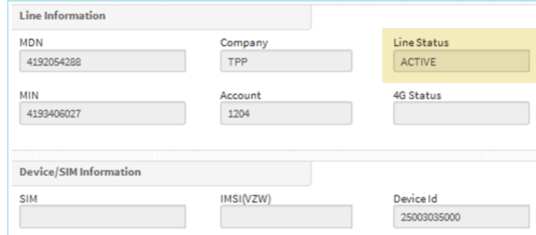


To resolve:

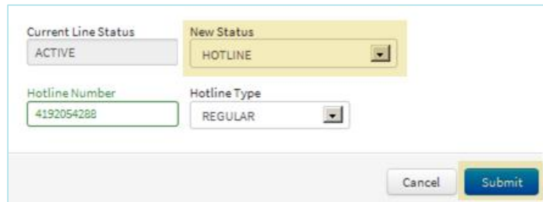
1. Access the MDN in RSSX



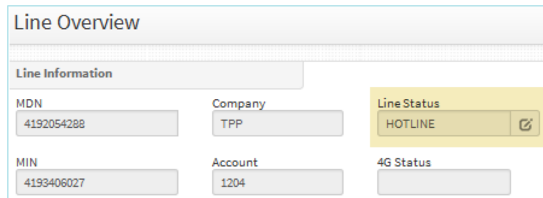
2. Reconnect the line and submit changes. The line should now show Active in RSSX.



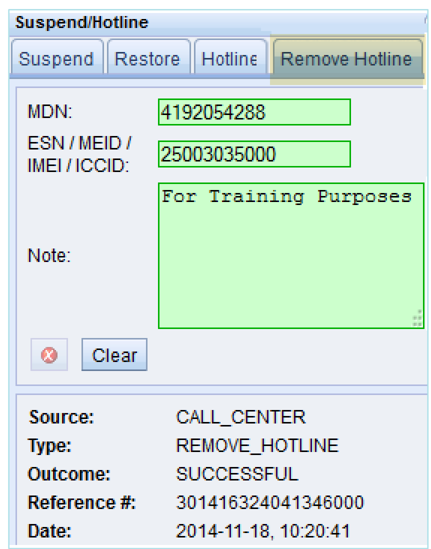
3. Change the MDN back to Hotline in RSSX and submit Changes.



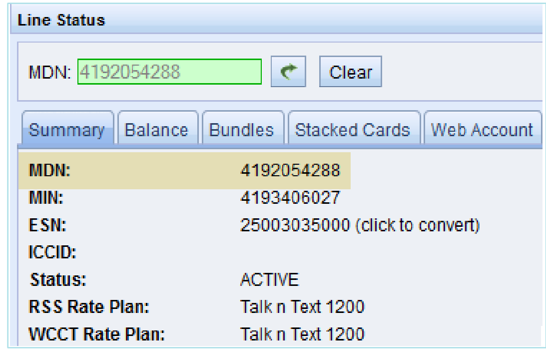
The MDN will now show as Hotline in RSSX.

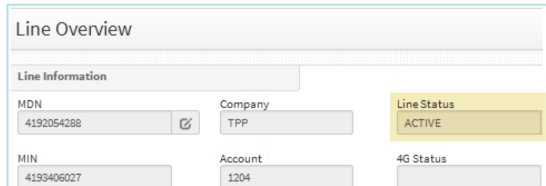


4. Go to Trail > Suspend/Hotline window and use the “Remove Hotline” tab.



5 When you refresh Trail and RSSX, you will see the MDN is Active in both systems.





Suspend/Deactivate Accounts

If the customer requests to suspend or deactivate their account(s), will follow the steps described below.

For CSRs: Transfer the call to PP SUP Group (please refer to Agent Support for the latest extension number).

For SUP and ERD/Miami: The customer must provide ALL of the info below in order to process the suspension/deactivation:

- ✓ MDN
- ✓ ESN
- ✓ Security Pass Code

Once ALL of the above information is provided, proceed with the deactivation or suspension process.

Note
Place an important note on the account with the MDN, ESN, and Security Pass Code provided.

If the customer calls back to reactivate the handset, they must provide the MDN, ESN, and Security Pass code from the suspension or deactivation note.

If the customer is unable to provide the ESN because it is lost/stolen, please have the customer provide one of the security alternatives:

- ✓ Initial Activation Month and year
- ✓ Most recent Replenishment Date
- ✓ Last Replenishment purchase total

If the customer is unable to provide the Security pass code, please follow the process provided in the Security Pass Code Verification Process section then continue with the above.

Deactivation Requests

When a customer requests to deactivate their service, they are forfeiting their current plan, MDN, and cash balance. It will not be restored if the customer decides to reactivate their service in the future.

To process:

1. Remove any bundled plan and/or available cash balance using the 'Balance Reset' reason in Replenishment > Debit tab.
2. Add a note and include the information below.
   - The MDN
   - The amount (cash balance) removed and plan removed
   - Customer's request (suspend or deactivate)
3. Copy/paste that same information in the "Add Note" window and mark it "Important".
4. Use the Deactivate window and paste your previous note.

Suspension Requests

When a customer requests to suspend their service, we will restore their MDN (if available), and cash balance if they request to reactivate within 60 days of the suspension. If the cash balance expires during the suspension timeframe, it will not be credited back. We will not restore any current monthly plan service; it will be forfeited at the time of suspension.

To process:

1. Remove any bundled plan and/or available cash balance using the 'Balance Reset' reason in Replenishment > Debit tab.
2. Add a note and include the information below.
   - The MDN
   - The amount (cash balance) removed
   - Customer's request (suspend or deactivate)
3. Copy/paste that same information in the "Add Note" window and mark it "Important".
4. Use the Suspend window and paste your previous note.

Restoring Suspended Accounts

In order to restore the account, the customer must verify the Security Pass Code set up for their account. If the customer is unable to provide the Security Pass Code, the customer must provide one of the following items correctly, restore the account and send a Rest SMS.

- ✓ Initial Activation month and year
- ✓ Most recent replenishment date
- ✓ Last replenishment purchase total

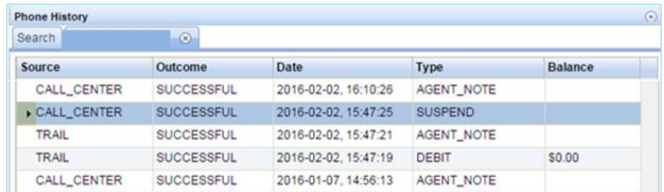
Note

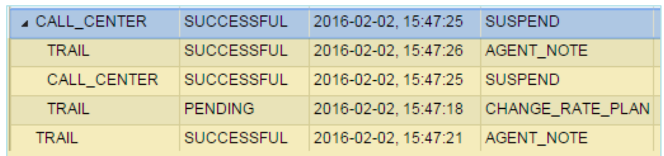
The customer must request to restore the account within 60 days of the suspension in order to receive their previous cash balance.

Before restoring the account, make sure to first review the notes in Phone History. You may need to expand the view to see all of the notes.

To view the notes:

1. Select on the arrow to expand the view.
2. Select Source/Type, Call_Center/Suspend" to see the notes.

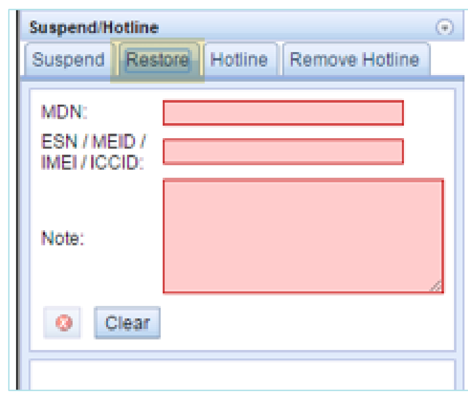




If the account was suspended due to Fraud/Chargeback, transfer the call to Loss/Prevention following the Transfer Guidelines in Agent Support. Otherwise, proceed to restore the account.

To Restore:

1. Use the Restore tab to reactivate the account.



2. Credit any previous cash balance listed in the initial suspension request note.

The following section describes the transactions you will be able to complete for the customer. Among these transactions you will be able to complete activations; complete ESN and MDN Changes and/or Swaps, SIM Changes, adding airtime with credit cards ; process port ins; complete SIM and MIN changes; and deactivate a customer's handset.

Credit Card payments for PIN Purchases

This section will walk you through processing a credit card (CC) payment for PIN purchases using Trail.

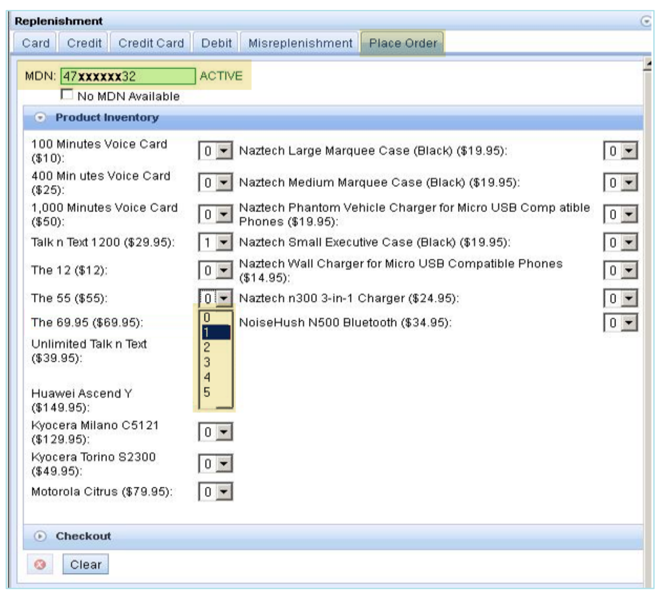
PIN Purchase via Credit Card

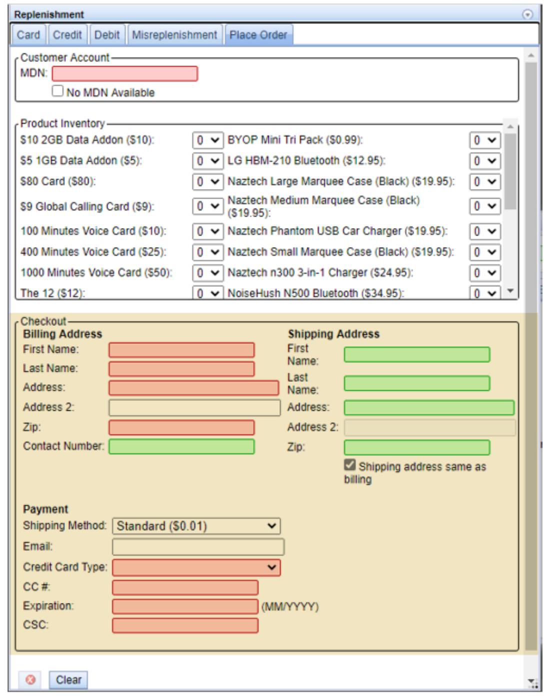
PIN purchase via credit cards is a two-part process; first you will use the Place Order tab to generate the PIN then you will apply the PIN using the Card tab in Replenishment Window.

Note
Make sure to only use Trail to place orders.

To do so, follow the steps below.

1. Verify the account using the Line Status window.
2. Verify the current Plan. Be aware of the current plan and any remaining Monthly Plan bundles or balances, days of service, or cash balance.
3. Confirm which PIN the caller would like to purchase. The customer must agree to forfeit any remaining Monthly Plan bundles, balances, or days of service BEFORE proceeding.
4. Verify that the caller is the cardholder.
   - If the caller is not the cardholder, you will need to speak to the cardholder to confirm permission to proceed.
   - If you are unable to get authorization from the cardholder, do NOT continue. NO exceptions. Make sure to leave a note in Trail if this occurs.
5. Once confirmed, go to Trail > Replenishment Window > Place Order tab and complete the following:
   - Enter the MDN.
   - Select the desired PIN type from the Product Inventory section. Use the drop-down list to select quantity if purchasing more than one.





6. Under Checkout section, enter the required information for:
   - **Billing Address:** This must be the billing address for the credit card being used. Make sure to repeat back to the customer to confirm.
   - **Shipping Address:** Leave this section blank.
   - **Shipping Method:** Not applicable to PIN orders.

   > **Note**
   > It will display the "Standard $0.01" however the customer will not be charged.

   - **Email:** You are required to ask the customer if they would like the order confirmation emailed before processing.
     - If the customer wants the receipt emailed, enter an email address. Otherwise, leave blank.
     - If the customer does not want the receipt emailed, then offer to send via SMS or provide verbally.
   - **Credit Card Information**:
     - Credit Card Type: VISA, MasterCard , AMEX and Discover
     - CC#: 16-digit card number
     - Expiration: MM/YYYY format
     - CSC: 3-digit Customer Security Code. Also known as CVN or CCID. Must be repeated to confirm before processing.
7. Select the green arrow.
8. A pop-up window will appear with the sub-total, applicable tax, and order total.
9. Make sure to provide and confirm the order details with the customer then select OK.

Payment successful

1. You will then see another window will appear below the Checkout section and the "Payment Status" field will display ACCEPTED.
2. You will also see other fields:
   - **Order ID:** displays the Order Number.

   > **Note**
   > The Order Number will also appear in the "Phone History" tab (accepted or rejected).

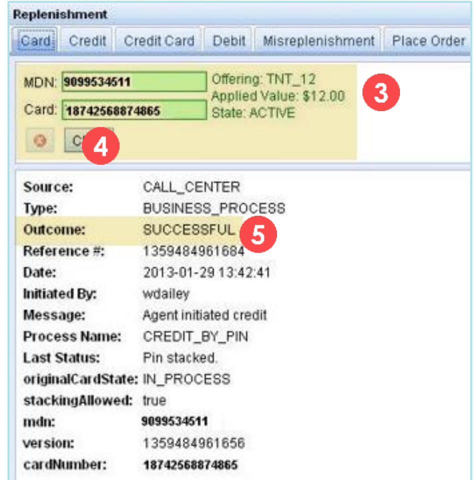
   - **Reason Code**
   - **PIN type and number:** The PIN number will display as a link. Select on the link to be redirected to the Replenishment Window > Card tab or go there directly.

3 Now you will need to apply the PIN. In the Card tab you should see the MDN and PIN number from the CC order.

- The MDN field will be blank for orders with multiple PINS. You will need to manually enter the MDNs that each PIN should be applied to. Make sure to press the Clear button after applying each PIN.

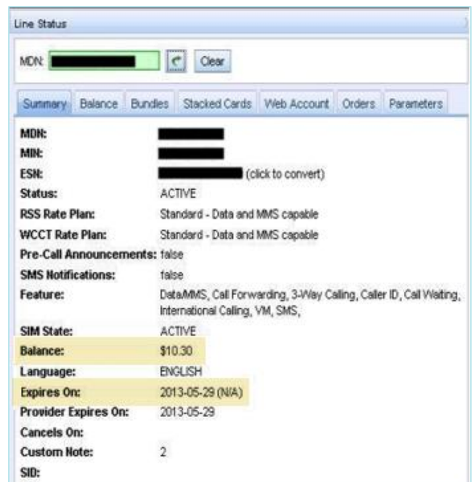
4 Select the green arrow to apply the PIN.

5 You should then see "SUCCESSFUL" next to the "Outcome" field in the results window.



6 Next, go to the Line Status window and refresh.

- **If the PIN type is an Airtime PIN**
  - Verify the new cash balance
  - Provide customer with the new balance and expiration date
- **If the PIN type is a Bundled Plan**
  - Verify that the PIN generated a new month of service, making sure the bundles appears correctly and provide the new Plan End Date.
  - If the new plan Stacked then provide the new Plan End Date.

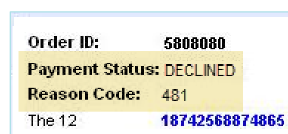


Note

The customer can use the Stacked PIN for an Early Replenishment if desired.

Decline Reason Code (481)

If you encounter decline reason code 481, you can re-try with a different credit card. Make sure to inform the customer of possible held funds and confirm the order details before attempting again.



If you receive the same error on your second attempt, proceed as follows:

- For Airtime purchases, inform the customer of possible held funds (again) then advise to go to their nearest Authorized Dealer to make the purchase.
- For handset(s) purchases, transfer the call to Loss Prevention. Please refer to the Transfer Guidelines in Agent Support for the latest extension.

Document the account accordingly.

Payment Rejected

If the payment was rejected, advise the customer to contact their financial institution. If this is a recurring issue, transfer the call to Miami for assistance. Please refer to the Transfer Guidelines in Agent Support.

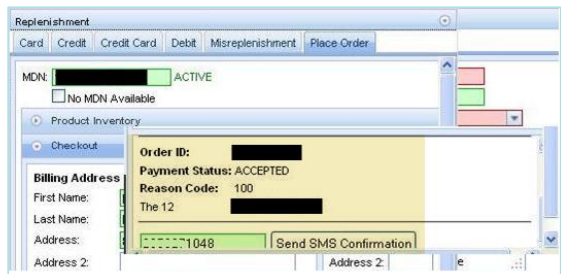
Remember:

- There MUST be a major change in the credit card information to justify a 2nd attempt.
- The customer MUST be informed that they may see a Pending Authorization Hold for both payment attempts.
- ONLY two attempts can be made to process a credit card order.

Order Confirmation Notification Options

As previously discussed, customer can receive the order confirmation by the methods listed below. Customers have the option to choose one or all three methods.

- **Email:** Can send from the Place Order tab.



> **Note**
> The order confirmation cannot be sent after the order was processed.

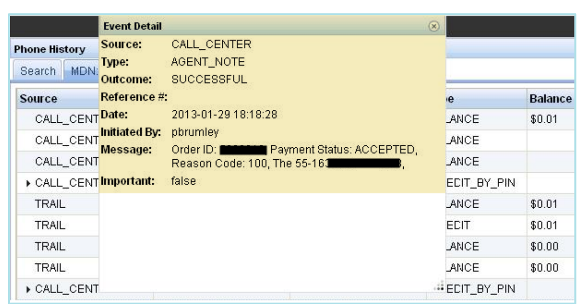
- **Verbally:** Provide the order confirmation once the payment was processed successfully.
- **SMS Message:** This button will be available at the bottom after the payment was processed.
  - If selected, the MDN from the credit card order should auto-populate in the SMS field.

> **Note**
> If PINS were purchased for multiple PIN, verify with the customer which MDN the customer wishes to use. The SMS can only be sent to a Page Plus number.

  - You will then see a confirmation message appear. The order number and amount charged will be included in the SMS.

Phone History tab

As mentioned, a note will be added automatically to the MDN that was used in the credit card order transaction.



Credit Card things to Remember:

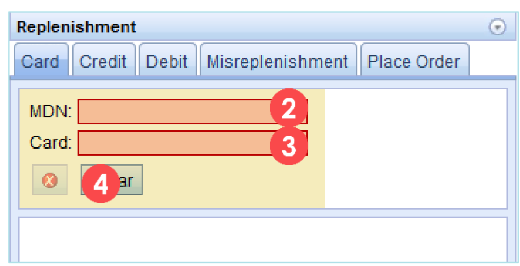
- Trail now has 4 Credit Card types.
- American Express credit card has a CSC of 4 digits.
- We do NOT accept Dealer's credit cards for payments.
- All MDNs and their Plans must be properly verified before processing a credit card payment.
- Do NOT document any credit card information on paper, or in any tools.
- No international orders – the billing address must be within the United States.
- All customers are charged a Sales/Order Tax and Fees.
- Customer can purchase only one PIN per phone per day. Exceptions are made if purchasing:
  - A Monthly Plan PIN and a dollar value Airtime/Minute PIN for the same MDN.
  - Two dollar value Airtime/Minute PINs in order to reach a specific dollar amount to start or renew a Monthly Plan from the cash balance.
- PIN cards may be purchased for multiple MDNs in a single credit card order.
- A caller can place an order for any Page Plus phone number i.e. he/she does not need to be owner of the MDN as long as it does not change a Monthly Bundled Plan.
- If the caller is not the owner, you do NOT have to verify the SPC code.
- Do NOT provide any account details in this case.

PIN Card Already Purchased

If the customer already purchased a PIN Card or PIN number, you simply need to apply the PIN via the Replenishment window Trail.

To do so, follow the steps below.

1. Verify the account using the Line Status window in Trail.
2. Now go to the Replenishment window > Card tab.
3. Enter the MDN and PIN number.
4. Select the green arrow.



ESN Change Process

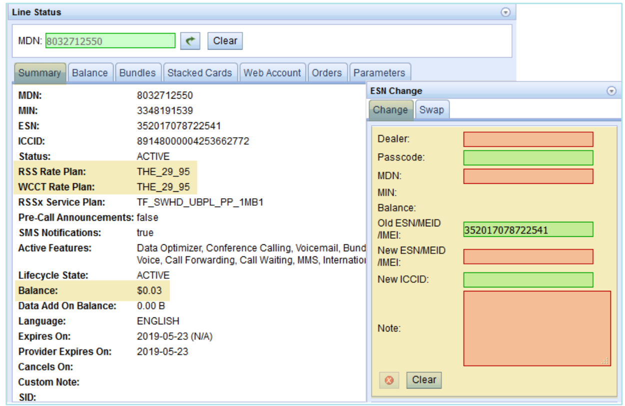
In this section we will review how to process an ESN Change and/or Swap.

An ESN change is when a customer wishes to use a different device with their current Page Plus number.

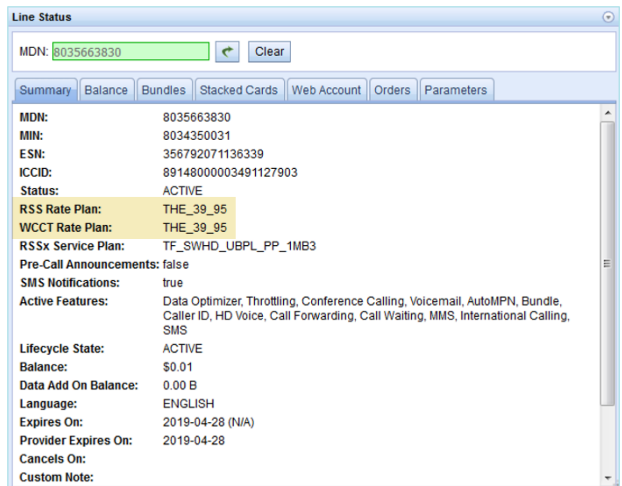
Keep in Mind:

- An ESN Change replaces the phone on an account with an inactive handset, one that is not currently assigned to a Page Plus MDN.
- When completing an ESN change, the current ESN/device is referred to "old" ESN. The "new" ESN is the unassigned ESN that the customer wants to use.
- If the "new" ESN already has a Page Plus MDN assigned to it we process an "ESN Swap".
- They cannot use the "old" or "new" ESN to call and make the change. If so, ask for an alternate number then call back the customer. This applies to Dealers calls as well.

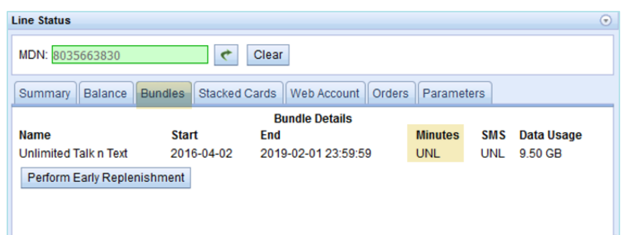
ESN Change requirements:



- The Customer or Dealer must know the "old" ESN or an alternate security verification option for the "old" ESN.
- If they do NOT know the ESN the Customer must provide one of the following; Initial Activation Month/Year, Most recent Replenishment Date, or Last Replenishment purchase total.
- The account must be Active and have sufficient minimum balance or bundle to make a one minute phone call.



- If on the Standard Plan, the account must show a $0.04 – 0.10 balance.
- If within a current Monthly Bundled Plan the account must show at least 1 minute in the Voice Minutes bucket, or have sufficient extra cash balance.
- Otherwise, a PIN/Card must be added to the account before processing the ESN Change.
- An ESN Change can be completed on any plan. It will not affect the balance, dates, dollar balance, or Stacked PINs.



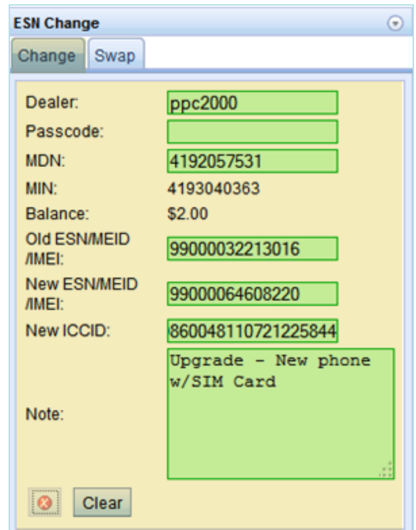
- Any dollar balance and/or Monthly Plan will stay with the MDN. It is not associated to the ESN.
- The "new" ESN will need to be re-programmed to work with the new MDN assigned.

For Lost/Stolen Phones:

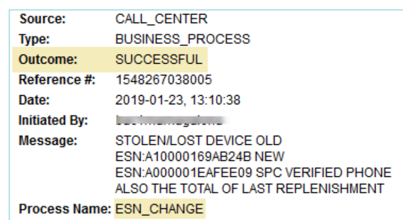
- For ESN Changes or Swaps (discussed later) from a Lost/Stolen phone, the customer must provide the MDN AND Security Pass Code in order to process the change. They do not have to provide the ESN.
- If the customer is unable to provide the Security Pass Code, ask for one of the following; Initial Activation Month/Year, Most recent Replenishment Date, or Last Replenishment purchase total.
- If a Dealer calls, advise them to we will need to speak to the customer in order to obtain the Security Pass Code.

To process an ESN Change, follow the steps below.

1. Access the account in Trail > Line Status window then verify that the account Active and has sufficient balance to complete the one-minute call.
2. Verify that the customer is not calling from either the “old” or “new” ESN. If so, ask for an alternate number then call back the customer.
3. Go to Trail > ESN Change window > Change tab and enter the following information:
   - **Dealer:** Enter the Dealer code otherwise enter “PPC2000” if the caller is a customer.
   - **Passcode:** Enter the Dealer’s passcode (when applicable)
   - **MDN:** Copy/paste the MDN from the Line Status window.
   - **OLD ESN/MEID/IMEI:** Copy/paste the current ESN from the Line Status window.
   - **New ESN/MEID/IMEI:** Ask the customer for the “new” ESN and enter accordingly.
   - **New ICCID:** Enter the SIM number (4G devices).
   - **Note:** Add the appropriate notes, as necessary. This would include documenting that the customer requested for an ESN change.



4. Select the green arrow.
5. You will then see “PENDING” displayed in the results window. It should change to “SUCCESSFUL” when completed.



6. Now refresh the Line Status window to confirm the changes.
7. Once completed successfully:
   - **For customers:** proceed to program the new phone as you would for new activations. Make sure the customer is able to place an outgoing test call.
   - **For Dealers:** Advise the dealer the change was completed successful and that the phone needs to be programmed.

Failed ESN Changes

If you see "FAILED" in the "Outcome" field instead, this means the ESN Change did not complete properly. There may be various reasons why the ESN Change failed, below are the three most common reasons you will encounter.

1. **Activation Denied - Device identified as stolen, non-pay or fraudulent' or 'FRAUD_FROZEN_LIST.**
   - This means the "new" ESN has been blocked by Verizon for activation/usage with Page Plus due to one of these negative issues.
   - We will not be able to assign that ESN to a Page Plus account, and the caller should be advised that the "new" phone is on the "Negative List".

2. **This device may only be activated on a Verizon Wireless prepaid plan.**
   - This failed message means the "new" phone has been blocked by Verizon for activation/usage with Page Plus as it is designed and intended to only be used on a Verizon Wireless prepaid plan.
   - We will not be able to assign that ESN to a Page Plus account, and the caller should be advised as to the reason as listed above.

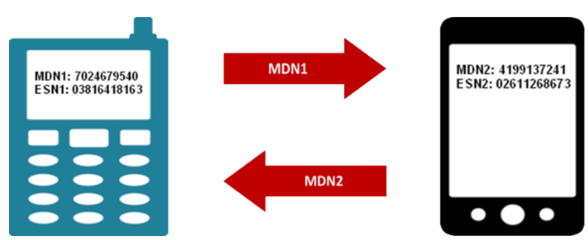
3. **ESN/MEID or Device is active on another line.**
   - This failed message usually means that the "new" ESN already has a Page Plus MDN assigned to it. An ESN Swap will need to be done.

> **Note**
> Occasionally the phone will show as "ACTIVE_WITH_OTHER" when searched in the Get Device Details tool.

- We will not be able to assign a Page Plus MDN to the ESN while it is "Active with Other".

ESN Swap Process

An ESN Swap is similar to an ESN Change in that the customer wishes to use a different phone with their Page Plus number, however the "new" ESN in this case already has a Page Plus MDN assigned to it. As such, the MDNs are switched between the two phones.



Note

- When completing an ESN Swap, the customer's current phone number is referred to as "MDN1" and the ESN associated with it is referred to "ESN1" which is the ESN that they do NOT want to use, aka the "old" ESN.
- The "new" ESN is referred to as "ESN2" and the phone number assigned to it is referred to as "MDN2" which is the number the customer does NOT want to use.
- An ESN Swap is completed if an ESN Change failed because the "new" ESN had a number already assigned.
- They cannot use the "old" or "new" ESN to call and make the change. If so, ask for an alternate number then call back the customer. This applies to Dealers calling as well.
- If the customer wishes to use the two phones swapped then both phones will need to be programmed.
- An ESN Swap cannot be completed between a 3G device and a 4G device.

ESN Swap Requirements:

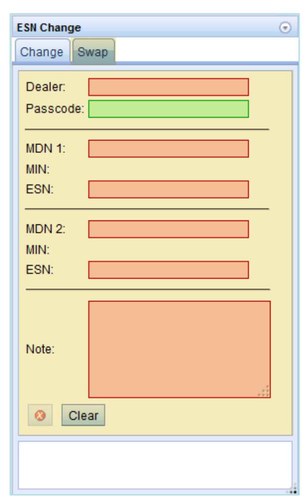
Similar to an ESN Change:

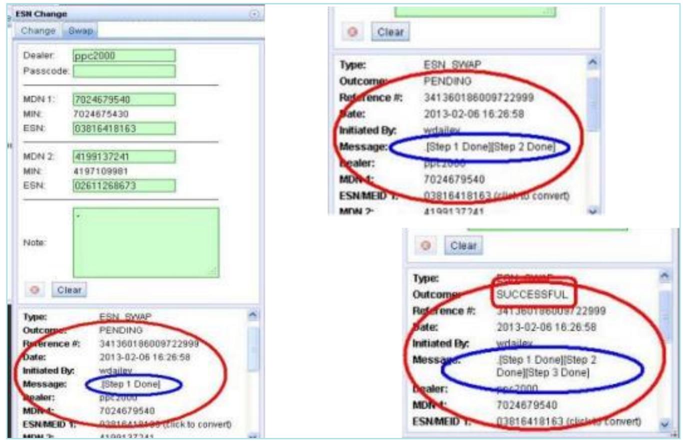
- The Customer or Dealer must know the "old" ESN or an alternate security verification option for the "old" ESN.
- If they do NOT know the ESN the Customer must provide one of the following; Initial Activation Month/Year, Most recent Replenishment Date, or Last Replenishment purchase total.
- The account must be Active and have sufficient minimum balance or bundle to make a one minute phone call.

For Lost/Stolen Phones: Follow the guidelines mentioned in the ESN Change Process section above.

To process an ESN Change, follow the steps below.

1. Access the account in Trail > Line Status window then verify that the account Active and has sufficient balance to complete the one-minute call.
2. Verify that the customer is not calling from either the "old" or "new" ESN. If so, ask for an alternate number then call back the customer. Otherwise, continue.
3. Go to Trail > ESN Change window > Swap tab then enter the appropriate information in the fields below.
   - Dealer
   - Passcode
   - MDN1
   - ESN
   - MDN2
   - ESN
   - Note – Add the appropriate notes, as necessary.
4. Select the green arrow.

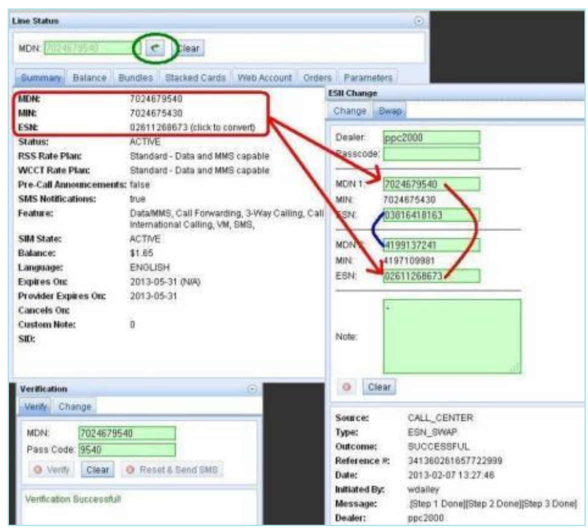




5. You will then see the progress as the system is processing. The message field will display "[Step 1 Done]", then "[Step 2 Done]", and finally "[Step 3 Done]" and the Outcome field will display **"SUCCESSFUL".** The "PENDING" displayed in the results window. It should change to "SUCCESSFUL" when completed.
6. Now refresh the Line Status window to confirm the changes.
7. Once completed successfully:
   - **For customers:** proceed to program the new phone as you would for new activations. Make sure the customer is able to place an outgoing test call.
   - **For Dealers:** Advise the dealer the change was completed successful and that the phone needs to be programmed.

ESN Swap completed successfully.

Line Status window displays the MDN assigned to the correct ESN.



4G Device/SIM Swap

If the customer wishes to swap devices and/or SIMs, they simply need to remove the SIM card from the first device and insert into the second device. Then take the SIM card from the second device and place into the first device. The MDN/Account information is stored on the SIM card.

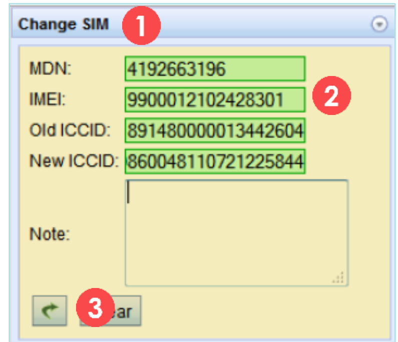
Once switched advice the customer power cycle the phones, OTA programming should be begin shortly. When completed successfully, the changes will appear in RSSX and Trail accordingly.

Note

Swaps cannot be completed between 3G and 4G phones.

4G Change SIM

If the customer wishes to assign a new SIM card to their MDN, you will use the SIM Change window to process that request. To do so, follow the steps below.



1. Once the account is verified, go to the SIM Change window.
2. Enter the following information:
   - MDN
   - IMEI (ESN)
   - OLD ICCID (SIM)
   - New ICCID (SIM)
   - Add Notes if needed
3. Select the green arrow.
4. Once completed successfully, advise the customer to insert the new SIM card into the phone and power cycle the phone then wait a few minutes, OTA programming should be begin.

Upgrade (ESN Change from 3G to 4G Device)

An account must be on a valid Monthly Bundled Plan (Talk n Text 1200 or higher) to upgrade to a 4G device. Otherwise, an error message will display.

Error Message: "The provided plan does not support that mode. ratePlan=PGPLSP79000=_4G"

MDN Change

This section will walk through the MDN Change process.

An MDN Change is when the customer wishes to replace their current Page Plus number with a new Page Plus number.

Note

- Completing an MDN change is permanent and will terminate the current MDN which cannot be retrieved even if the phone programming did not work.
- Once the new MDN is assigned, the phone will need to be re-programmed (OTA).
- The customer must call from an alternate phone line. This applies to Dealers calling as well.
- All Monthly Plan bundles/buckets, cash balances including Standard cash balances, stacked PINs, account features will carry over to the MDN.

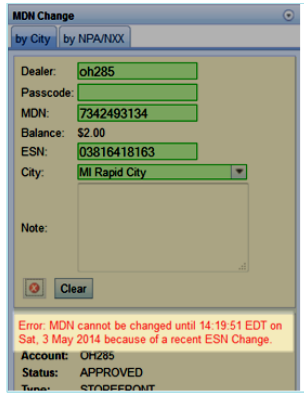
MDN Requirements:

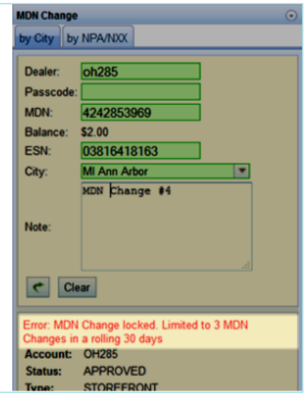
- ✓ The caller (Customer or Dealer) must be able to provide the ESN for account verification.
- ✓ If the caller does not know the ESN, we will not be able to complete an MDN change. There are no alternate verification options for MDN Changes.
- ✓ The account must be Active and have sufficient minimum balance or bundle to make a one minute phone call.

System Limitations:

The system (Trail) will not allow MDN Changes for the reasons listed below. An error message will appear in these cases.

- An MDN change cannot be completed if an ESN Change was completed within last 72hrs. Once the 72hr period is over, an MDN Change can be completed.
- There is a limit of three (3) MDN Changes within a rolling 30-day period.

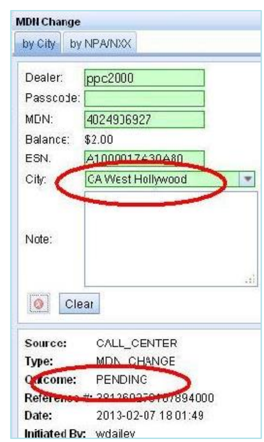




To process an MDN Change, follow the steps below.

1. Access the account in Trail > Line Status window then verify that the account Active and has sufficient balance to complete the one-minute call.
2. Verify that the customer is not calling from the phone that they wish to change the number. If so, ask for an alternate number then call back the customer. Otherwise, continue.
3. Ask for the ESN and make sure it matches what's displayed in Trail or RSSX.
4. Go to Trail > MDN Change window then enter the appropriate information in the fields below.
   - **Dealer:** Enter the Dealer code otherwise enter "PPC2000" if the caller is a customer.
   - **Passcode:** Enter the Dealer's passcode (when applicable)
   - **MDN:** Copy/paste the MDN from the Line Status window.
   - **ESN:** Copy/paste the ESN from the Line Status window.
   - If using "by City" tab, enter the State and City from the drop-down list. Or "by NPA/NXX" if on that tab.
   - **Note:** Add the appropriate notes, as necessary.
5. Select the green arrow.

6. You will then see "PENDING" in the "Outcome" field. The MDN completed when "SUCCESSFUL" is displayed and the new "MDN".
7. Once completed successfully:
   - For customers: proceed to program the new phone as you would for new activations. Make sure the customer is able to place an outgoing test call.
   - For Dealers: Advise the dealer the change was completed successful and that the phone needs to be programmed.



Failed MDN Changes

If you see "FAILED" in the "Outcome" field instead, this means the MDN Change did not complete properly. The error message will provide the reason why it failed. Typically, this would be as a result of the system restrictions; an ESN Change within 72hrs or 3 MDN Changes within the last 30 days.

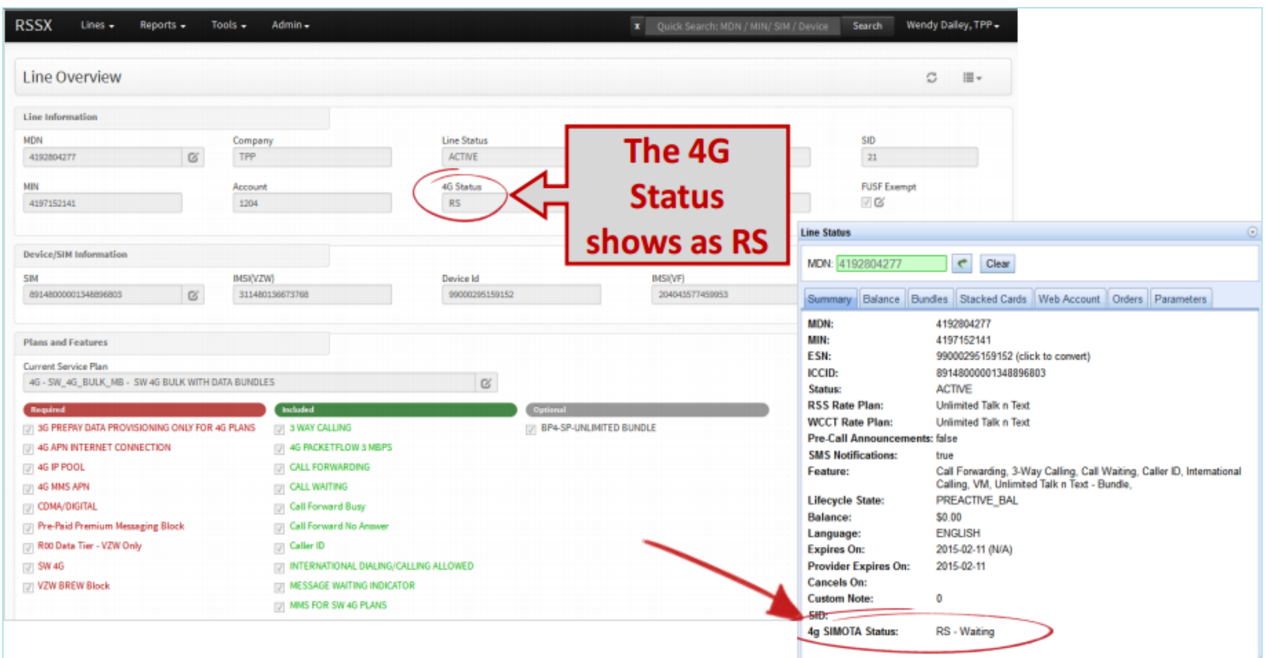
Note

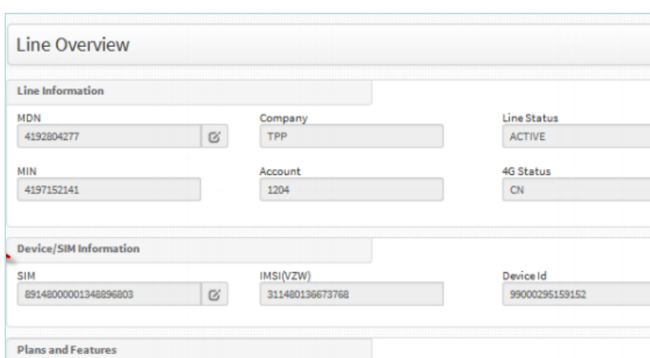
It is also possible that the phone is now in the "Negative" list. If so, we will not be able to process an MDN Change.

When an MDN Change is completed, the Security Pass Code (SPC) does NOT automatically change to the default SPC of the new MDN (last 4-digits). If the SPC is something other than the default, no action is necessary. If the SPC was the default passcode then proceed to change the code to a new one using the Verification window in Trail.

4G to 2G Downgrade

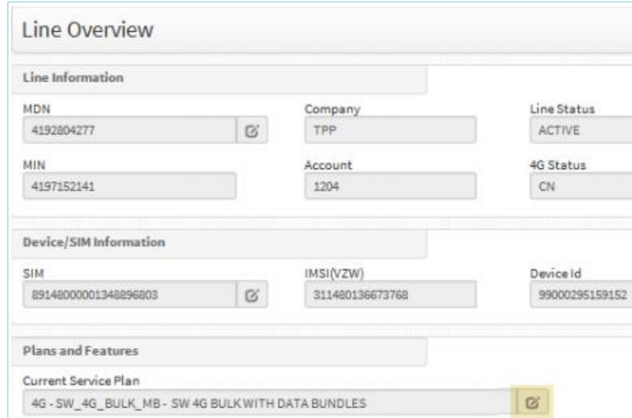
You cannot do an ESN Change to "downgrade" a line in Trail unless the 4G Status shows as "CN". If the MDN is Active or the 4G status is RS or RF, then the downgrade to a 3G phone can only be completed in RSSX.





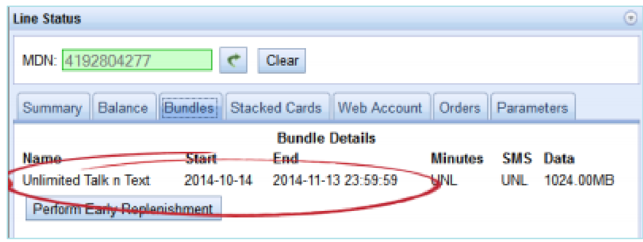
To process:

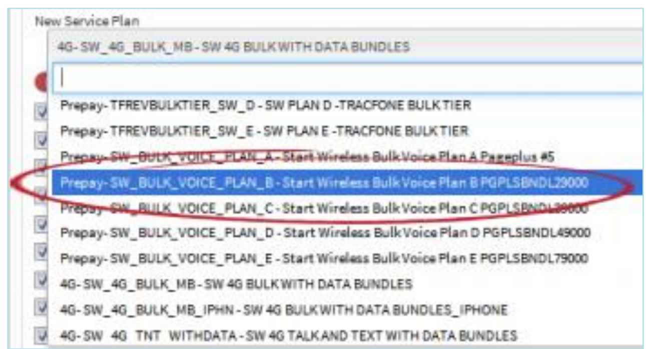
1. In RSSX, access the desired line then select the “Edit Plan”.



2. Select the customer’s current plan from the 3G Plan options.

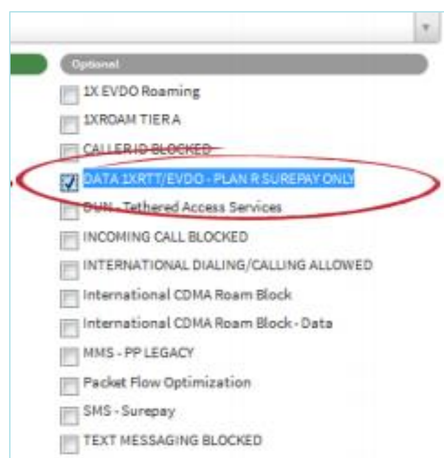
Current Plan in Trail





RSSX selection:

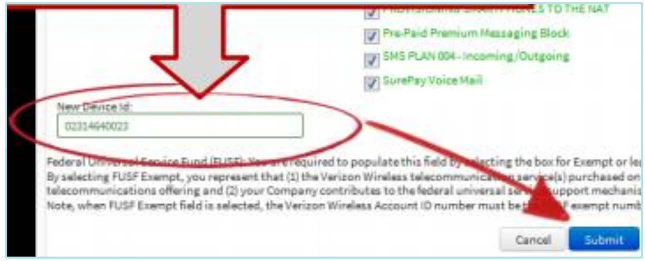
1. Check the box next to “DATA 1XRTT/EVDO – PLAN R SUREPAY ONLY”.



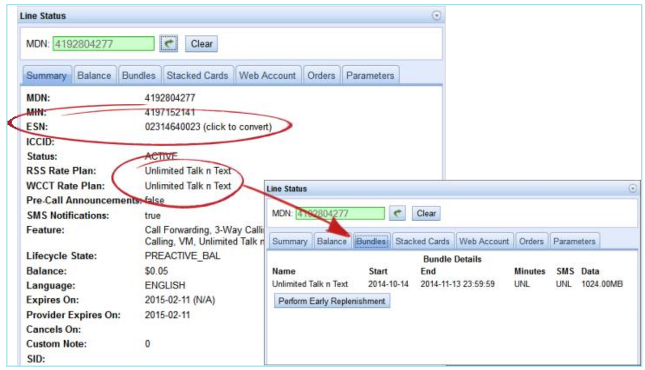
Note

You will receive an error message if “DATA 1XRTT/EVDO – PLAN R SUREPAY ONLY” is not checked.

2 Enter the ESN/MEID of the 3G device that the customer wants to use then select "Submit". You should see confirmation that the transaction was submitted.



3 Verify in Trail that the 3G device now shows in Line Status and that the Plan and its bundles carried over properly.



RSSX Upgrade/Downgrade Error

If error message "Not eligible for Reseller Change Rate Plan request" is received, proceed with the following:

- SUSPEND the line in RSSX
- RESTORE the line
- Attempt the Downgrade again

Verizon Activation – Unable/Unable MIN Issue

For Unable/Unable: If a call is received where the customer is stating they are unable to make and receive calls, before proceeding to the Unable/Unable flow, you should check the MIN displaying in the device. If the customer's device shows all **0's, 1's, incorrect MIN, or no MIN at all;** follow the below steps.

For Activation, Upgrades, and Ports: If the customer's device shows all **0's, 1's, incorrect MIN, or no MIN at all** after receiving a successful message, follow the steps below.

- Make sure the customer has signal strength (at least 2-3 bars).
- Verify that the SIM is inserted correctly.
- Verify if the correct APN is selected (listed under mobile network).
- Reset Network settings.

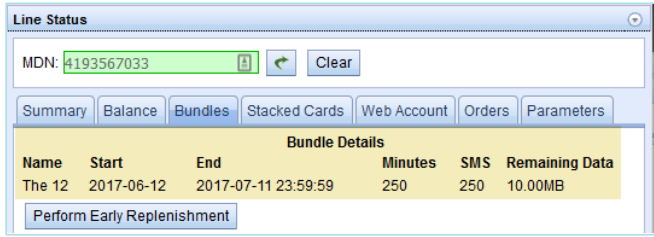
After following the above steps, have the customer reboot and attempt to make a call.

- If successful: Create an interaction and close the call.
- If unsuccessful: Have the customer wait 2 to 4 hours for programming to take effect, and schedule a call back in 2 hours to CBT group.

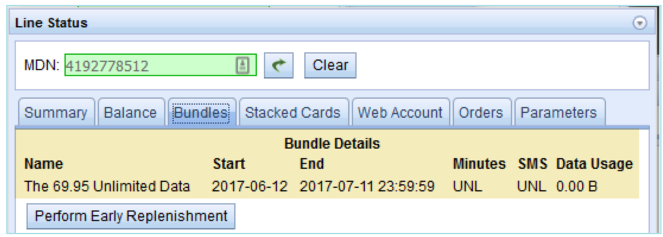
Data Usage Inquiry in Trail

You will now be able to view customers Data Usage under the Bundles tab in the Line Status Window as shown below.

- ✓ For PayGo plans, the balance displayed will be the remaining amount of data.



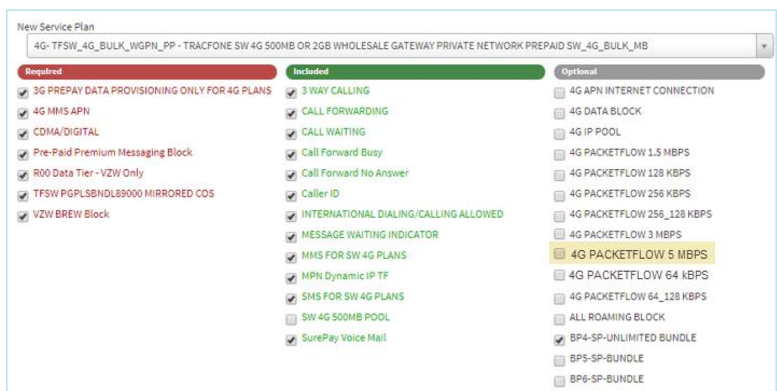
- ✓ For the Unlimited Plans, the balance displayed will be the amount of data used.



Please make sure to remind customers that they can now check their account balance, including data usage by texting **"BAL"** to **7243**. Please do so before ending the call.

4G Packetflow Feature in RSSX

When changing plans/features for Page Plus subscribers, the **4G PACKETFLOW 5 MBPS** feature should no longer be selected. Please make sure to ONLY add those features included in the customers plan.



Troubleshooting

This section will cover common troubleshooting issues relating to PINs/Plans such as; Failed Renewals, Missing Bundles, Early Replenishment, Misreplenishments and Data Issues.

Some troubleshooting steps or system/agent errors may cause the customer's Monthly Plan to restart, causing the due date to change. Examples of processes that may change the Monthly Plan due date includes:

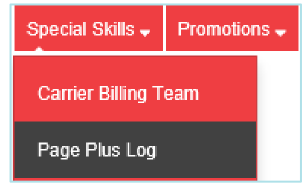
- Manual plan or bundle changes in RSSX
- Plan change errors in Trail
- Plan rebuilding

After completing any type of plan troubleshooting or major change in RSSX, check the customer's expiration date in the Line History > Bundle tab in Trail. Compare the due date with the last redemption date found in the Phone History window. If the due date is incorrect, enter that account information in the **Page Plus Log**, located in Agent Support.

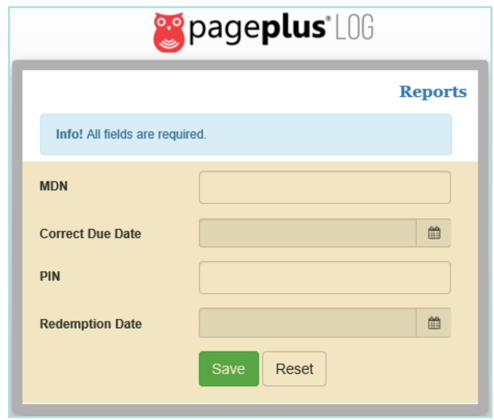
The Page Plus Log is used to keep track of MDNs with the incorrect Monthly Plan due date.

Follow the steps below to update the log, when applicable.

1. Go to Agent Support > Page Plus Agent Support.
2. From the tool bar select Special Skills > Page Plus Log.



3. Enter the required information:
    - **MDN**
    - **Correct Due Date:** This is based on the last redemption date. For example, if the last redemption date was 12/29/14, then the correct due date is one month from that date i.e. 1/29/15.
    - **PIN:** The PIN number of the last redemption
    - **Redemption Date:** The date the PIN was added
4. Select Save.



Failed Renewals

Failed renewals usually occur between 12AM – 3AM due to a batch delay. As a result, the customer's plan did not renew properly. You will be able to identify this issue by the expiration date displayed in the Line Status > Bundles tab. If the expiration date displays the previous day, follow the steps below.

Note

"If you receive an error while trying to deduct the balance, have the customer place the phone in "Air Plane Mode"

Scenario 1: The renewal failed, but the cash balance was unused and there is no usage during the 12AM – 3AM timeframe.

Solution:

1. In the "Plan Change" window, select "Standard Plan" once in order to trigger the renewal. DO NOT press the "Submit" button more than once.
2. Refresh the Line Status > Bundles tab to confirm if the plan renewed correctly.

Note
If an error message “Error 35 Insufficient Funds” appears after using the “Plan Change” window, refresh Line Status to verify if the plan bundled, or if the cash balance is being used.

Scenario 2: The renewal failed, and the cash balance was used during the 12AM-3AM timeframe.

Solution:
1. Use the “Phone History” window to verify the usage during 12AM -3AM.
2. Go to RSSX to verify the original balance they had at midnight (12AM). To verify the original balance in RSSX, transfer the call to PP Escalations (ENT ERD). They have access to the Call /Data Detail in RSSX.
3. Credit the depleted balance at the $.10 rate.
4. Refresh the Line Status window to verify if it automatically bundled. If not, continue with the below:
   - Select “Standard Plan” in the Plan change window to trigger the system to renew. DO NOT press it more than once.
   - Refresh the Line Status > Bundles tab to confirm that the plan is correct and bundled.
5. If all the steps in step 5 fail, manually change the rate in RSSX to “Standard” (79000).
   - Use the “Plan Change” window in Trail and change the account to the correct plan.
   - Refresh the “Line Status” window and check the “Bundles” tab to confirm that the plan is correct and bundled properly.

Scenario 3: The customer’s account did not renew from his stacked PINs. The PIN added as cash instead, and there are more PINs stacked on the account.

Solution:
1. Use RSSX to change the plan to Standard (79000)
2. Change the plan back to the correct one using the “Plan Change” window in Trail.
3. Refresh the Line Status window to verify if it automatically bundled.

Scenario 4: The customer had multiple PINs stacked but didn’t renew as expected.

Note
The PINS must be for the same Plan in order to use the process below.

Since the customer has additional PINs stacked, you will not be able to initially use the “Plan Change” window. Additionally, you should not use the “Unstack and Apply” option since it will continue to add to the cash balance instead of bundling.

Solution:
1. Using Line Status, access the account.
2. Go to RSSX, access the account then change the plan to Standard.
3. Go back to Trail > Change Plan window then change the plan back to the current plan. The PIN should then apply automatically and renew the account.

If the handset continues to deplete the cash while attempting to bundle: You need to be on the line with the customer for this scenario.

Ensure the customer is in Airplane Mode or powered off. If the handset is still depleting the balance, proceed with the steps below.

1. Validate the device in RSSX and confirm what the balance was before the incorrect renewal. To verify the original balance in RSSX, transfer the call to PP Escalations (ENT ERD). They have access to the Call /Data Detail in RSSX. Remember, do not proceed if the MEID is a flashed 4G device, Lost/Stolen, or prepaid VZW.
2. Remove the bundle then deactivate the line in RSSX. Advise the customer that the voicemail info will be erased.
3. Restore the line and the bundle.
4. Continue with the previous steps for failed renewals.
5. Reprogram the handset and have the customer place a call.

Note

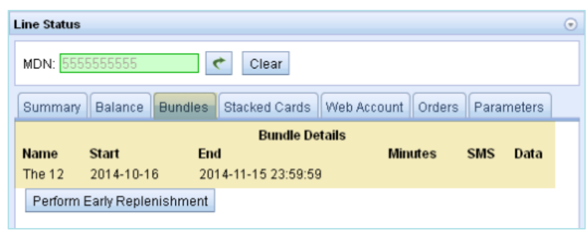
If it’s an $80 plan, verify that the expiration date is correct.

Why place phone in Airplane Mode?

When attempting to debit the cash balance or change the plan, the transaction may fail if the customer has a data session open. Any open session will continue to use the cash balance when trying to credit/debit the account. To prevent this, the customer’s phone MUST be in “Airplane Mode”.

Bundles Missing in the Bundles Tab

There may be instances in which the plan was renewed but the bundle is empty. If so, follow the steps below.



Trail Bundle Reset Process:

1. For 3G accounts: Use the Plan Change window and move the plan to Standard, credit the amount needed to change the plan back to the original plan, then use the Plan Change window to move the MDN back to the right Plan. Refresh the Line Status window to confirm.
2. For 4G Accounts
   - Credit the specific amount in order to process a temporary Plan Change (example: If the customer is currently on the 55 Plan, you can credit 29.95 in order to temporarily change it to the 29.95 plan).
   - Using the Plan Change window, choose the temporary Monthly plan that matches the credit you just added to change the MDN to that plan.
   - Using the Credit Tab, credit the amount needed to change the MDN back to the original plan.
   - Use the Plan Change window to move the MDN back to the right Plan.
   - Refresh the Line Status window to confirm the bundles are correct.

If the Trail process fails, use RSSX process below as your last option.

RSSX Bundle Reset Process

Go to RSSX and under the Plan Features section make sure the bundle is checked.

- ✓ If it is not checked, select the correct bundle and submit the order.
- ✓ If it is checked, remove the bundle and submit the order. Add the bundle back and submit your changes.

Unlimited Data Plans for 4G

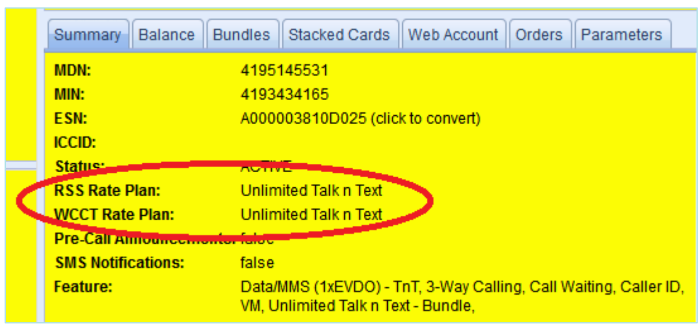
To update the bundles in RSSX for the new 55 Unlimited Data Plans, follow the rate plan chart. This process is only for MDNs that display the old bundles (BP5-SP-BUNDLE or BPQ_SP-UNLIMITED BUNDLE) in RSSX.

Note

- BP6 and BPQ SP are no longer used.
- You must check the Monthly Plan Expiration date in Trail after processing any bundle troubleshooting. If the Expiration date is incorrect, please follow the Page Plus Log process.

WCCT Displays Incorrect Information

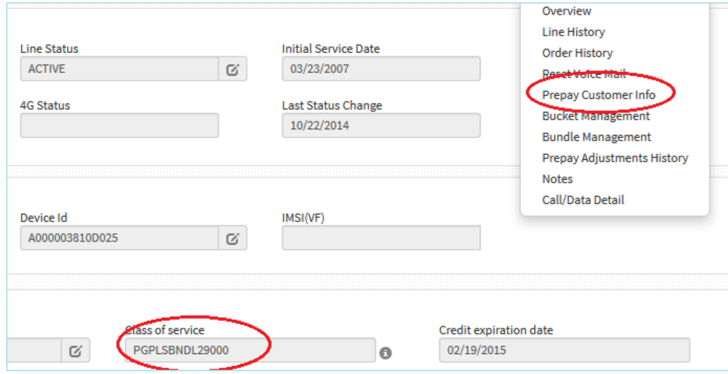
Sometimes the WCCT information will display as Standard, but the MDN should be on a plan. This usually occurs when data is in session and it starts to use the balance instead of renewing.



Solution:

1. Instruct the customer to place the phone in Airplane mode.
2. Access the account using Line Status window and make sure the balance is empty.
3. Confirm the WCCT plan is correct in RSSX>"Prepay Customer Info".
4. Add the difference using the Replenishment > Credit in order to bundle.

Additional Solution:
Use the Plan Change window and change the Plan to a different one, then back to the correct plan.



Confiscated Credit
All calls related to confiscated credit should be transferred for further handling. Please refer to the Transfer Guidelines in Agent Support for the appropriate extension.

Incorrect Bucket Values

A monthly plan bucket may not update correctly after a renewal, causing the bucket to still contain the previous months balance or a 0 balance. This issue should NOT be confused with failed renewals/empty bundles.

To Resolve: Refer to the Transfer Guidelines in Agent Support.

Customer Requests to Change Plans

If a customer is currently on a bundled plan, and wants to be on the Standard Plan, they will need to contact customer service before adding a PIN. Since the customer is on a bundled plan, any current balance or added PIN will be used to renew the bundled plan.

Solution:

1. Inform the customer that the current bundle plan will be forfeited, and access the MDN using the "Line Status" window.
2. Go to "Plan Change" window and select the Standard Plan.
3. Add the new PIN to the account using the Replenishment window and document the account with the account changes.

Remember:

- You cannot add money back to the account without first debiting because it will deduct the wrong rate. It must be swept then added.
- If the bundle plan renewed using the PIN/cash balance, you are allowed to credit that amount back while processing the plan change as long as the customer called in before the new plan was used.
- If a customer is on a bundled plan, any PINs added during the plan will be added as cash at the current rate regardless of the PIN value.

Trainer Activities

<u>Example #1:</u> The customer is on the Unlimited Plan, added a $50 PIN expecting the plan to change to Standard automatically, but the Unlimited Plan renewed from the $50 balance.

What should you do? How could this issue be prevented?

<u>Example #2:</u> The customer is on the Unlimited Plan, added a $25 PIN ($.06 rate), and had a $28 ($.10 rate) cash balance. With one day remaining on the Unlimited Plan, the customer calls in to be on the Standard Plan. The customer is billed at the $0.10 rate because the cash was combined.

What should you do?

Incorrect Rate Charges

- Using Phone History, verify the plan purchased by the customer and the correct rate to be charged
- Use RSSX>Call Detail to pinpoint the time frame when the rate was changed incorrectly
- Debit the remaining amount added at the incorrect rate (if necessary)
- Use the credit tab to credit back the amount along with the difference of the incorrectly used balance. Be sure to choose the correct rate.

Note

For Standard Plan Only: If a customer has an existing balance and adds a PIN that has a different rate, they will not get charged the new rate until the old balance is depleted.

Trainer Activity

The customer added the $25 PIN ($.06 rate), but the system was charging at the ($.10 rate). After reviewing the RSSX call records, you noticed the customer used 15 minutes at the incorrect rate.

What should you do?

Pre-Call Announcements

All customers with a low cash balance (ex. $0.1) will hear the pre-call announcement. This feature can be removed or added per customer request.

Customers that are not on a monthly bundles plan will hear a “Low Balance Whisper” once their balance reached $2.00 or below.

Post-Call Announcements are provided to customers at the end of each call. This feature CANNOT be removed.

Removing Pre-Call Announcements

1. Access the account in Trail and use the Line Status> Parameters tab turn off the Pre-Call Announcement.

2. In the Replenishment window, use the Debit tab to remove the current balance and select "Balance Reset" from the Reason drop down.
3. Re-apply the balance using the "Credit" tab

Resetting Pre-Call Announcements
Scenario: Pre-Call Announcement is providing the wrong information.

Solution:

1. Go to Line Status > Parameters tab and turn the Pre-Call Announcement off.
2. Go to RSSX and in the Call Detail Records (CDR), verify the usage from the renewal date and the correct balance used.
3. In the Replenishment window, use the Debit tab to remove the current balance and select "Balance Reset" from the Reason drop down.
4. Re-Apply the correct balance using the "Credit" tab
5. Go to Line Status > Parameters tab and turn the Pre-Call Announcement back on.

Scenario: Customers hearing the pre-call announcement with a zero balance.

Solution:

1. Access the account in Trail and use the Line Status>Parameters tab to turn the Pre-Call Announcement off.
2. In Replenishment window, credit one penny ($0.1).
3. Remove the penny using the Debit tab

Post Call Announcement

The Post-Call Announcement is a recorded Service Announcement message (whisper recording) that the Customer hears when their call has ended, but they've remained on the line after the other party has disconnected, while on any Plan.

This message advises them of their current account balance and other account details, but is related only to the actual "cash" balance only, not Monthly Bundled Plan details.

- Your calling party disconnected.
- Your balance is $X.XX.
- Your next payment is due before XX days.
    - This is the number of days remaining until the Expiration Date, the 120-day countdown, which began when the last PIN was added.

Note
The Post-Call Announcement cannot be removed, disabled or turned off.

Low Balance Block Voice/SMS

Voice

An inbound or outbound call cannot be completed due to the account balance or bundle not being sufficient to cover call cost. In other words, the customer does not have enough money or plan minutes to cover the charge for the call. When attempting to place an Outgoing Call the customer will hear a Low balance whisper message advising "Your balance is low, please add money now". This message can be heard while on ANY Plan.

Standard Plan: The customer must have sufficient balance to cover the cost of the voice minutes.

Any Talk n Text Plan Monthly Bundled Plan

The customer must have sufficient minutes in the Voice Minutes bundle to cover the minutes used, or if all minutes included with bundle have been used, a sufficient account balance at the Voice Minute overage rate.

SMS

An inbound or outbound SMS (Text Message) cannot be completed due to the account balance or bundle not being sufficient to cover message cost.

Usually this means that the customer does not have enough money or plan minutes to cover the charge for the SMS.

When attempting to send an Outgoing SMS the customer will receive a text notification advising "You have insufficient funds to send message". This message can be received while on ANY Plan.

Low Balance Block on Unlimited Customers

If the customer is getting a Low Balance Message on Outgoing Calls and/or is not able to receive Incoming Calls (Unlimited Customers), proceed with the below.

- Verify that the account is active on a valid Monthly Plan with bundles, or has a Cash Balance with enough money to cover the cost of a call or SMS.
- Check RSSX for Low Balance Block calls.
- After confirming the above information (including bundle balance/presence), have the customer perform a hard reset on the handset and retry the call.
  - If the Customer hears a message that states: “Please re-enter the area code and phone number and don’t press send” the device is roaming.
- If the issue still exists, call the Supervisor Line and ask them to check the bundles in RSSX.

False Low Balance Block Issue

The False Low Balance Block will happen when the account thinks there is not enough money for the call to happen. This may occur if the customer has an active data session running, and then attempts to make a call.

This can happen while sending an MMS or actually surfing the web. With Page Plus (and the Verizon network) you cannot can surf and talk at the same time. This may include phone and application updates, among other things. The data session must normally be ended before a call can take place.

If the customer is not aware of a data session in progress, have them place the phone into Airplane Mode and then return it to normal mode. This will end the active data sessions and allow them to make a call.

Low Balance Block Troubleshooting

- Verify that there is a sufficient account balance or bundle on the account.
- Verify that the call the customer is trying to make does not have additional charges that are not included with their current plan.
    - 411, Directory Assistance, Information Calls
    - Roaming Calls
    - International Calls - Direct International Dialing
- Verify that the number they are dialing is a 10-digit US / toll-free number
- Have the Customer put the phone into Airplane Mode, then return it to Normal Mode, and try to make a Test Call.
- Remove the Pre-Call Announcement in Trail >> Parameters), by turning if OFF, and have the Customer Powercycle the Device.

If the customer continues to hear the message:

- Reset the Authentication on the handset in RSSX. This will normally resolve this issue.
    - The customer's phone must be either powered off or placed into Airplane Mode before the Authentication Reset can be completed.
- Have the customer powercycle the phone, and make a test call to verify the change was successful.

Note

If the customer is calling from the handset, they will need to call back from a different device/number to have the Authentication Reset completed.

Voicemail Issues

In addition to the basic troubleshooting processes, customers' voicemail may be inaccessible because the Call Forwarding feature was activated.

Confirm if the customer accidentally activated this feature and if needed remove it by following the steps below.

To resolve:

Remove the Call Forwarding Feature using Feature Change in Trail.

Additional Solutions:

1. Instruct the customer to dial (*73) on the phone. The (*) may not work if the customer is outside of their home coverage area or if the customer gets a recorded message "Welcome to the Verizon Network, your feature update was successful".
2. If (*73) does not work, have the customer dial (#73).

Caller ID and Spam Blocker

If a customer questions why they are receiving scam or unwanted calls and ask how to prevent them, you can suggest that they download the free **Hiya Caller ID and Spam Blocker App** available on the App store (iPhone) or **Hiya Caller ID and Block App** available on the Google Play store (Android).

How to download the Hiya app:

1. Go to App Store for iPhones or Play Store for Androids, type Hiya and press the Search button.
2. Look for **Hiya Caller ID & Spam Blocker** in the **App Store**, or for **Hiya Caller ID &Blocker** in the **Play Store**.
    - For iPhone, tap GET button, then INSTALL and enter your password.
    - For Android, click INSTALL.
3. Once the App installs successfully, tap the OPEN button.
4. On the next screen, you need to agree to Hiya's Terms of Service to continue, and tap the GET STARTED button.

iPhone Set Up Instructions:

a. Go to your home screen and tap **Settings.**
b. Select the **Phone** option and then tap **Call Blocking & Identification**.
c. Turn on **Hiya - Spam & Block**.
d. Go to your home screen and open Hiya App.
e. Select **Protect** and then turn on **Block Fraud Calls** and **Block Nuisance Calls**. The App will take a couple of minutes to download the latest nuisance and scam numbers.

Note

You can purchase a premium for triple updates, caller names, and additional phone number lookups.

Android Set Up Instructions:

a. Tap Allow for Hiya to make and manage phone calls.
b. Enter your phone number to get a code through an SMS to verify your number.
c. After receiving it, enter the code on your device and press **Continue**.
d. To keep your block list backed up, you may sign in with Facebook or Google. Otherwise, you may tap **SKIP FOR NOW**.
    - SKIP FOR NOW chosen: proceed to step e.
    - Facebook chosen:
        - Enter Facebook Mobile Number or Email, password, and Log In.
        - On the next screen tap Continue and go to step e.

  - Google chosen:
    - Choose the Google Account/Email and advance to the next step.

e. Select the option **Enable Caller ID** to draw over the apps.
f. Turn on Permit drawing over the apps.
g. Go to **Settings** and tap **Call Settings**.
h. Finally, choose which types of incoming call you would like to **Show Warning**.

Note
For a premium, you may choose which incoming calls to Block (send to voicemail), to view caller names, and to obtain additional phone number lookups.

Redemption Issues

The following are redemption scenarios that you may encounter.

Negative Cash Balance

Customers can have a negative cash balance if they initiated a call/data session while their cash balance was low. The system allows the customer to continue the call/data session and it will not be cut off once the cash balance reaches zero.

If you receive a customer with a negative cash balance, use the RSSX Call Details to locate the call/data session and inform the customer. To verify the original balance in RSSX, transfer the call to PP Escalations (ENT ERD). They have access to the Call /Data Detail in RSSX. We will not issue any type of credit or compensation for this scenario and the customer must purchase a PIN if they wish to continue their service.

Wrong PIN Purchased

If the customer purchased the wrong PIN, we will not convert it to any other rate plan.

$80 Plan Expired Early

For accounts on the $80 plan, the system periodically issues a $.01 credit to automatically extend the expiration date another 120 days in order to keep the MDN active during the 1 year timeframe. You will see this “$.01” credit in Trail>Phone History with the note, “Extend expiration for reason '$80 replenishment on Standard Plan valid for 1 year'”. The actual (1-Year) expiration date will show in the Trail > Line Status > “Provider Expires On” field.

If not completed automatically, the system will deactivate in 150 days.

To update the Expiration Date:

1. In Trail, go to the **Expiration** window.
2. Enter the “MDN”.
3. Select the “Reason” from drop-down list.
4. Enter the “End Date”, selecting 1 year from the date the card was loaded.

5 Select the green arrow to process.

6 Add a note including the PIN number added, the date the PIN was originally added, and reason for extending the date.

Note

If you use the Expiration calendar multiple times on the same number, only the farthest expiration date will be saved. You cannot lower the Expiration date without using the "Deactivate" tab. If you set the date too far by mistake when manually adjusting the end date, go to the Deactivate tab to remove and set the new date.

Common Scenarios:

- During an MDN change, the expiration date was added to the old MDN.
- Misreplenishment, which requires the expiration date to be extended on the correct MDN
- Customer added the $80 plan while on a monthly plan. The $80 plan will add as cash instead of the 1 year plan and will have an expiration of 120 days instead of 365.

Early Replenishments

Customers can request an early renewal if they wish to change their current plan early, or if they depleted their current balance. The customer must have a stacked card available in order to perform an early replenishment.

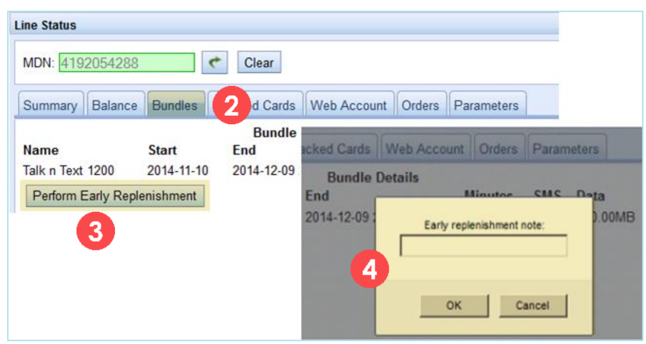
To Process:

1 Advise the customer that they will lose any remaining benefits (Voice, SMS, or Data).

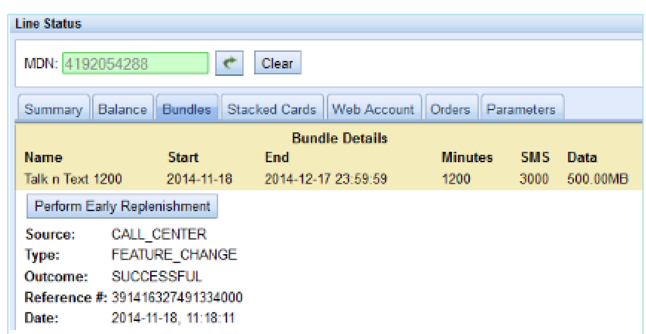
2 In Trail, access the account in Line Status window then select the Bundles tab.

3 Copy the remaining balance then select "Perform Early Replenishment".

4 Document the account accordingly, making sure to include the customer authorization and the forfeited balance.



5 Advise the customer of their new End Date.



Scenario: Early Replenishment within 72hrs of the customer's renewal date.

Remember, the PIN will not be displayed in Line Status> Bundles tab within 72hrs of the renewal date. Instead it will appear in Line Status>Summary tab. If the customer requests an early replenishment within 72hrs of the renewal date, follow the steps below.

Solution:

1. Confirm the PIN value is displayed correctly in the "Reserved Balance" field in Line Status>Summary tab.
2. Go to RSSX> Line Overview and select on the Plan edit button to see the current plan details.
3. Remove the checkmark next to the box that relates to the plan BUNDLE, then select SUBMIT. In Trail > Line Status, the Bundles tab plan details area will be blank.
4. Go back to RSSX and add the feature back by placing a checkmark that relates to the plan BUNDLE, then select SUBMIT.
5. In Trail, refresh the Line Status>Bundles tab and confirm the new service end date.
6. Verify the Reserved Balance section successfully deducted the balance.

Scenario: Early replenishment with a stacked card of a different value than current plan.
If a CSR performs an early replenishment on an account with a stacked card that has a different plan, the PIN will not bundle and it will add as cash instead. You must follow the process below to ensure the PIN adds correctly.

Solution:

1. Using Line Status, access the account.
2. Go to RSSX, access the account then change the plan to Standard (PGPLSP79000). This will prevent the PIN from being applied to the cash balance.
3. Go back to Trail > Line Status>Stacked Cards tab to "Unstack" the PIN.
4. Now, using Replenishment window, apply the PIN.

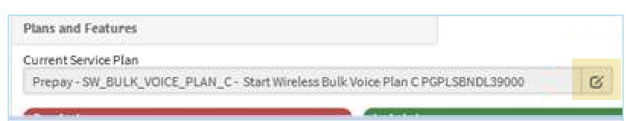
> **Note**
> If two PINs are stacked of different values, we will not unstack and rearrange the order. If the customer calls before the refill date, we can perform an early replenishment.

4G Early Replenishment Error

If an error is received when attempting to process the early renewal in Trail, you will need to restart the bundled plan (at the value of the stacked PIN) in RSSX. Prior to making this change, ensure there is a stacked PIN or sufficient cash balance on the account to perform the renewal.

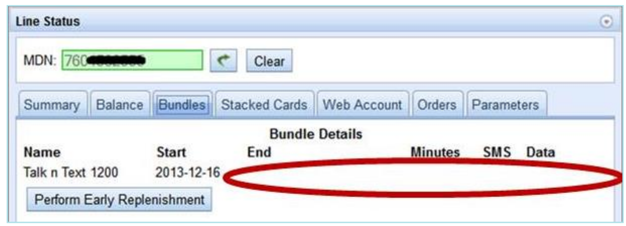
To process:

1. Open the current plan details for the account in RSSX by clicking on the plan edit button.



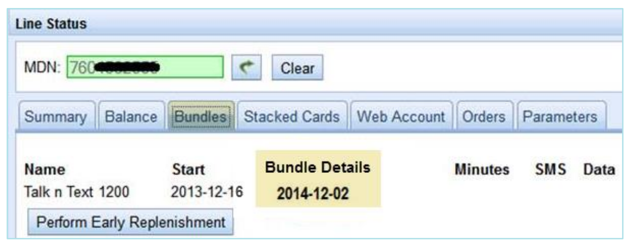
2. Remove the checkmark next to the box that relates to the plan BUNDLE, then select Submit.

In Trail > Line Status, the Bundles tab would now show no current plan Bundle Details. This area will be blank.

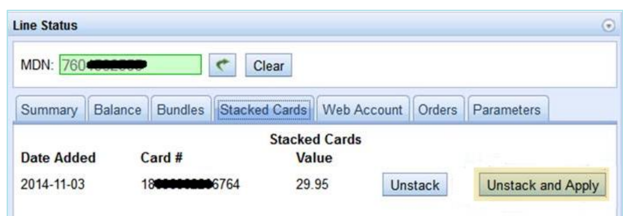


3. In RSSX, edit the plan details again by adding back the checkmark next to the box that relates to the plan BUNDLE, then select Submit.

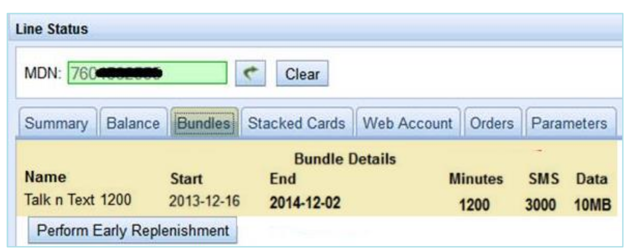
4. In Trail > Line Status> Bundles tab, the Bundle Details would now show a new end date that will apply to the new plan once the Early Renewal process is complete.



5. In the Stacked Cards tab, click on the "Unstack and Apply" button. This will unstack the PIN and apply it to the line to start the month of service.



6. Once the stacked PIN has successfully applied to the line, all of the Bundle Details for the new plan's month of service will show on the Bundles tab in Trail > Line Status.



Misreplenishments

Misreplenishment occurs when a PIN is added to the wrong MDN. This can happen with CSR's, Dealers, or customers.

The CSR must verify that all guidelines below are met prior to assisting:

- Caller must be:
  - Authorized Dealer OR
  - Customer that purchased the pin from www.pagepluscellular.com or customer care
- Caller must provide the full PIN Number
- Plan or Bundle Add-On Pins
  - Must be requested to be moved with 48 hours
  - Must be "stacked"
- Minute or Airtime Pins
  - Must be requested moved within 48 hours
  - The account balance must still reflect the full cash value price of the Pin
- There MUST be a different MDN to move the PIN to. We cannot just "undo" the PIN usage.

CSR Misreplenishment

Scenario: CSR added PIN to wrong MDN

Solution:

1. Before proceeding, verify that the PIN was added within the last 48hrs. If so, continue. Otherwise, advise the customer that we are unable to correct this issue.
2. Using Line Status, access the account that has the PIN applied incorrectly.
3. Access Single Card window and enter the PIN number then select the green arrow to check the status. If the PIN state displays "IN_PROCESS": Select the "Unlock" button to release the PIN from the account. The PIN will revert back to "ACTIVE" status.
   If the PIN was stacked: Unstack the PIN using the "Stacked Cards" tab.
   If the PIN was added to the cash balance: Debit the PIN amount from the other account. Then go to Mojo > Request a PIN to generate a new PIN in order to add it to the correct account.
4. Add the appropriate notes documenting reason for action in the "Add Note" window in the incorrect MDN.
5. Using Line Status, access the correct account then go to Replenishment window to apply the PIN.
6. Add the appropriate notes by copy/pasting the same notes in the correct MDN's account.
7. Advise the customer of the new end date.

Note

Be sure to include the following in your request reason in Mojo AND Trail notes; the incorrect MDN, correct MDN, PIN#, date the PIN was added, the Trail ID of the CSR that make the error and your reason.

PIN Stacked on a Non-Page Plus (PPC) MDN

It's possible for a PIN to be added to a Non-PPC MDN or to a Ported-Out MDN during misreplenishment.

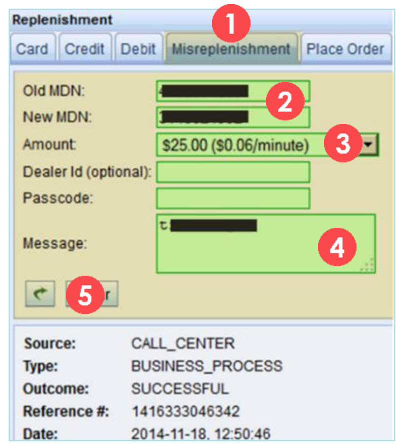
1. If the MDN was NEVER active on PPC:
   - Unstack the PIN using the “Stacked Card” tab and add to the correct MDN.
2. If the MDN was Ported Out:
   - Unstack the PIN if the PIN was added AFTER the port out was completed.
   - DO NOT unstack the PIN if the PIN was added BEFORE the Port Out. Burn the PIN and advise the customer that all services are forfeited.

Standard PIN Misreplenishment

If you added a Standard PIN to the wrong MDN, you are allowed to correct your own mistake by using the Misreplenishment Tab. There is no need to contact another CSR to fix it. This tab is only for the Standard PINs, do not use for plan PINs.

Solution:

1. Go to Trail>Replenishment>Misreplenishment tab.
2. Enter the wrong MDN in the “Old MDN” Field, and the correct MDN in the “New MDN Field
3. Select the PIN denomination from the “Amount” drop down.
4. Enter your notes in the “Message” field, including the PIN number, and he timestamp when it was added (from Trail>Phone History)
5. Select the Green Button. The outcome will display in the bottom section of the window.



This tab will automatically debit the amount from the incorrect MDN and add it to the correct MDN without interfering with either customer’s service. When you refresh each account, you will see the cash balance update and the PIN amount added to the correct MDN.

CSR Performed Incorrect Plan Change

Sometimes a CSR will choose the incorrect plan in the “Plan Change” window, removing the customer’s current plan/balance. To correct this, follow the steps below.

1. Using the Credit tab, add the amount needed for original plan.
2. Using the Plan Change window, select the original plan then press the green arrow.
3. Refresh Line Status to confirm that the original plan is restored.
4. Add the MDN to the Page Plus Log, documenting the correct due date.

CSR Performed Plan Change (Deleted Rates)

If the customer had an existing cash balance with a different rate you will need to follow the steps below.

1. In Trail, go to Phone History window:
   - Get the PIN for the initial cash balance and the early replenishment PIN.
   - Get the date, time stamp of the error, and the CSR’s Trail ID for your notes.
2. Use the Balance tab in Line Status window to check the rate for the previous cash balance.
3. Change the plan to the correct plan.

4. Debit the entire cash balance.
5. Credit the original cash balance amount then credit the second balance at the correct rate.

Example Scenario: Customer called in to add $50 card and had a $6.13 cash balance from a $10 card. The CSR changed the plan to an Unlimited Plan instead of the Standard Plan from $50.

Solution:

1. In Trail, go to Phone History window:
   - Verify the rates for both balances using the Line Status window.
   - Get the date and time stamp of the error.
2. Change the plan to the Standard plan (what the customer originally requested).
3. Debit the entire cash balance.
4. Credit the original cash balance amount ($6.13) then credit the second balance ($50) at the correct rate ($50 at $.05). This will allow the customer to use their initial balance first at the previous rate then the second rate once the $6.13 is depleted.

Customer Misreplenishment

Customer added a PIN to the wrong MDN in error. Before proceeding make sure to:

1. Verify where the customer purchased the PIN. We can only assist if the PIN was purchased on our website.
2. Have the customer provide the full PIN number and the billing name/address from the order.

Solution:

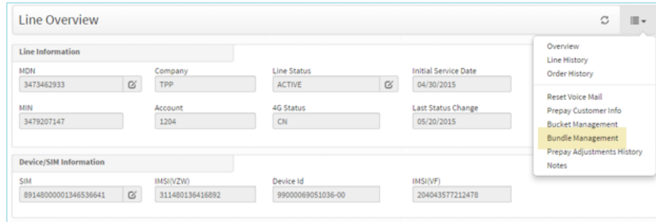
1. Using Line Status, access the account that has the PIN applied incorrectly.
2. Access Single Card window and enter the PIN number then press the green arrow to check the PIN status.
   - If the PIN displays “IN_PROCESS” - Click the “Unlock” button to release the PIN from the account. The PIN will revert back to “ACTIVE” status.
   - If the PIN was stacked – Unstack the PIN using the “Stacked Cards” tab.
   - If the PIN was added to the cash balance or bundled plan – Debit the balance from the incorrect MDN and request a PIN from Mojo and add it to the correct MDN.
3. Add the appropriate notes documenting reason for action in the “Add Note” window in the incorrect MDN.
4. Using Line Status, access the correct account then go to Replenishment window to apply the PIN.
5. Add the appropriate notes by copy/pasting the same notes in the correct MDN’s account.
6. Advise the customer of the new end date.

Misreplenishments within 72hrs of the renewal date

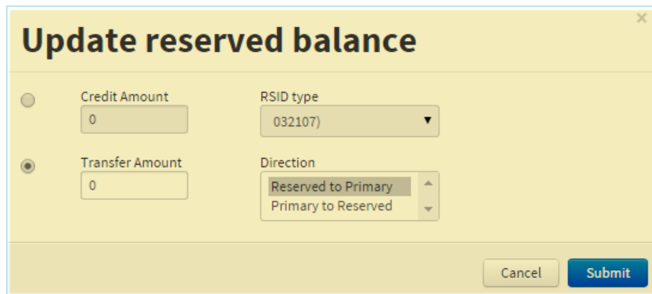
Before proceeding, verify the account meets the guidelines then follow the steps below.

Solution:

1. Access the account in RSSX then select "Bundle Management".
2. Select the edit button next to "Reserved Balance".



3. From the "Update Reserve Balance" window, select Transfer Amount and Reserved to Primary then select Submit.



4. Now go to Trail and debit that amount. Make sure to add the appropriate note documenting the reason.
5. When finished, go to Mojo>Request a PIN to generate a new PIN to add to the correct account.

When handling misreplenishment issues, keep in mind:

- Misreplenishments can ONLY be performed within 48 hours.
- Misreplenishments for bundled plans can only be performed if the PIN is Stacked, not redeemed. If the bundles are built we cannot move the PIN.
- Include a detailed note on both the incorrect and correct MDN.
- We are able to assist a customer with misreplenishment if the PIN was purchased directly from us. Refer the customer to a dealer if purchased from a dealer.
- We can verify the full MDN if provided to us.
- We can provide the area code of a number to which a PIN was applied.
- A dealer must have an active MDN to which we can move the PIN.
- A PIN can only be moved once.
- DO NOT give any information to the customer regarding the MDN that the PIN went to other than the area code.

PIN Displays IN_PROCESS state

A delay in the RSSX or billing system will cause the PIN to remain in "IN_PROCESS" state.

Scenario: A Customer/Dealer added a PIN earlier and then called back because the balance is unavailable.

Solution:
1. Have the customer/dealer provide the entire PIN number before proceeding.
2. Access the MDN using “Line Status” window.
3. Using the “Single Card” window and enter the PIN number then press the green arrow.
4. Confirm the PIN state still displays “IN_PROCESS” state. Click the “Unlock” button. The PIN will revert back to “ACTIVE” status.
5. Go to Replenishment window to apply the PIN.
6. Add the appropriate notes in the “Add Note” window.
7. Advise the customer of their new end date.

Note

If the caller is requesting to add the PIN to a different MDN, follow the Customer/Dealer misreplenishment process.

Customer did note receive the PIN confirmation email/text

Solution:
1. Access the account using the “Line Status” window.
2. Ask the customer for the order number then go to Santa’s Little Helper to access the order details. Make sure to ask the customer a 2nd verification question (e.g. billing address) to confirm ownership.
3. Verify the PIN number and plan.
4. Go to Trail > Single Card window, enter the PIN number to confirm that the PIN was not redeemed.
5. Add the PIN using the “Replenishment” window.
6. Advise the customer of their new end date.

Note

Refer the customer back to the Dealer if purchased from a Dealer.

PIN Scratched Off (Physical Card)

Solution: Refer the customer back to the Dealer for resolution.

Retired PINs

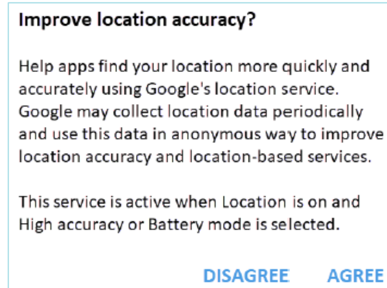
We no longer honor any PIN that displays as “Retired” status. Please refer the customer back to the Dealer. If it is a dealer call, advise the Dealer that the PIN will not be restored.

Alcatel A501 Set Up Message issue

Customers may call to report that they may receive a pop up message when setting up their brand new Alcatel A501 phone. When the customer agrees to activate the Google's location service on their phone, the phone might display a message that may imply the phone has been previously used.

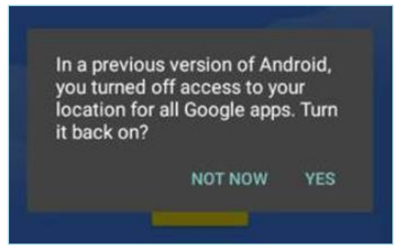
If the customer selects DISAGREE, they can continue setting up the phone but may encounter the message again.

If the customer selects AGREE, they might see the pop up message below.



Note

This pop up is an ERROR MESSAGE. Customer should not be seeing this message considering that they have a brand new phone. Customer needs to select YES to close the pop up message and continue the set up.



REMEMBER: No troubleshooting is needed for this issue. The error message is only a software glitch and the customer can continue with the set up.

Samsung 727 Software Update

An essential firmware update s available for the Samsung 727 (S727V). When activating or troubleshooting this device, you must check for the latest firmware update and install if one is available.

Before the download:

1. Connect the device to a Wi-Fi network, or make sure it has a strong wireless network connection (good cellular signal strength).
2. Ensure the battery is fully charged before starting the software update.

Software Update Instructions:

1. From the Home screen, tap Menu key.
2. Settings.
3. About Phone.
4. 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 that the latest update is already installed.
6. When complete, a screen will appear advising you 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.

Ignite Apps for Specific Samsung Devices

Customers 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)

Note

Make sure to check the service profile of the account to verify the phone model of the handset. This is NOT brand specific, this is phone model specific.

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	World Blitz
Coinmaster	Norton Secure VPN	SmartNews	World War Rising
Final Fantasy	Pandora	Solitaire	Yahoo Mail

These apps are value added benefit provided by TracFone. It was provided for free and it can be deleted anytime.

To resolve this issue, simply inform the customer that they can DELETE the unwanted apps from their handset. NO troubleshooting required.

REMINDER: Please make it clear that the Pop Up ads are not being sent by their service provider.

- Advise the customer to remove the last App that was downloaded prior to the issue starting.
- If removing the App does not resolve the issue, advise the customer to do a factory reset.

Phone Replacement Process for Page Plus Customers with a Total Wireless Device

If a Page Plus customer with a Total Wireless branded device calls to request for a replacement phone, process the replacement ticket through TAS.

These customers do qualify for a replacement device based on a 1-year manufacturer warranty, as long as the device is active with one of our brands.

If you do not have access to TAS, the call should be transferred to Page Plus Escalations Department (check Agent Support for the updated extension).

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 iPhone 7 showing “No Service” 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. Let the customer check the back of the phone or going to: Settings>General>Model Number.

If you have confirmed that the model number is an A1660, A1779 and A1798, advise the customer the following:

- It appears that your iPhone 7 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.

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.

Chapter 4: Data Troubleshooting

3G Data Troubleshooting

1. Verify the MDN is active and ESN is correct in Trail.
2. Verify that the customer is on the correct plan in Trail, that they have data remaining in their data bundle or a sufficient cash balance for data overage and all features checked in RSSx.
3. Check the coverage map to make sure that the customer is not in a “Voice Only” coverage area.
4. Make sure the device has Mobile Data enabled (turned on) and Wifi disabled.
   - In most Android devices this can be found under Menu > Settings >Wireless & Network > Mobile Network/Mobile Data > ON/Data Enabled.
   - In most Apple devices this can be found under Settings > Cellular > Cellular Data ON.
   - Wi-Fi is normally found in the network settings.
5. Make sure that Airplane Mode or Flight Mode is off.
6. Verify that the device indicates a 3G (or possibly 1X) connection in the status bar.
7. Walk the customer through OTA programming. Do not assist with any programming of a 4G device on 3G services!
8. If available, verify the WAP/Web settings.
9. If this is a device with known WAP settings accessibility, this will be listed in Get Device Details on the MMS and WAP troubleshooting tabs.
10. Make sure device has good signal strength (at least 1-2 bars)
11. If not, ask the customer to move to a spot where they are getting a sufficient signal.
12. Toggle Airplane Mode on the device.
13. Ensure data roaming is set to allow.
14. This is normally found under Settings > Mobile network > Data roaming.
15. Follow all other steps as listed in the Get Device Details tool.
16. Using the Get Device Details tool and selecting the MMS Support Tab will provide the proper steps to verify this and all troubleshooting steps, links and options.
17. Does the "Escalation Path" tab in Get Device Details state that we can call WTS for support?
18. If yes then, call WTS. Otherwise, refer the customer to a dealer.

4G Data Troubleshooting

1. Verify the MDN is active and associated with their device in Trail.
2. Make sure the Customer is on the correct plan and has all the correct features active. This can be verified in Trail and/or RSSx. If not, troubleshoot accordingly and make necessary changes.
3. Verify that the customer has not exceeded their 4G data allotment in line status.
4. Verify that the SIM and IMEI from the Customer's device match RSSx and/or Trail. If not, troubleshoot accordingly and make necessary changes.
5. Verify the 4G Status in line status. If status is CN or CN-Successful then proceed to the next step.
    - If status is RS then the phone is still pending programming after 15 minutes do the following:
        - Powercycle the phone, if SIM status is still RS after the Power cycle, then contact the PP SUP Group. Please refer to the Transfer Guidelines in Agent Support for the appropriate extension.
    - If status is RF: The phone programming has failed and you must do the following:
        - A SIM change (or) a 4G to 3G Downgrade. If you are unable to successfully complete the downgrade then contact the PP SUP Group. Please refer to the Transfer Guidelines in Agent Support for the appropriate extension.
    - If the status is anything else then the SIM must be replaced.
6. Have the Customer power cycle the phone. If any SIM-OTA updates are available the SIM Card will automatically update with them.
7. Verify that the device Indicates 4G or LTE in the status bar.
8. Is the customer in a "Voice Only" coverage area?
    - Double check with the coverage map.
    - Make sure the device has Mobile Data enabled (turned on).
        - In most Android devices this can be found under Menu > Settings >Wireless & Network > Mobile Network/Mobile Data > ON/Data Enabled.
        - In most Apple devices this can be found under Settings > Cellular > Cellular Data ON.
    - Make sure device has good signal strength (at least 1-2 bars)
        - If not, ask the Customer to move to a spot where they are getting a sufficient signal.
9. Verify APN settings in the device.
    - For complete information on the APN Settings and troubleshooting steps click here.
10. Ensure data roaming is set to allow.
    - This is normally found under Settings > Mobile network > Data roaming.
11. Make sure WiFi & Airplane Mode is off.
    - These are normally found in the network settings.
12. Toggle Airplane Mode
    - Turn airplane mode on, wait ten seconds, and then turn off again.
13. Powercycle the phone again if there is still no data signal after you verify the coverage area and toggle Airplane mode.
14. Make sure SIM card is properly installed.
    - Have the Customer power the phone off. They should then remove and reinsert the SIM Card, and power the phone back on to allow the Phone to acquire the network again.
15. Follow all other steps as listed in the Get Device Details tool.

- Using the Get Device Details tool and selecting the MMS Support Tab will provide the proper steps to verify this and all troubleshooting steps, links and options.

16 If still unable to use data call WTS for support.

- Be sure to have all required information gathered and available before calling. All the information that you will need should be listed in the Escalation Path tab of "Get Device Details".

Unable to Access Data

When customers call stating they are unable to access data, follow the troubleshooting steps below:

Accounts under 1161 in RSSx

- If it is an iPhone 5s, 6 and 6 Plus and the iOS version is less than 9.3.0, you must install the profile. To install the profile:
  - Enable Wi-Fi > Go to Safari browser > Go to ivzwentp.tracfone.com > Click Install Profile > Select Install
  - Provision the MPN in RSSx
- If it is an iPhone 5s, 6, 6 Plus, 6s, 6s Plus and SE and the iOS version is greater than or equal to 9.3.0, you must delete the profile. To delete the profile:
  - Go to Settings > Go to General > Select Profile > Go to tracfone.vzwentp > Select Delete Profile
  - Provision the MPN in RSSx
  - Enable Wi-Fi to receive the Carrier Bundle

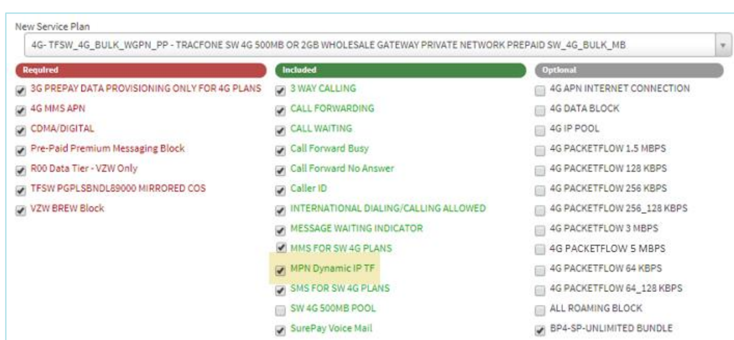
In some instances, it may take up to 15 minutes for the device to receive its APN settings in order for data to work. Advise the customer to wait 15 minutes then power cycle (for LTE devices) or dial *22890 (for Non-LTE devices) and check if the issue is resolved.

If the device is still not working, contact Verizon for further troubleshooting.

If the issue is not resolved, create a Mojo ticket. Note, if you are able to create the ticket, escalate to your supervisor.

MPN Feature in RSSX

You should not remove the MPN Dynamic IP TF feature in RSSX.



MMS Troubleshooting

1. Verify the Account status and ESN on the account.
   - Verify that the account is ACTIVE with a positive balance to cover MMS Charges, and the ESN of the phone the customer is using is the same as what we have on file.
2. Check the Coverage Map to verify that the customer is in a full service area.
   - Coverage Area must allow Voice, SMS and Data Usage.
3. Verify that Data is enabled in the device.
   - Have the customer see if there is a 1X, 3G or 4G icon in the status bar at the top of the phone.
   - If data is enabled on the device, but the customer cannot use any data (MMS or Internet), then follow all Data Troubleshooting steps before continuing with MMS troubleshooting.
4. Is the customer able to send or receive regular Text Messages?
   - If not, then do SMS Troubleshooting first, as the customer must be able to send or receive SMS to be able to use MMS.
5. Do both Trail and RSSx show the MMS feature turned on and provisioned properly?
   - In RSSx, under Included in Plans and Features, verify that both MMS and Data are checked. If either is not checked, then contact a Supervisor to correct this issue.
   - In Trail > Line Status verify that the Plan Bundle for the customers Plan is listed in the Feature Section.
6. Toggle Data/MMS (turn off by clicking on Remove in Trail > Feature Change, wait one minute, turn back on) - then have the customer powercycle their device.
7. Can the customer receive any MMS at all?

Data Troubleshooting for $39.95 Plan

When performing any troubleshooting for customers on the $39.95 service plan regarding data or throttle issues, please make sure to offer the $10 Data Add-On service plan as an alternate option for early replenishment.

VoLTE Migration

The major carriers are continually improving their networks and we need to migrate all Page Plus customers currently using (or planning to use) non-LTE devices (including home phones). While our customers are able to remain on the current network, change is coming! Customers will need to upgrade their devices to avoid service interruptions in the future. All impacted ESNs will be flashed in Trail, to help you easily identify non-VoLTE devices.

Benefits of VoLTE Network

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

VZW Customers Impacted in July

Separate communications will be sent to VZW Non-VoLTE customers that may experience service interruptions starting in July (2020).

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. It is important to read the Trail flash to get specific information about the offers.

- **25% Handset Discount**
  Customers will receive a 25% discount (valued up to $50) towards the purchase of a new phone from the phone upgrade store.

YOU MUST READ THE TRAIL FLASH to determine how to assist the customer.

Order Status: The customer can check the status of their order online by visiting the Help section and selecting “Track Order”. If they request assistance, please provide the order details to them.

Frequently Asked Questions

- **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?**
  We’ve had successful negotiations woith our network partners to get you more on your current network. The final deadlione is still being decided. We will inform you as soon as we know.
- **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 a flip phones or just smartphones?**
  The availability will vary by brand. Please visit the Upgrade Store to browse through the available phone models.

- **I currently receive double or triple minute benefits? Will they transfer 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.
- **How can I check VoLTE capability in TAS?**
  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).
- **What are the benefits of the VoLTE Network?**
  - ✓ Improved call quality
  - ✓ Ability to talk and use data services at the same time
  - ✓ Faster data connection speed
  - ✓ Increases handset battery life

Maintain Active Service

It is imperative that all customers currently using a non-VoLTE device maintain active, 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.
Page Plus has up to 90 days after the phone goes into HOTLINE status.

Invalid Device Migration

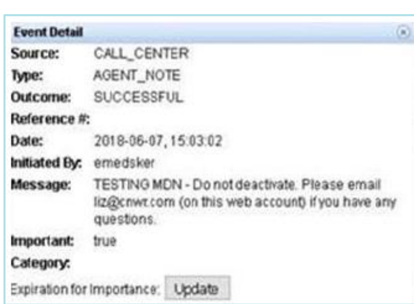
This Migration will impact current BYOP customers who have been deemed incompatible. These devices have been flagged and will no longer be supported effective July 23, 2019.

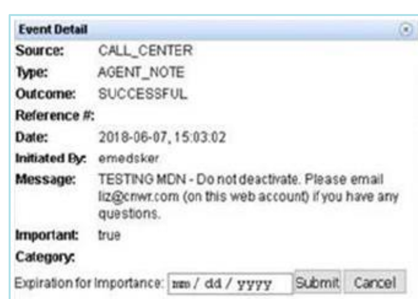
The account will be flashed in Trail. It is important to read the Trail Flash for specific information about the reason the device is incompatible and the offer extended to each customer. The flash verbiage will vary depending on the scenario. You **MUST** read the Trail flash to determine how to assist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

Please keep in mind that our main focus is to retain these customers. Customers will receive a discount towards the purchase of a new phone. To avoid service interrruption, customers must purchase and upgrade to the new device on or before July 23, 2019.

Make sure to update the date on all important notes of customers who have already upgraded to a VoLTE compatible device.

- Before reading the important note to the customer, you are to first confim if the customer's device is VoLTE compatible. If it is NOT compatible, then it is business as usual.
- Once verified and confirmed, update the important note to same date as your interaction with the customer.





- The important note will remain on the customer’s account, however, it will no longer populate when initially accessing the account in Trail.
- Please allow up to 24 hours for the important note to be updated.

Non-VoLTE Device Upgrade

We previously reported that the carrier would be updating the network at the end of this year (2019) and customers using non-VoLTE phones would be affected. We were able to negotiate a delay in the complete shutdown of the network (extended to December 2020); however, the customers will begin to experience the symptoms listed below from now until the shutdown:

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

The accounts have been flashed to easily identify who they are and how to address their concerns. You must open and read the flash to the customer. The customers will need to upgrade their device to avoid service interruption.

Benefits of VoLTE Network

Once the customer upgrades to a VoLTE capable device, they will begin to experience the VoLTE network:

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

Chapter 5: Refunds

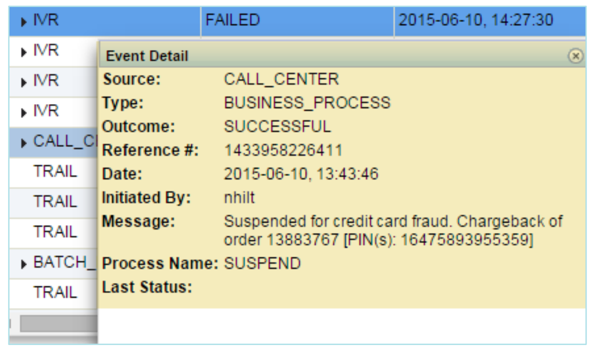
Chargeback/Fraud Issues

For any chargeback issues, make sure to:

1. Verify it was NOT purchased online by checking the order in Santa's Little Helper.
2. Go to the Single Card > By Number tab to burn the PIN then restore the account. A purchase/redemption may be required based on the cash balance.
3. Document the account accordingly.

Note

- The Loss Prevention suspension notes will include the reason inside the event details. Advise the customer to go back to the point of sale if the PIN was purchased from a Dealer.
- Customers can also contact their bank to have the fund reversed back to Page Plus and their account.



Scenario: Fraudulent Purchases

Once the account is flagged a customer can no longer use their credit card. They will need to purchase a plan/card from a Dealer.

Note

You should also see an "Important" note popup on the account.

1. Go to the Single Card > By Number tab to burn the PIN if unused.
2. In Santa's Little Helper, document the order as fraudulent.
3. Customer will need to have a new PIN to apply in order to restore service.

Scenario: Fraudulent credit card phone order charges

Solution: The MDN is suspended. When the customer calls, they will be asked to pay the specific charges.

Note

Ebay buyers can go back to the Ebay seller(s).

Warehouse/Phone Order Issues

The following lists some warehouse and/or phone order issues you may encounter.

Scenario: Customer did not receive order yet (Needs_Fullfilled status)
Solution:

1. In SLH, click on the "Stampy Ref" link to check the order status in Stampy.
   - If the tracking number is not displayed, go back to SLH and check the order status.
   - If the order is in "Needs_Fulfilled" status and it's more than 3 days from the order date, have your Supervisor send an email to DSE@tracfone.com, making sure to include the items listed below.

   Note
   Do **NOT** change the status to "Needs_Shipped".
     - Order Number and Date
     - Device Purchased
     - Reason: Delayed Order
     - Customer Contact Phone Number

2. Advise the customer to allow two (2) business days for a representative to contact them advising of the status order.
3. In SLH, if the status is "Complete" and the tracking number appears in Stampy, change the status to "Needs_Fulfilled". Make sure to add a note, accordingly.

Scenario: The package was delivered but the customer did not receive it
Solution: A claim will be filed and can take up to eight days to process. If not found, a replacement will be delivered but to a different address. The customer cannot use the same address.

Scenario: The package was delivered but the customer did not want it.
Solution: Advice the customer that they would have to refuse the shipment at the time it is delivered. Once the package is returned to the warehouse, a credit will be processed to the credit card within 30 business days.

Scenario: The customer received the wrong or missing item
Solution: Create a ticket in Mojo > New Ticket, selecting "I do not see the specific equipment problem listed" reason to escalate the issue to Fulfillment.

Scenario: The customer's address is incorrect. We are only able to update the address if the item(s) has not been shipped AND the error was caused by a CSR.
Solution: Verify the address then add the new address in Santa's Little Helper as a note and it will be shipped by Fulfillment.

Scenario: Fraudulent credit card phone order charges
Solution: The MDN is suspended. When the customer calls, they will be asked to pay the specific charges.

Scenario: Customer steals a credit card then purchases a phone and sells it.
Solution: The buyer will have the option to pay for the phone or return the phone to seller.

Note
Ebay buyers can go back to the Ebay seller(s).

PIN Orders in "Needs PIN" Status

If an order is in a "Needs PIN" status, you will need to manually add the PIN to the account. The following steps are mandatory and must be adhered to.

1. Request the PIN in Mojo and select the checkbox for "This is a Santa's Little Helper Order". Fill in all required fields
2. Apply the PIN to the MDN.
3. Change the status of the order in Santa's Little Helper from "Needs PIN" to "Complete".
4. Document your actions properly in Trail and Santa's Little Helper (Ex. "Manually added $44.95 for online order XXX and changed status from Needs Fulfilled to Complete").

Orders in "Needs Reviewed" Status

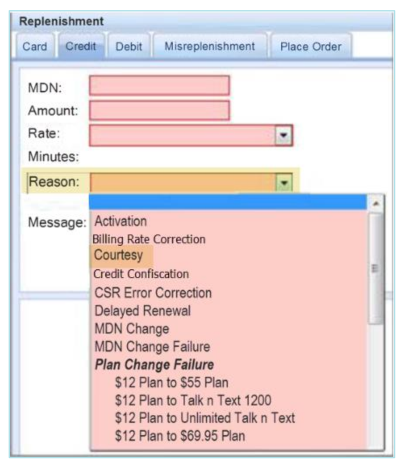
The system has determined that this credit card order may not have been charged, and needs to be manually reviewed. Advise the customer to allow 24-48 hours for the order to be reviewed.

Once the order has been reviewed, it will be changed to one of the statuses below:

- **Voided:** The customer was not charged and will need to place the order again. They may still see a pre-authorization charge, which will release within 72 hours.
- **NEEDS_PIN status:** The customer was charged and requires a PIN. Follow the process for PIN Orders in "Needs PIN" Status.

Courtesy Credit Reason

The Courtesy Credit Reason is only to be used for compensation. The courtesy credit can be between .01 to .99 cents depending on the issue. The maximum amount of compensation to be given to any customer is .99 cents, no exceptions.



Invalid Reasons for Courtesy Credits:

- Customer wants an extension, or is unable to pay for service.
- Customer is requesting a courtesy credit, but issue was found on the account.

DO NOT use the "Retention Credit" selection as a credit reason.

If the customer paid for a plan and it was interrupted by a system error, or if it did not apply correctly, you will need to choose the appropriate selection from the credit menu that matches the issue. Do not use the Courtesy selection for replacing paid services.

If a Courtesy credit is given, you must provide a detailed reason for providing the credit. You must also add a note to the MDN, and mark the note as important.

Note
Customers can only receive 1 courtesy credit for the life of the account, no exceptions.

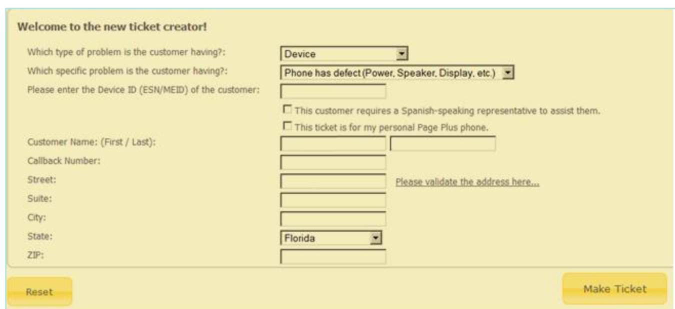
Warranty Exchange Process

For all Warranty Exchanges, please follow the process described below.

CSRs:

1. Using Santa's Little Helper, locate the handset order and verify if the customer is within the 1-year warranty.
   - ✓ If YES, continue to the next step.
   - ✓ If NO, advise the customer that they will need to purchase a new handset.

2. Create a Mojo ticket under the type "Device/Phone has defect" option. Fill in the required information and select **Make Ticket**.



3. Advise the customer that the replacement phone will be sent to them and they will have to return the defective phone to the address below.

Page Plus Cellular
Attn: Warranty Exchange,
1100 Fountain Parkway, Grand Prairie, TX 75050-1513

CRD Group and Above: When working Warranty Mojo Tickets follow these guidelines below.

1. Confirm that the customer is within the 1-year warranty.
2. Go to the original order in **Stampy** and change the status to **Needs_Fulfilled.**
3. Go to **Santa's Little Helper** and add a note stating that the customer is requesting a replacement phone to be shipped. Include the Defective ESN and the associated MDN in your notes. Copy and paste your note into Stampy as well.

Note
For the LG220C, add an additional note to ship a LG75C as the replacement since the LG220C is End of Life.

4. Update the Mojo ticket stating that the order was updated.
5. Forward the Ticket to the **"Tier 2"** queue.
6. Follow-up on the ticket after 3-5 business days. Check the SLH order and paste the tracking info in the Mojo ticket and close it.

If it has been past 5 business days and there is no tracking information in SLH, forward the ticket to the **"Managers"** queue.

Refund Scenarios

When customers call requesting a refund for PINs, phones and/or accessories, make sure to follow the guidelines for the scenarios described below.

Scenario: PIN Refunds

Customers can request a refund for the following reasons:

- Double charge on the customer's credit card.
- System error resulting in credit card failure.
- Phones that are not compatible with Page Plus service.
- Customer dissatisfaction with product and service.

AND:

- The PIN must be purchased directly from Page Plus (website or CSR) not from a dealer.
- If the PIN was stacked and unused.

If criteria above are met, then follow the steps below to initiate a refund.

1. Go to Trail then burn the PIN. Unlock/Unstack the PIN prior to burning if needed.
   - If the PIN was bundled AND there is no usage, you can remove the plan in order to process the refund.
   - Document the reason (be specific), tracking number, and MDN
2. Change the status of the PIN order to "Needs_Credited" in Santa's Little Helper.
3. Enter the appropriate notes in Santa's Little Helper.
4. Advise the customer to allow 3-5 business days for processing. However, it may take up to 30 days for customers to see it reflected on their account, depending upon their financial institution.

Note

If a customer calls requesting a refund and the original request was denied (by the Refund Team), add a new note to Trail and SLH then change the order to "Needs_Credited" again. Advise the customer to allow 2-4 days for the Refund Team to review.

Scenario: Phone/Accessory Refunds

Customers can request a refund if the purchase meets all of the requirements below:

- Phone purchased from Page Plus website
- Product must be in “as new” condition
- Returned in original packaging with all parts included (manual, power cord, etc)
- If returned within 20 days from the original order date.
- SIMs cards, delivery and return shipping costs are not refundable

If criteria above are met, then follow the steps below.

1. Advise customer to return merchandise and provide return address:

   TracFone Returns
   1100 Fountain Parkway
   Grand Prairie, TX 75050-1513

2. Enter the appropriate notes in Santa’s Little Helper and Trail.
3. Advise the customer:
   - Return shipping and the Original shipping charges are not refundable
   - Allow 3-5 business days for processing. However, it may take up to 30 days to reflect on the customer’s account, depending upon their financial institution.

Multiple Credits Issued

Due to a system error, a number of Page Plus Customers were issued multiple credits between June 2018 and March 2019.

These Page Plus accounts will be flashed with the following note in Trail that MUST be read verabatim to the customer:

> During a routine audit, we identified a system issue with the balance reflected on your Page Plus account. The issue has been corrected and your balance now reflects your current available balance, purchases, and usage. Thank you for your patience while we corrected this issue. We appreciate your business.

Note

Please make sure to inform the customer before ending the call.

Chapter 6: ILD Service

ILD service will be available for all rate plans currently offered by Page Plus. A $10 International Calling Credit is included in the Monthly Plans or customers can purchase the $9 Global Calling Card which can be added to any Monthly or Pay-As-You-Go Plan.

Monthly Plans

The following Monthly Plans include unlimited International texting and $10 International Calling Credit.

Plan	Minutes	Text	Data
$12.00 ($10 with Auto Refill∞)	500	500	100 MB 4G LTE†
$29.95 ($27 with Auto Refill∞)	Unlimited Includes $10 International** Calling Credit	Unlimited National and International	First 3 GB Data up to 4G LTE†, then 2G* Video typically streams at DVD quality
$39.95 ($36 with Auto Refill∞)	Unlimited Includes $10 International** Calling Credit	Unlimited National and International	First 8 GB Data up to 4G LTE†, then 2G* Video typically streams at DVD quality
$55.00 ($50 with Auto Refill∞)	Unlimited Includes $10 International** Calling Credit	Unlimited National and International	Fully Unlimited 4G LTE† Video typically streams at DVD quality

$9 Global Calling Card

Similar to other prepaid international calling cards, customers will dial a 10-digit Access Number then the designated international phone number.

Note

The ILD PIN does not expire. As long the MDN does not go into a “De-active” status, the PIN is good to use. If the MDN is deactivated due to customer requests, non-replenishment, port out, etc. then the ILD account will be deactivated as well. MDN Change will not affect the ILD plan.

How does it work?

The MDN needs to have bundled minutes or a sufficient cash balance for the talk time. If the customer does not have available minutes on the account, they cannot use the ILD balance.

When using ILD both the Page Plus account and ILD account is billed for usage for ILD calls. Minutes are deducted from the Page Plus account (bundled plan/cash balance) for the minutes used calling the access number AND from the ILD account ($9 balance) for the minutes used connected to the international destination dialed.

If the ILD account has Bundled ILD minutes available, and the call is to a country listed in the “Bundled Destinations List”, then the BUNDLED International minutes would be used first.

Otherwise, if there are no Bundled ILD Minutes available (customer used all or on a plan that does not include Bundled ILD Minutes) then the ILD account would deduct the usage minutes from the ILD account cash balance from the applied ILD PINs.

Note
Customers can still use international roaming, calling a U.S phone number while outside the U.S, (where applicable) along with the ILD plan.

Access Options

Customers have two options for dialing internationally:

- **Direct Dialing:** Customers can dial the 10-digit Access Number (212-202-6521), press Send, wait for the prompt then dial 011 or + and the international phone number, followed by the pound (#) sign.
  - For Canada, Puerto Rico and the Virgin Islands, use "1" instead of 011 or +.
  - 10-digit Access Number: (212) 202-6521
- **Page Plus Global Dialer:** Customers can download this app to use instead of dialing the access number. Once installed, the customer can check the box "Always use Page Plus". Then all they have to do is choose a phone contact (international phone number) and the app will complete the call by dialing the access number and the designated phone number. The customer does not need to open the app each time to make a call. The app can be found in the APP Store or the Play Store for androids.

Destinations

Shown below is a sample list. Please refer to Agent Support for a complete listing. ILD service includes calls to landlines (only), unless otherwise indicated.

COUNTRY	RATE
AFGHANISTAN	$0.24
AFGHANISTAN CELLULAR	$0.19
ALBANIA	$0.14
ALBANIA CELLULAR	$0.33
ALGERIA	$0.08
ALGERIA CELLULAR	$0.41
AMERICAN SAMOA	$0.03
AMERICAN SAMOA CELLULAR	$0.03
ANDORRA	$0.16
ANDORRA CELLULAR	$0.16
ANGOLA	$0.09
ANGOLA CELLULAR	$0.11
ANGUILLA	$0.20
ANGUILLA CELLULAR	$0.23
ANTARCTICA	$1.61

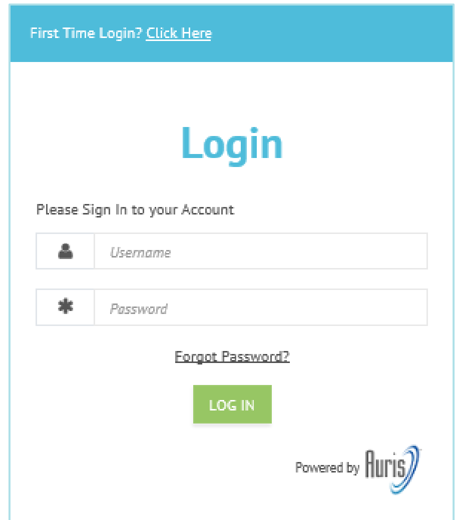
Auris

Auris is one of the many resources available for handling ILD issues. Representatives who have access to Auris can complete all verification and updates for all ILD brands accounts.

How to Log In

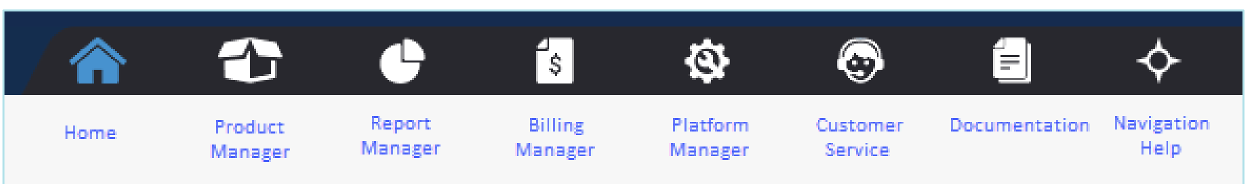
URL: http://retail.aurisportal.com

1. Enter your assigned Username and Password.
2. Select Log In.



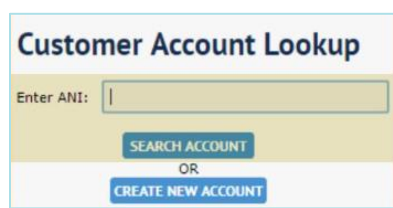
Auris Dashboard

Auris has adopted a new dashboard look that emphasizes more on icons to look up customer accounts as shown below. The most commonly used menu item is Customer Service.



Customer Account Lookup

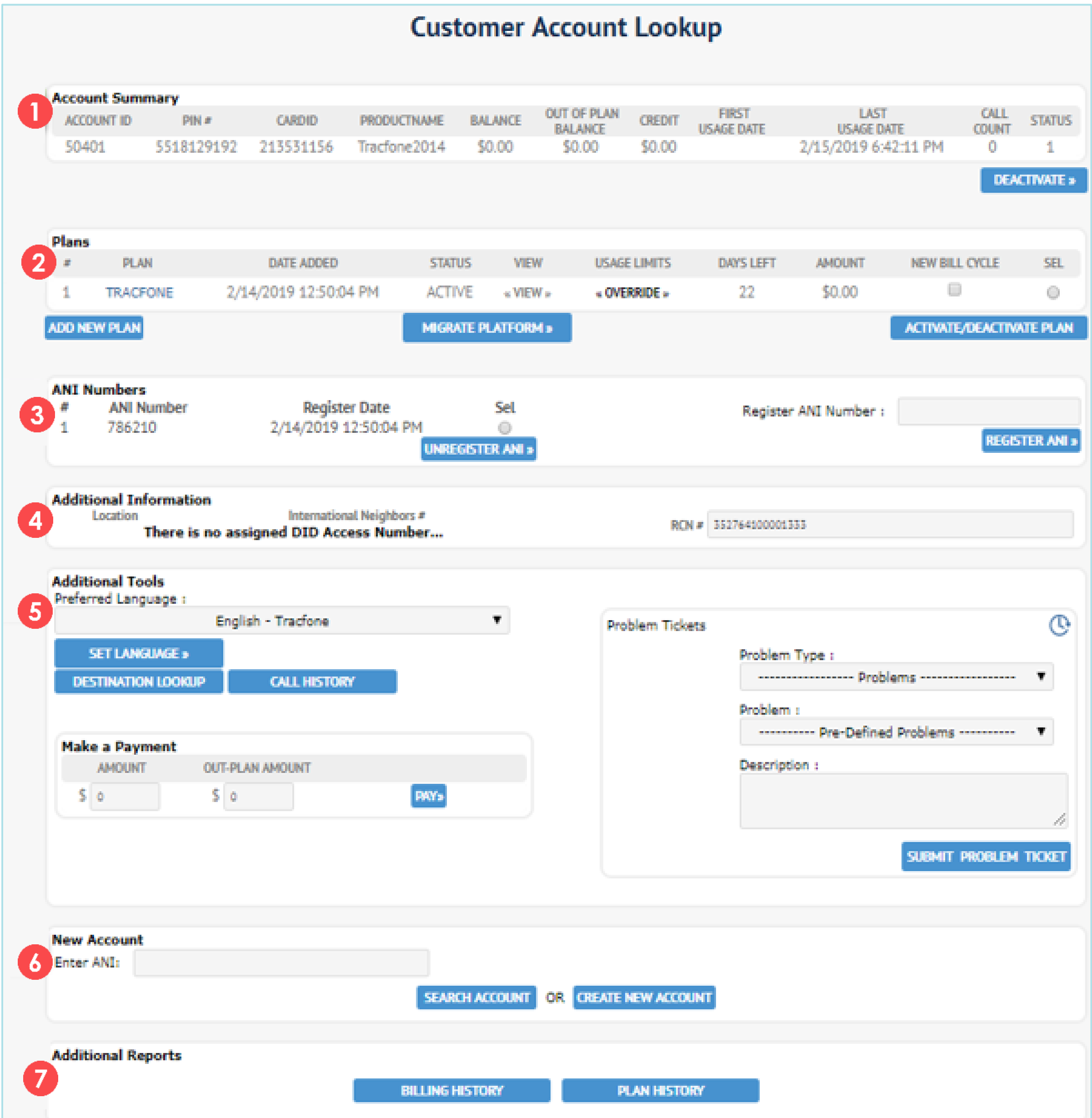
1. Enter ANI (customer's MIN).
2. Select Search Account.



Note

If the message, **"Account could not be found"** appears, this indicates that the customer's handset is not registered or provisioned with ILD service.

The Customer Account Lookup page displays many of the account details used to determine if the account is provisioned correctly. If a customer requests assistance in enrolling/activating the ILD service on their handset, you must first verify if the handset is provisioned or registered with ILD service using Auris. You can also use Auris to research and troubleshoot an account.



1 Account Summary

- Displays account provisioning
- Balance and Out of Plan balance
    - Balance: ILD Balance included with airtime service plan
    - Out of Balance Plan: ILD balance included with Global Calling Card
- First and Last usage date

2 Plans

- ILD plan the account is provisioned with
- Add new plan
- Account status “Active” or “Inactive”
- Usage limits displays if the account has reached the 15 unique number limits
- Days left in the Plan

3 ANI Numbers

- ANI Number of the account
- Register Date
- Option to register and unregister the ANI

4 Additional Information

- International Neighbors

5 Additional Tools

- Set Language – select English or Spanish
- Destination Lookup
  - Look up any destination number to verify it is covered with their ILD plan.
  - Select the destination Lookup button and enter the ILD number.
- Call History
  - You can view a call record summary for the account.
  - Select Call History and wait for the Call Summary to load.

6 Problem Tickets

- Type of tickets we can create in Auris to troubleshoot ILD issues:
  - Customer not able to use the access number
  - Customer cannot hear the other person while the call is connected.
  - Other person cannot hear the customer
  - Call drops
  - Not connecting (i.e. busy tone or ring no answer)
- Issues that are not resolved can be escalated via a Problem ticket.
- Select from the dropdown for Problem type and Problem.
- Submit Ticket.

7 Make a Payment

- A payment can be made to the account to remove from an “**Inactive**” status for in plan accounts. Can add or remove balance for “**Out of Plan**” accounts.
- Enter the amount in the **Amount** or **Out-Plan Amount** field.

What are Out of Plan accounts and why is there a balance?

If the customer is attempting to call a country that is not eligible for the unlimited plan, they must pay the per-minute rate. These countries are categorized as "out of plan".

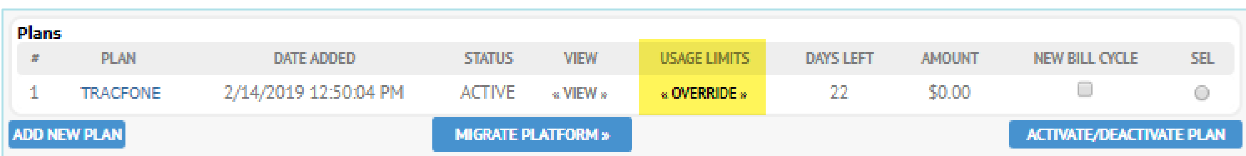
8 New Account
- Search for a new or create an account

9 Additional Reports
- Billing History
- Plan History

Reset 20 Unique ILD Numbers in Auris (for VAS Team and Corporate ERD)

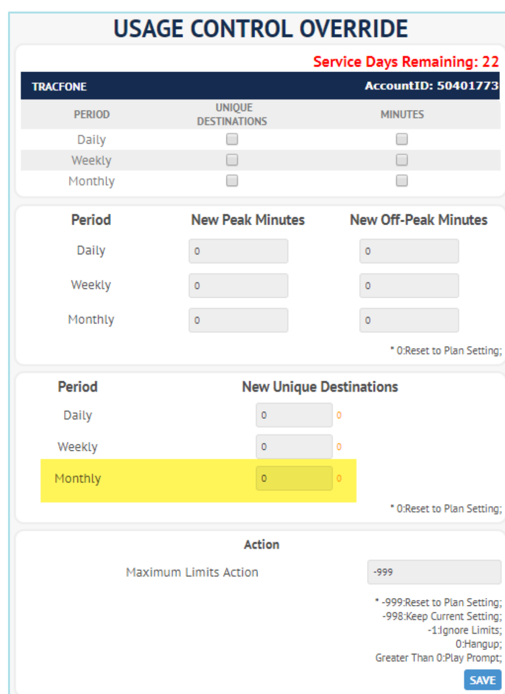
Below are the steps to reset the 20 unique ILD numbers in Auris. The unique numbers reset only applies to unlimited plans. You may reset the unique ILD number multiple times upon customer request.

1 Once the account is in session, select **OVERRIDE** under the **Plans** section.



2 A new pop up window will appear. Enter "20" in the **Monthly** field for New Unique Destinations and select **Save**.

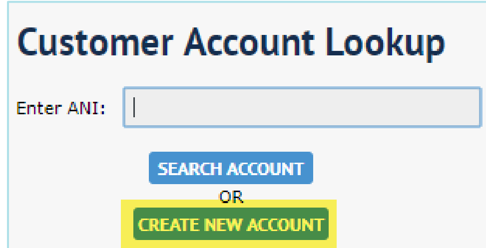
DO NOT make any other changes in the Usage Control Override section.



Account Creation

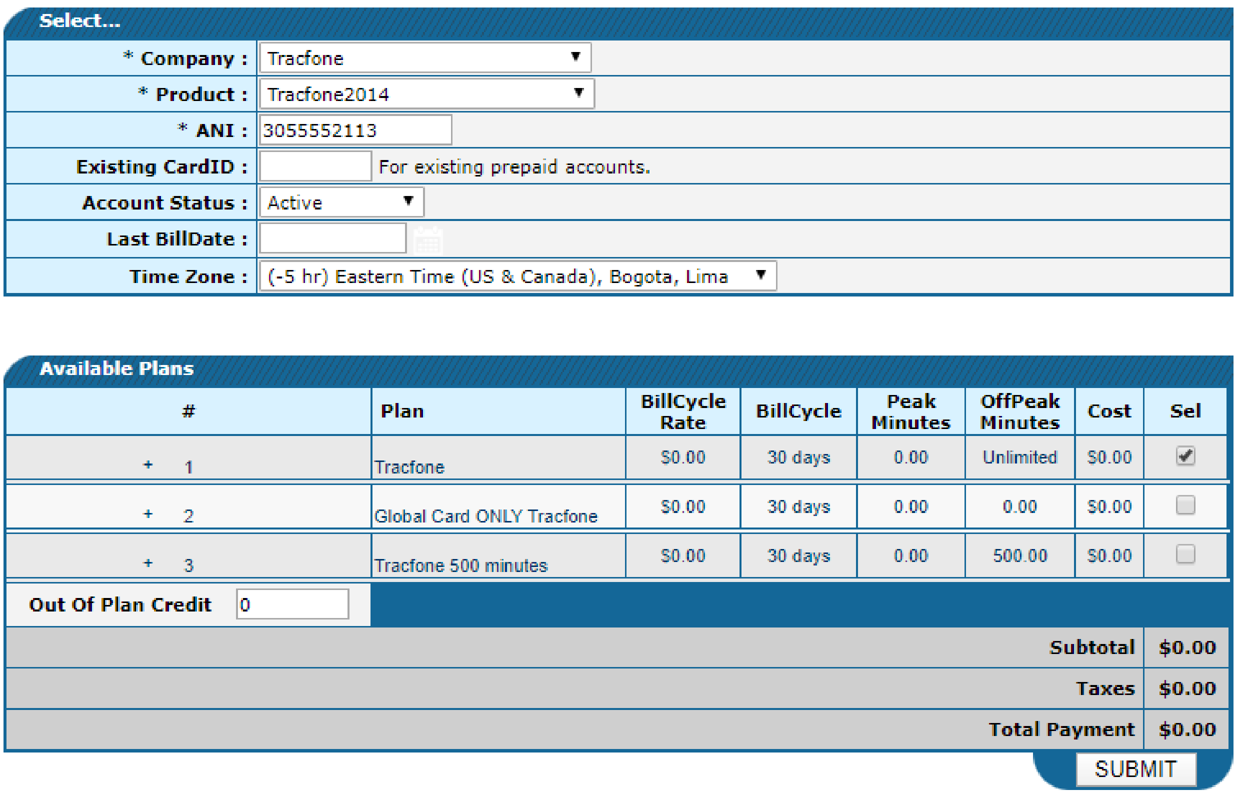
To create an account in Auris:

1. Select Account Lookup from the Home Screen
2. Select Create New Account.



3. Select **Tracfone** from the **Company** dropdown.
4. Select **The Brand ID** from the **Products** Dropdown list.
5. Enter the customer's MIN in the **ANI** field and select plan under the Available Plans section.
6. Select **Submit**.

Create New Account



Select...

* Company :	Tracfone
* Product :	Tracfone2014
* ANI :	3055552113
Existing CardID :	For existing prepaid accounts.
Account Status :	Active
Last BillDate :	
Time Zone :	(-5 hr) Eastern Time (US & Canada), Bogota, Lima

Available Plans

#	Plan	BillCycle Rate	BillCycle	Peak Minutes	OffPeak Minutes	Cost	Sel
+ 1	Tracfone	$0.00	30 days	0.00	Unlimited	$0.00	✔
+ 2	Global Card ONLY Tracfone	$0.00	30 days	0.00	0.00	$0.00	☐
+ 3	Tracfone 500 minutes	$0.00	30 days	0.00	500.00	$0.00	☐

Out Of Plan Credit 0

Subtotal	$0.00
Taxes	$0.00
Total Payment	$0.00

SUBMIT

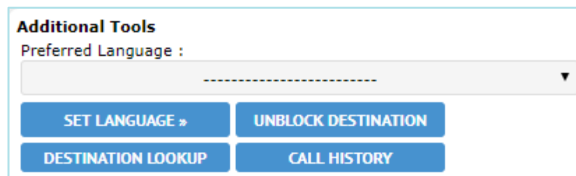
Blacklisted ILD Accounts in Auris

Customer's ILD account may be flagged as blacklisted with the message below in Auris due to suspicious activity using their device. If they attempt to make a call, they will hear an error message.

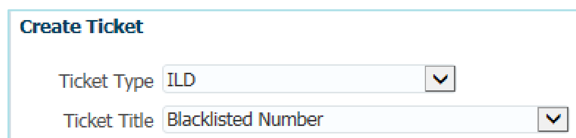
> *"We've detected suspicious activity from your device. For your protection, International Calling has been temporarily suspended. Could you please provide the locations you usually call?*
> ***REP: Note locations on Case for Lost Prevention to review in the future.***
> *Thank you; International Calling will be restored within the next 15 minutes. To avoid future service interruption, remember this service is only for your personal use."*

If this happens, please follow the steps outlined below.

1. Verify the account is flagged as blacklisted.
2. You must read the verbiage to the customer.
3. Select **Unblock Destination** button to unblock the account.



4. In TAS, create a "Blacklisted Number" ticket from the Create Ticket in the ESN Support.
   - Ticket Type: ILD
   - Ticket Title: Blacklisted Number



Take note of the destination number for Loss Prevention to review. Once the Fraud review is complete, the restriction will be cleared and the customer will be able to make ILD calls.

ILD App

ILD app will be updated on the Android Google Play store. ILD calls completed using older version apps will no longer work after the March 29th release date. This update will require any previous installed apps to be removed from the phone and the latest version to be installed.

Making an ILD Call: ILD calls must be completed through the app.

1. From the Home screen, select **Make a Call**.
2. Select number to call; either through
   - Contacts
   - Dial Pads
   - Favorites

Chapter 7: My Account

Customer Portal

This section will review the "My Account" Customer Portal which allows customers to manage their accounts online.

What can the customer do online?

Customer will be able to:

- Check their plan balances, end dates, etc.
- Make single payments, by credit card, and have it applied directly to their phone number
- Set up automatic recurring payments (Auto Refill)
- See their recent Call Log
- View their Order History
- Reach Customer Care through Live Chat

Requirements

- Customers must have a valid Page Plus phone number with text message service active in order to read and verify the validation code that is sent to the phone.
- If customers cannot receive and view text messages on their phone, they will not be able to add their phone number to an online account.
- Customers must have a valid email address for account verification.

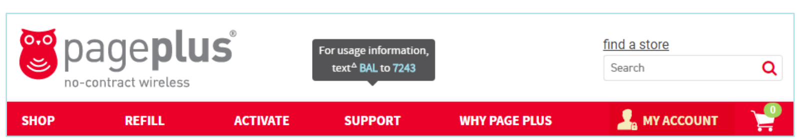
Registration

Registration is a two-part process in which the customer needs to first create an online account then add their phone number to that account.

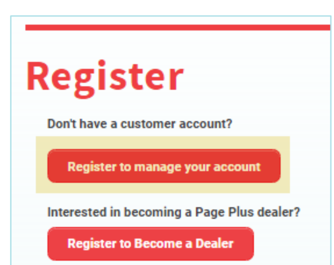
Below are the steps the customer will need to complete to create an online account. You can also walk a customer through these steps to provide assistance when necessary.

Part one:

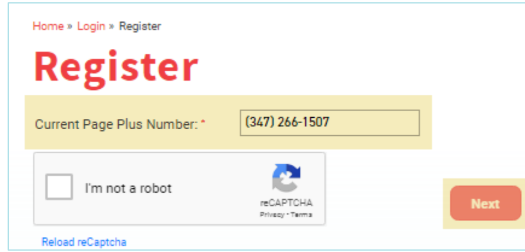
1. In the Page Plus website, select My Account.



2. Go to Register section and select "Register to manage your account".



3 Enter the current Page Plus number then select "Next".



4 On the Registration page, enter the required information.

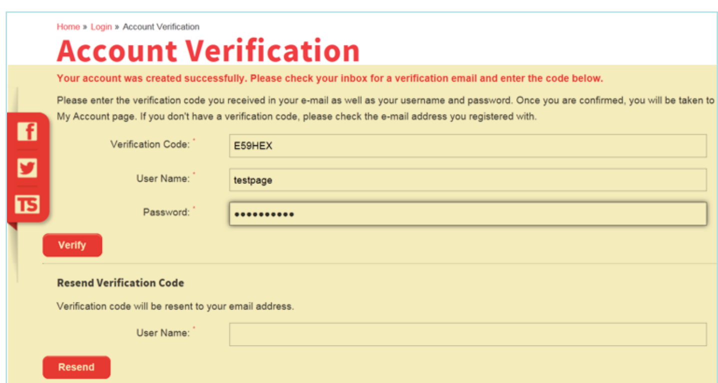
- The username cannot contain any spaces or special characters.
- Password must be 6 or more characters in length and must contain at least one letter and one number.

Note

Fields with an asterisk (*) are required.

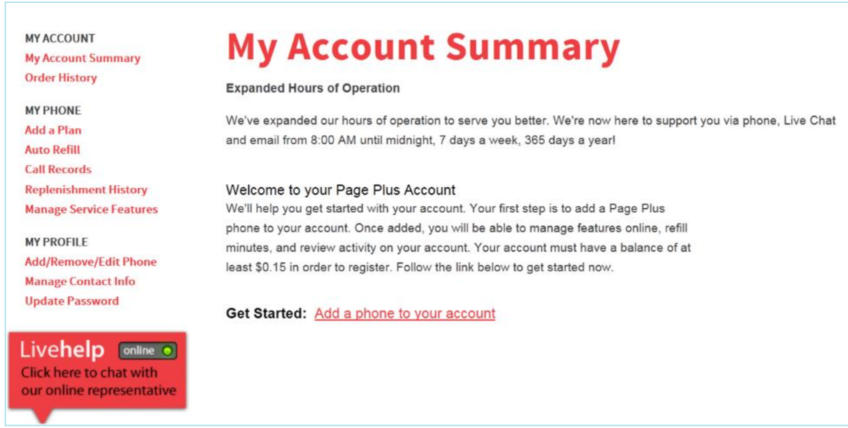
5 A confirmation message, "Your account was created successfully. Please check your inbox for a verification email and enter the code below." The customer will then enter the verification code along with the Username and Password in the fields provided then select "Verify" button.

- The verification codes are case sensitive.
- The customer can try to copy/paste the code from the email, however must be careful not to add extra spaces.



If needed, the customer can send the verification email.

6 Once verified, the "My Account Summary" page should appear.

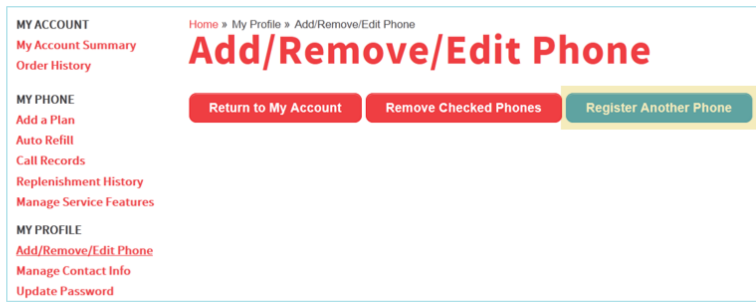


Part Two:

Once the account is created, the designated phone number can be added to the account following the steps below.

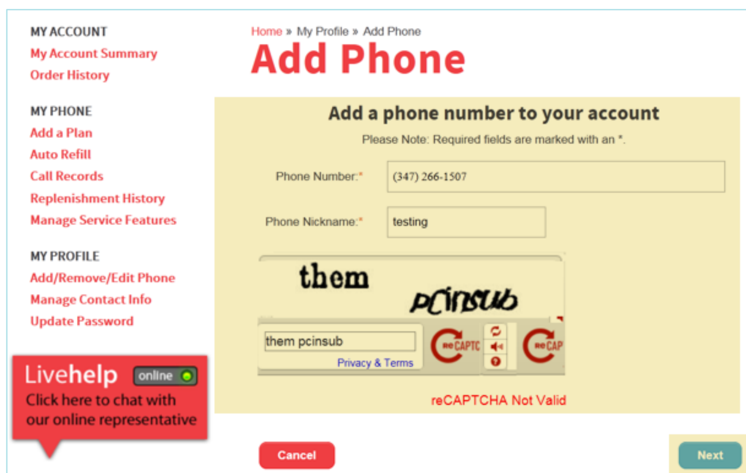
1 From the "My Account Summary" page, select the link "Add a phone to your account".

2 Select "Register Another Phone".

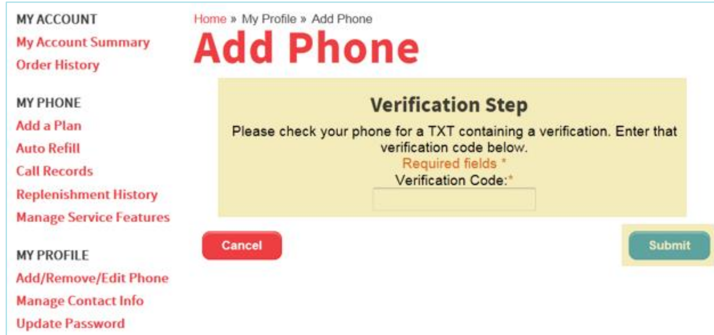


3 Enter the required information then select "Next" when finished.

- Phone Number
- Confirm Phone Number
- Phone Nickname
- Captcha phrase



4 The customer will receive a text message and will then enter the code in the verification code window and select “Finish”.



5 A confirmation message should then appear along with the phone number and phone nickname displayed. The customer is now able to manage their account online.

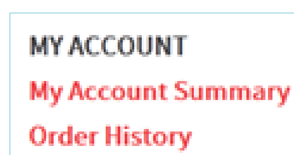
Things to remember:

- Customers must have at least a balance of $0.15 or a monthly bundled plan in order to register.
- Up to five (5) Page Plus numbers can be added an online account.

Now the account is created and the designated phone number(s) added, let’s look at what options from the left-hand menu that customers has available to manage their account online.

My Account

Under this section, customers will see the following sub-menu options.



My Account Summary

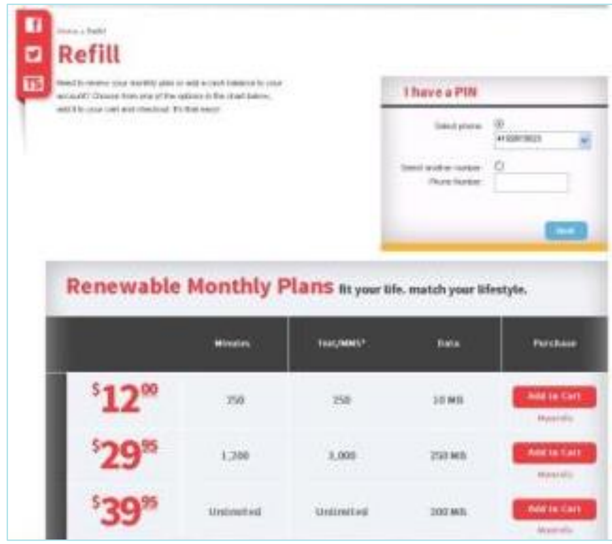
This page provides a summary of the customer’s account including:

- Phone number
- *Rate Plan
- Service Features
- Cash Balance
- Expiration Date
- “Refill” button

> **Note**
> If on a Talk n Text Plan then the plan details will also be displayed:
> - PIN info
> - Date PIN was added
> - Remaining bucket balance (Voice, SMS, Data)
> - Talk n Text Plan End Date

Refill button

Customers can purchase a PIN or apply a PIN if already purchased.



Order History

From this option customers can view their purchase history based upon the selected date ranges:

- COMPLETE
- TODAY
- LAST WEEK
- LAST MONTH
- LAST 90 DAYS

> **Note**
> Customers must be logged into their account when making an online purchase for it to be displayed.

My Phone

Under this section, customers will see the following sub-menu options.

Add a Plan

This option will re-direct to the Plan page in order to purchase the designated PIN to add to the account.

Auto Refill

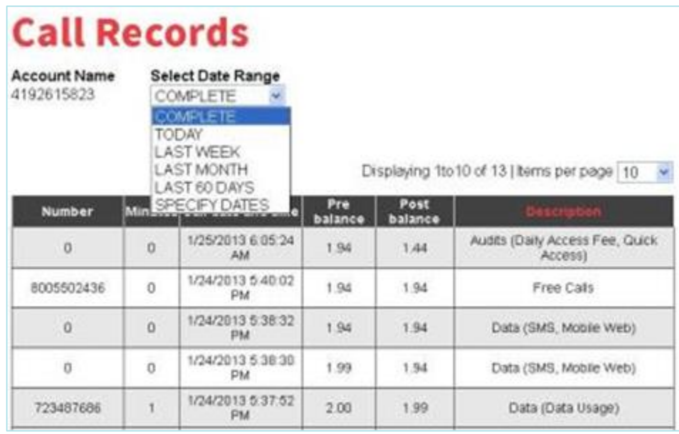
This option allows customers to set up recurring payments using a designated MasterCard or Visa. Customer will be able to choose from the following options:

- A Monthly Talk n Text Plan to refill once a month
- A Standard dollar value PIN to refill every two weeks or once a month

Call Records

This option allows customers to view their call records as well as other transactions for a designated phone number.

Up to 250 transactions can be viewed within the last 60 days.



Replenishment History

From this option customer can view their Replenishment (and other transactions) for a designated phone number.

Customers can choose from the following date ranges:

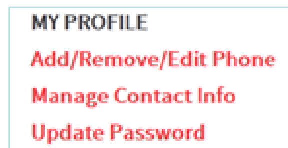
- TODAY
- LAST WEEK
- LAST MONTH
- LAST 3 MONTHS
- ALL

Manage Service Features

- This option allows customers to turn OFF or ON service features such as Voicemail, Data/MMS, or SMS depending upon their current plan.
- **Standard Plan:** customers can turn OFF or ON Voicemail, Data/MMS, or SMS.
- **Talk n Text Plan:** customers have the can turn OFF or ON Voicemail ONLY.

My Profile

Under this section, customers will see the following sub-menu options.



Add/Remove/Edit Phone

This option enables customers to add, remove, or edit a phone number assigned to the online account.

Manage Contact Info

From this option customers can update any of the contact information originally provided in the registration form.

Note

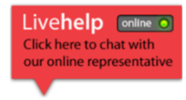
Customers will not be able to change the Username.

Update My Password

This option allows customers to change their designated password, when necessary.

Live Chat

Any time during business hours customer can use Livehelp to chat with an online representative. When clicked, a pop up window will appear.



Note

When finished, customer can print or email the chat session, if desired.

Auto Pay (Auto Refill)

As mentioned earlier, Auto-Pay or Auto-Refill is an option for customers with a "My Account" online account to set up recurring payments using a designated MasterCard or Visa.

Benefits:

With Auto Pay/Auto Refill, the Customer can:

- Set up bi-weekly or monthly payments
- Set their payment date
- Renew their Monthly Plan or add money to their Standard plan, on a schedule that they choose

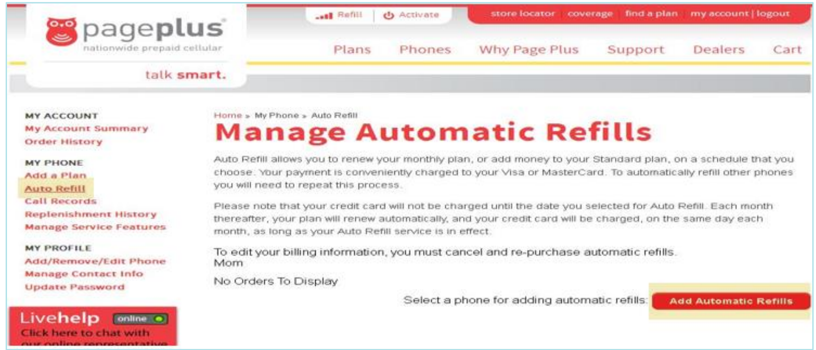
Requirements:

To set up Auto Pay online:

- They must have an Online Account with their phone number assigned to it
- They must have a valid MasterCard or Visa
- Payments can be set up for multiple Page Plus phone numbers
- Each phone number needs to have its own Auto Refill set up

To set up Auto Refill, customers will follow the steps below.

1 Once logged into their online account, select Auto-Refill from the left-hand side menu then select Add Automatic Refills.



2 Customer can select the desired PIN or Plan then choose the frequency, "Every two weeks" or "Once a Month".

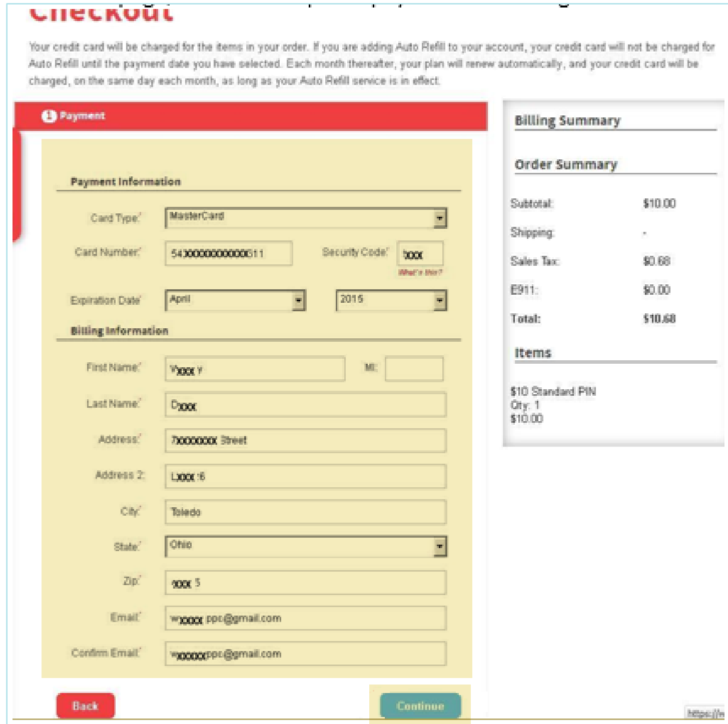
- The Standard Plan can be added while on any plan.
- The Talk n Text Plan only has the option to refill "Once a Month".

3 Next, the customer will select the desired date to begin Auto Pay by clicking in the "Start Date" field then choosing the desired date from the drop-down calendar.

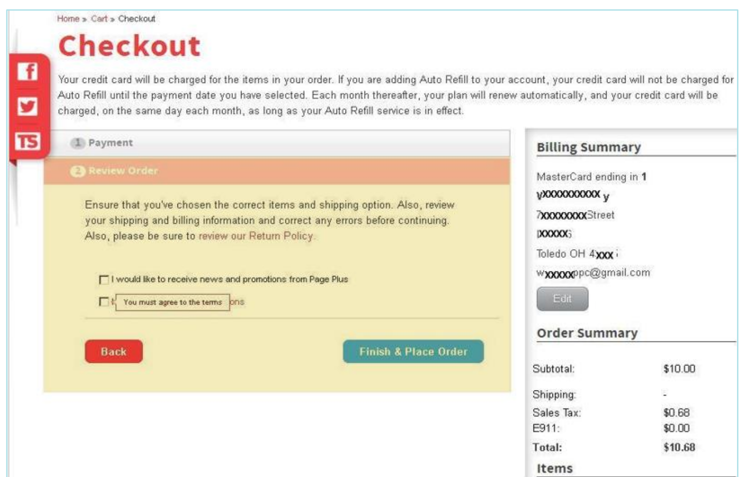
- If the customer is setting up a monthly Talk n Text bundled plan, then advise the customer to set the payment date before their current plan end date. Doing so will "stack" the PIN and start the plan when the current one ends so there is no delay.
- Auto Refill payments are normally applied between 1am – 6am, daily.

4 Select "Go to Checkout".

5 In the Checkout page, enter the required payment and billing information then select “Continue”.



6 A confirmation pop up message will appear with the order details and accept the Terms and Conditions.

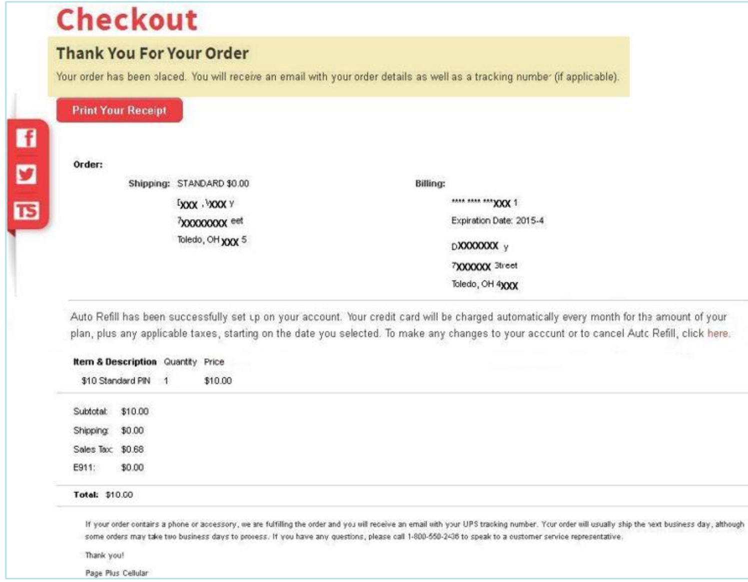


Note

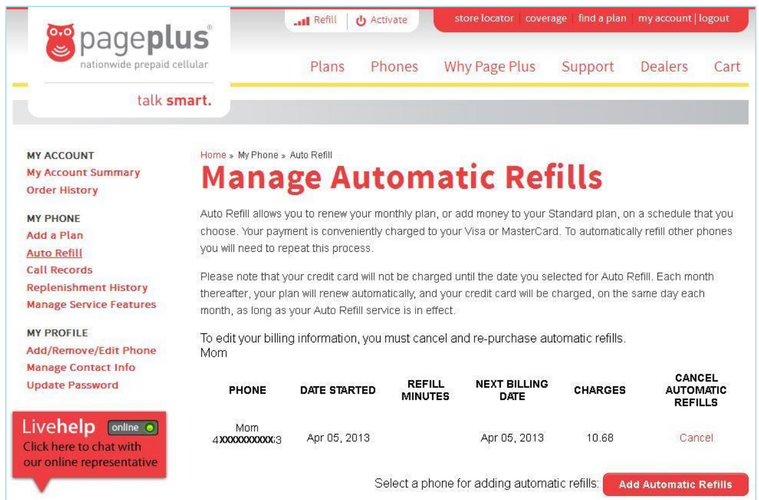
When adding Auto Refill, the credit card is not charged until the designated payment date and will automatically on the selected date as long as the Auto Refill service is active.

7 When finished reviewing, select “Finish & Place Order”.

8 If the payment was successful, the customer will then see a confirmation message with the order details and tracking number, when applicable. Otherwise an error message will appear, advising the customer to review the payment details and try again.



9 When refreshed, customers can see the Auto Refill details in My Account > Auto Refill.



Troubleshooting Scenarios

In this section, we will review some common troubleshooting scenarios to assist customers experiencing issues managing their online My Account.

Verifying a customer's email address

The customer will not able to view their MDN information online until the email is verified. If the customer has multiple MDN's, all must be verified.

If a customer is having trouble verifying their email address during the registration process, you can assist by following the steps below.

1 Go to Maggie > Customer Login and select the magnifying glass on the right-hand side to see the "Search" field.

2 Enter the customer's email address then click the "Search" field. You can also enter the MDN, First and Last Name.

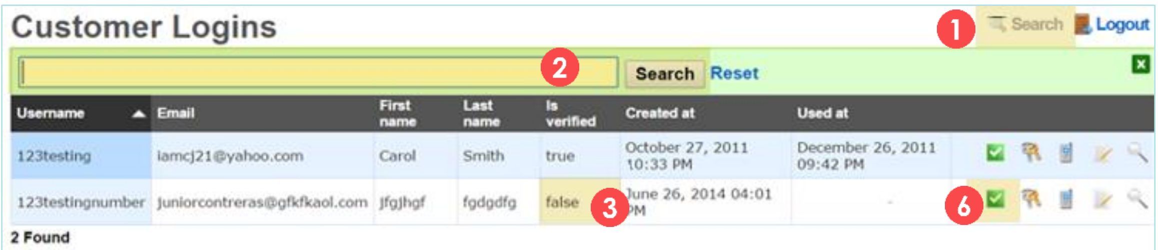
3 Check the column, "Is Verified". It will display "False" if the email was not verified.

4 Send the customer an email using RT (customerservice@pagepluscellular.com) and include a verification code. The verification code can be any six (6) letter/number combinations. (For Miami agents only)

5 Ask the customer to confirm the code when received.

6 Once confirmed, select the green checkmark. The "Is Verified" column will change to "True".

7 Advise the customer that they should now be able to log in and view their online information.



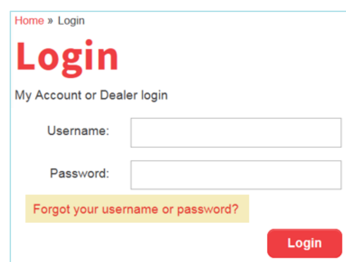
Username	Email	First name	Last name	Is verified	Created at	Used at
123testing	iamcj21@yahoo.com	Carol	Smith	true	October 27, 2011 10:33 PM	December 26, 2011 09:42 PM
123testingnumber	juniorcontreras@gfkfkaol.com	jfgjhgf	fgdgdfg	false	June 26, 2014 04:01 PM	-

Password Reset (via website)

If the customer is getting an error message when attempting to log in, make sure to remind them that the username and password is case sensitive. If they are still having issues logging in, advise them to reset their password on the website. To do, have the customer follow the steps below.

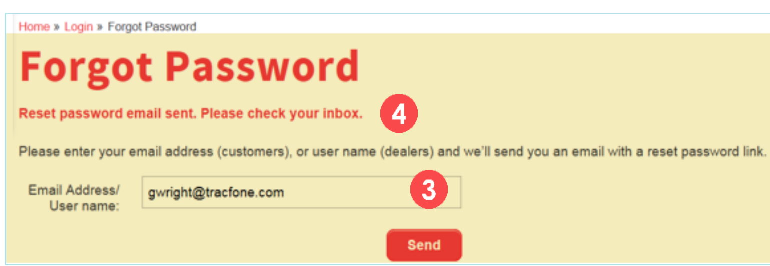
1 Access the website, www.pagepluscellular.com then select "login" link in the upper right-hand corner.

2 Select "Forgot your username or password" link.



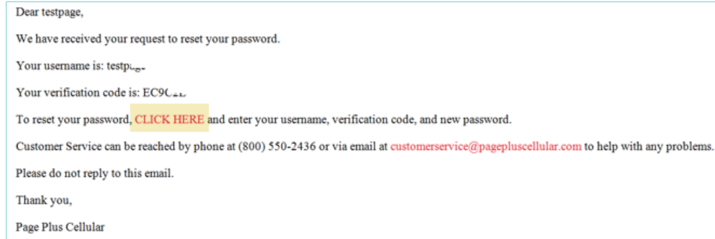
3 Next, enter the email address associated with their My Account then press Send.

4 A confirmation message will appear that an email was sent. Instruct the customer to check their inbox and follow the instructions provided in the email.



The email will contain the customer's username, a new verification code and a link to reset the password accordingly.

CLICK HERE link will direct customers to the Change Password page below.



Dear testpage,

We have received your request to reset your password.

Your username is: testp

Your verification code is: EC9C

To reset your password, CLICK HERE and enter your username, verification code, and new password.

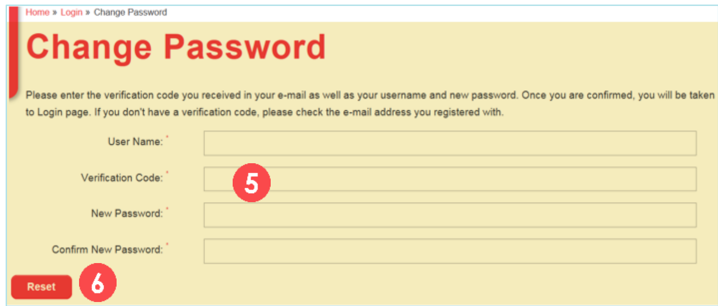
Customer Service can be reached by phone at (800) 550-2436 or via email at customerservice@pagepluscellular.com to help with any problems.

Please do not reply to this email.

Thank you,

Page Plus Cellular

5. From the Change Password page, enter the following required information:
   - Username
   - Verification Code
   - New Password
   - Confirm New Password
6. Select Reset.



Resetting Password Using Kwan (Customer Login)

If the customer forgets their password and the email address is not accessible (ex. an old work email address), you can also assist by removing the phone number from the account. To do so, follow the steps below.

1. Access the account in Customer Logins (KWAN) and confirm that the account is valid and the email has been verified (True).
   - Verify ownership by following the security passcode process if not already done.
   - If the customer is able to verify:
     - Go to Customer Logins and remove the phone number from the account.
     - Advise the customer to create a new account.

Note

You will not be able remove the phone number from an account if the customer is enrolled in Auto-Refill. If the customer agrees, proceed to cancel their Auto-Refill then remove the number from the account. Once completed, instruct the customer to create a new account.

"Already Associated to Account" Message

If the customer is unable to login due to an "Already Associated to Account" message displayed, follow the steps below.

1. Go to Maggie>Customer Login to confirm if the email address was verified.
   - **True:** account/email was verified
   - **False:** if the phone number was not verified and the customer did not receive the vcode.
2. If False, the customer must add the phone to the web account and verify it.
   - Verify ownership by following the security passcode process if not already done.
   - Once verified, remove the phone in Customer Login > Customer Details.
   - Click on the phone icon then from the drop-down list delete the designated phone.
   - Document the account accordingly.

3. Advise the customer to add the phone back to their web account.

> **Note**
> Customers must have at least $0.5 in their cash balance to receive the vcode.

Error Message when Logging In

If the customer is getting an error message when trying to log into their web account, follow the steps below.

1. Follow the steps above to delete the designated phone from the customer's web account using "Customer Login" tool.
2. Change the email address to dummy email address for that specific account.
3. Now instruct the customer to create a new account.

"Exceptions" Error Message

IF the MDN associated with an online account is changed or deactivated, the customer will see this type of message when trying to log in.

To resolve, remove the MDN from the online account then advise the customer to add the appropriate phone number.

MDN Deactivates

If an MDN deactivates, it will automatically display the incorrect MDN information (if any) and the deactivate MDN will need to be removed from the account. If the primary phone is removed, it will not automatically make the next MDN the primary until the batch manager runs at the end of the day. The customer will receive an error message (e.g. exception error or browser error).

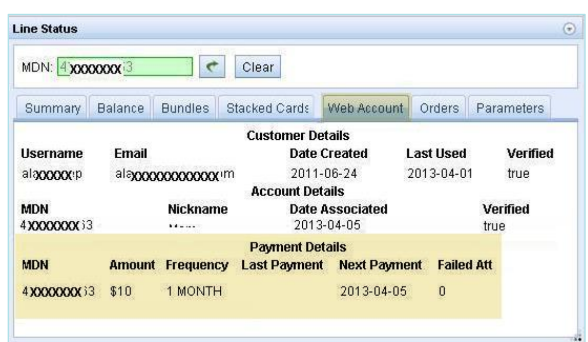
Keep in mind; if a customer and dealer have the same username, the account will pull up based on the password.

Cancelling Auto Refill via Website

If the customer wishes to cancel their Auto Refill, advise the customer to cancel it via their online My Account. Make sure to verify that Auto Refill is set up by checking Trail > Line Status > Web Account tab.

If the customer has AutoPay set up, you will see the following information displayed under "Payment Details":

- The MDN that Auto Pay is set up for
- The dollar AMOUNT of the recurring charge
- The FREQUENCY of the charge (how often the payment will be taken)
- The date of the LAST PAYMENT taken
- The scheduled date of the NEXT PAYMENT
- Any FAILED ATTEMPTS for the most recent payment



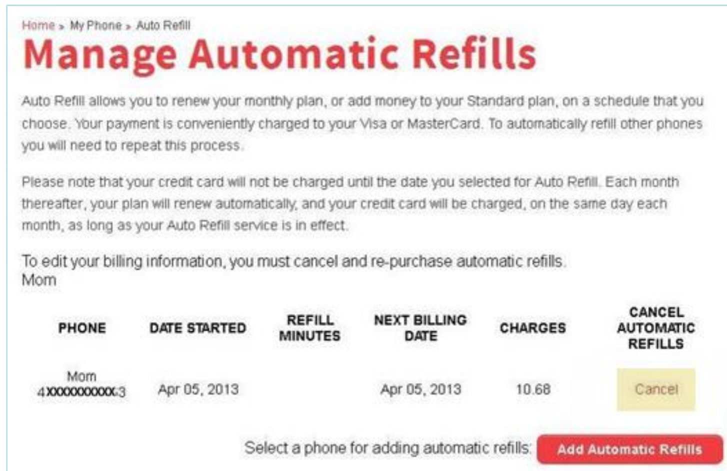
Web Account

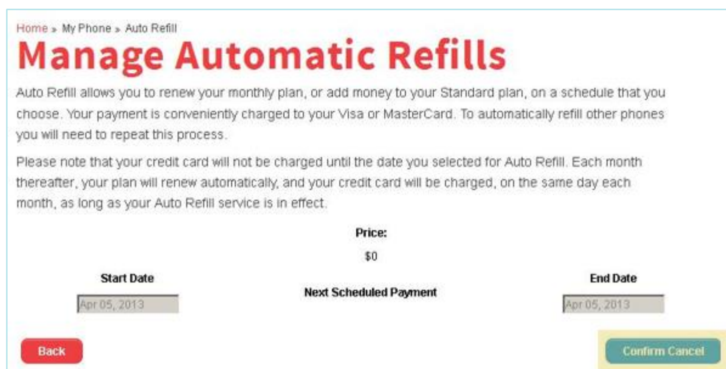
When the below message appears, this indicates that the customer has not yet created/set up a My Account and is not enrolled in Auto Pay. Keep in mind that a My Account is needed for enrollment.

If necessary you can walk the customer through the cancellation process online by following the steps below.

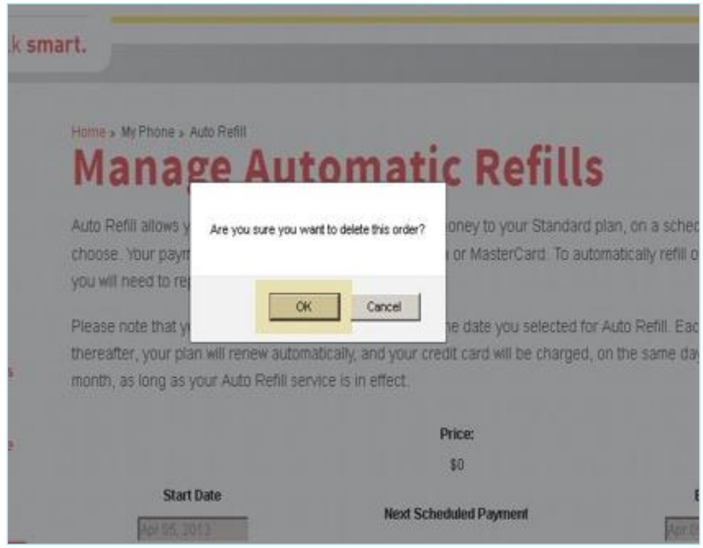
1. Instruct the customer to log into their My Account then select "Auto Refill" from the left-hand side menu.

2. From the Manage Automatic Refills page, select the "Cancel" link then select "Confirm Cancel".

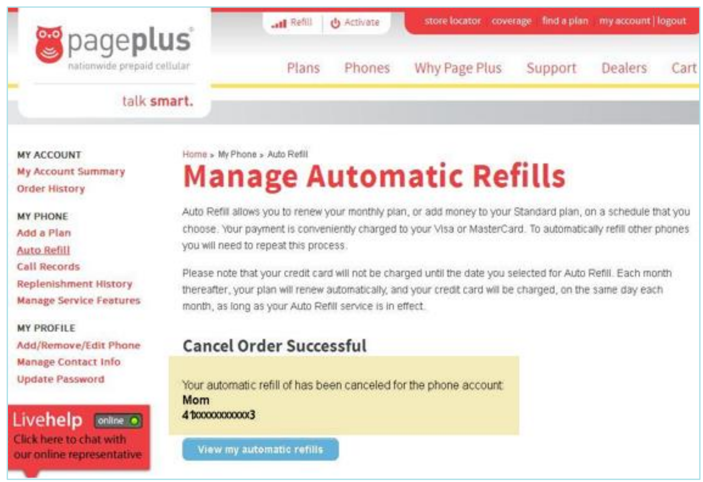




3 A confirmation popup message will appear, select “OK”.



4 The customer should then see the cancellation confirmation message appear.

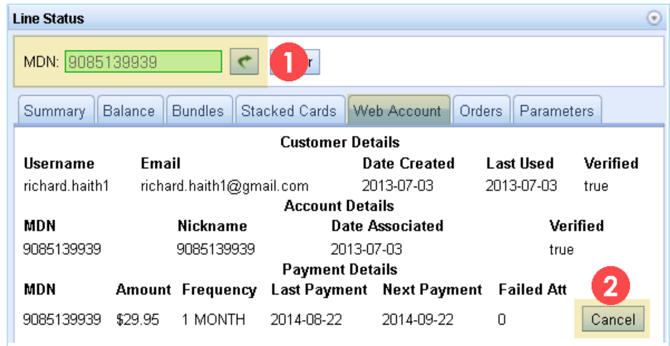


5 Go to Trail and refresh Line Status > Web Account tab to confirm the Auto Refill details no longer appears.

Cancelling Auto Refill via Trail

If necessary, you can also cancel Auto Refill by using Trail. Make sure to confirm the customer's email address and username is valid before proceeding. Once verified, follow the steps below.

1. Using "Line Status" window, access the MDN.
2. Select "Web Account" tab then select "Cancel".



3. The line should turn red and you will then see the word "deleted".
4. Document the account using the "Add Note" window.
5. Advise the customer that their auto-pay is cancelled.

Note

When adding a PIN that is higher than the current enrollment, the PIN will override the enrollment and automatically cancel the Auto Pay.

Scenario: Customer wishes to make changes to their Auto Refill. Customers are unable to make any changes to a current Auto Refill payment arrangement. The customer would need to cancel their Auto Refill and set up a new one with any new information.

Chapter 8: Dealer Portal

In this section, we will look at Dealer handling including:

- Dealer New Applications
- Dealer Portal (website)
- Dealer troubleshooting issues

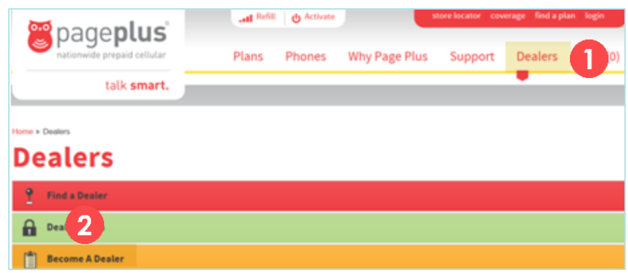
On the website, new and existing Dealers have the ability to do the following:

- Complete new applications
- Training & Support tutorials
- Access Dealer Accounts

New Dealer Applications

New dealers can complete the application process as described below.

1 From the home page, select the "Dealer" tab.
2 Select the "Become A Dealer" banner.



3 Dealers will then see a brief description regarding dealer requirements then will need to submit the online form to begin the application process.

4. An email will be sent to the dealer in which they will need to respond and include one of the following:
   - State or Local vendor license
   - Utility bill with the store name and address (clearly displayed)
5. Once the information is verified, potential dealers will need to complete an online basic training program.
6. When completed, their application will be submitted for final review and approval.
7. Once approved, dealers will:
   - Be assigned to a Master Distributor
   - Get a Dealer Code
   - Have Access to the Dealer Portal

Note

Dealers must pass the online training in order to receive the Dealer Welcome Kit. If they fail, Dealers can retake the online training program as many times as needed.

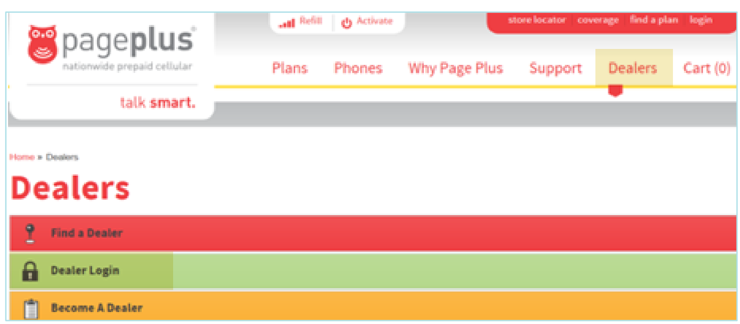
Dealer Portal

Upon completion of the training program and approved as a new dealer, Dealers can then access the Dealer Portal on the website. This portal will allow Dealers to manage their account as well and have access to "Dealer Tools" to assist customers. Let's take a look.

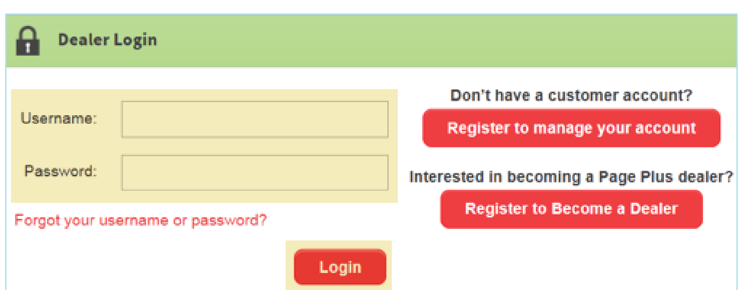
Logging In

Dealers will log into their account in the same manner a customer would access their online account. To do so, Dealers will follow the steps below.

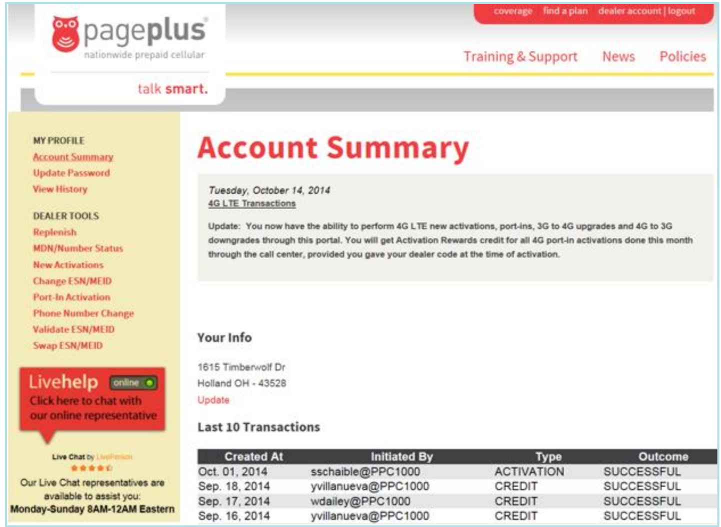
1. Access the website then select on the "Dealers" tab in the upper right-hand corner.
2. Select the "Dealer Login" banner.



3. Enter the Username/Password then select "Login".



4. Dealers will then see the "Account Summary" page. From there Dealers can view:
   - Account Summary
   - My Profile
   - Dealer Tools
   - Live Chat

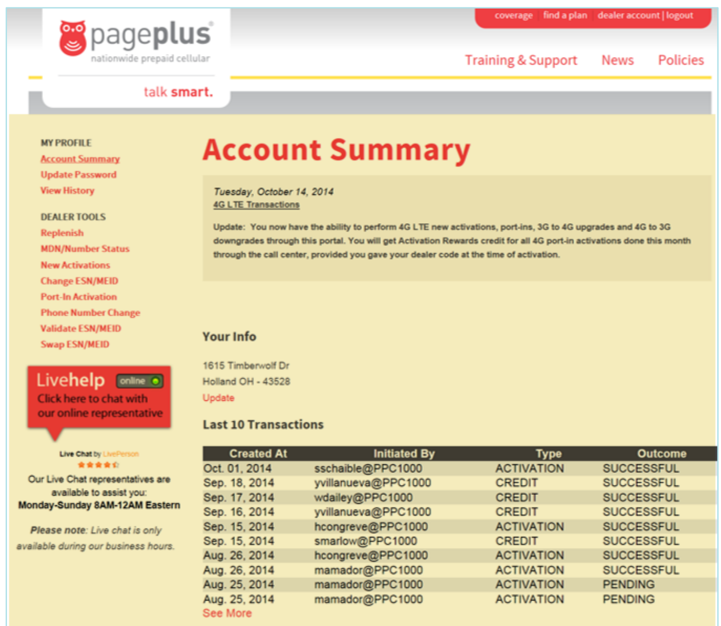


My Profile

Account Summary

On the main Account Summary page, Dealers will be able to view the following:

- Updates or notifications
- "Your Info" will display Dealers' Address
- "Last 10 Transactions" displays the last 10 transactions completed including "Type" and "Outcome".
- Access to "My Profile" and "Dealer Tools" sections.
- Access to "Live Chat" for assistance.



Select "See More" link to view the next 10 transactions. This will re-direct to View History section.

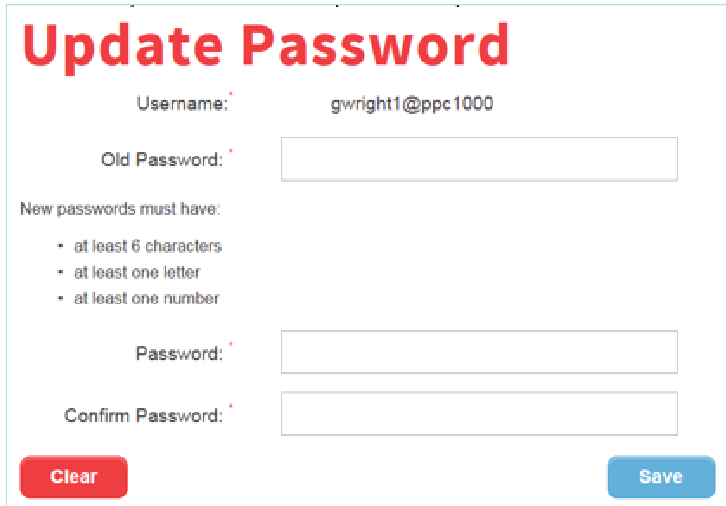
Note

Dealers can also access click on the following tabs located at the top of the page for additional information.

- Training & Support
- News (Dealer Digest)
- Policies (Dealer T&C's)

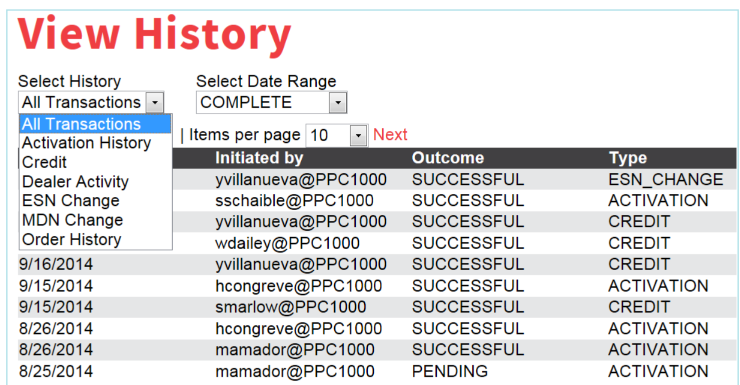
Update Password

From this option, Dealers can update their password.



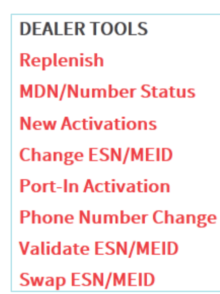
View History

This option allows Dealers to view their transaction history by Type and date range. Up to 40 items per page can be displayed.



Dealer Tools

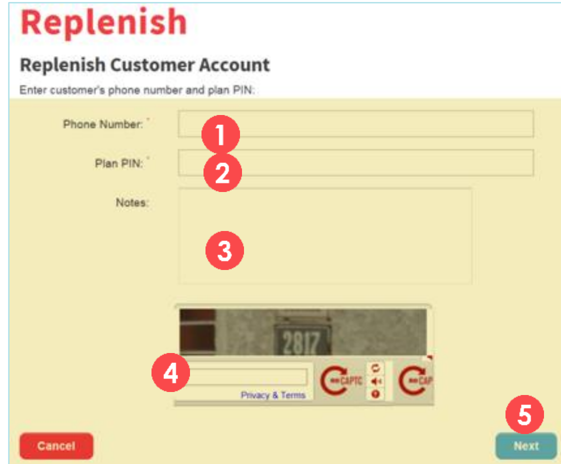
This section is where Dealers will process/handle customer transactions. You will see that the Dealer will be able to complete many of the transactions using the portal as would a CSR.



Replenish

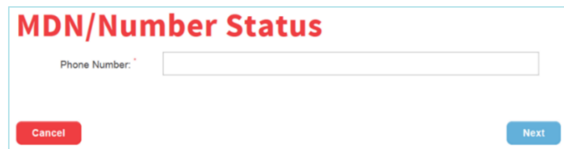
This option enables customers to replenish the customer's MDN. Dealers will simply:

1. Enter the customer's Phone Number (MDN).
2. Enter the designated PIN number.
3. Add any notes, when applicable.
4. Enter the CAPTCHA word or number displayed.
5. Select "Next".
6. A confirmation message will appear when successfully added.



MDN/Number Status

This option is used to check the status of a specific MDN. If the MDN is not active, an error message will appear.

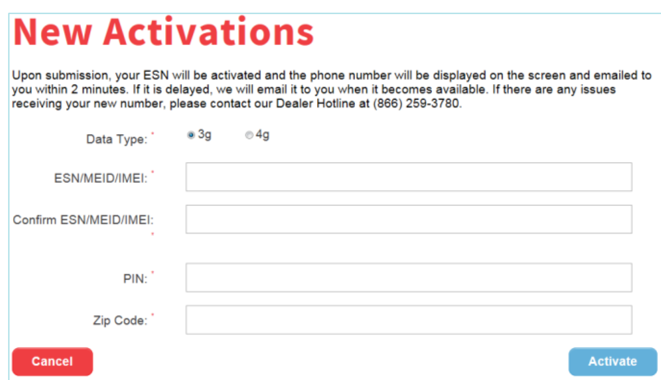


The Dealer will see the following information:

- Phone Number
- MIN
- Status
- Rate Plan
- Balance
- Expiration Date
- Active Features
- Monthly Plan Details
- Stacked PIN info (when applicable)

New Activations

This option will enable Dealers to activate new phones (ESN's). Just like our CSR's, Dealers will need to complete the OTA programming upon successful activation.



Once the ESN is activated, the following information is displayed:

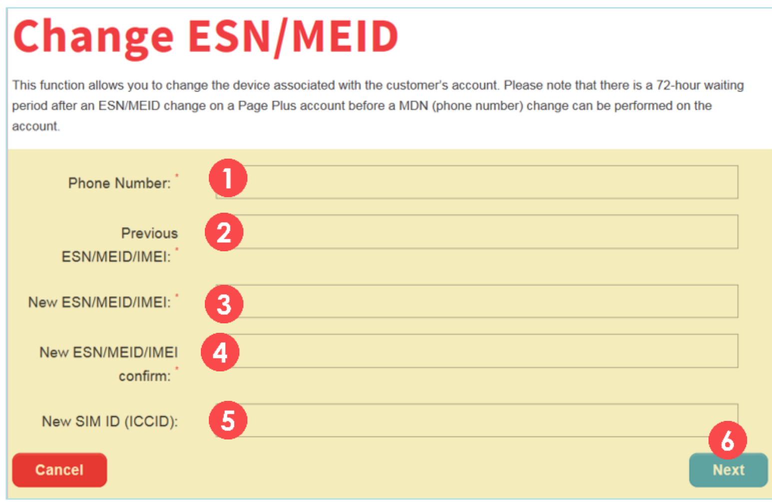
- Transaction ID
- Activate ESN Status
- Phone Number
- ESN
- MDN
- Balance
- Rate Plan
- MIN
- Notes (If any)

The Dealer also receives an email containing the Transaction ID, ESN, and MDN.

Change ESN/MEID

To complete an ESN Change:

1. Enter the customer's Phone Number (MDN).
2. Enter the previous ESN/MEID/IMEI.
3. Enter the New ESN/MEID/IMEI.
4. Re-enter the New ESN/MEID/IMEI to confirm.
5. Enter New SIM ID (when applicable).
6. Select "Next".



7. A confirmation will appear when successful.

Note

- A failed ESN Change will display the same error message as shown in Trail.
- If a Dealer contacts Dealer support for assistance during a change ESN. The dealer must be able to provide the original ESN (OLD ESN) otherwise we would not be able to complete the change. This is to prevent potential dealer fraud.

Port-In Activation

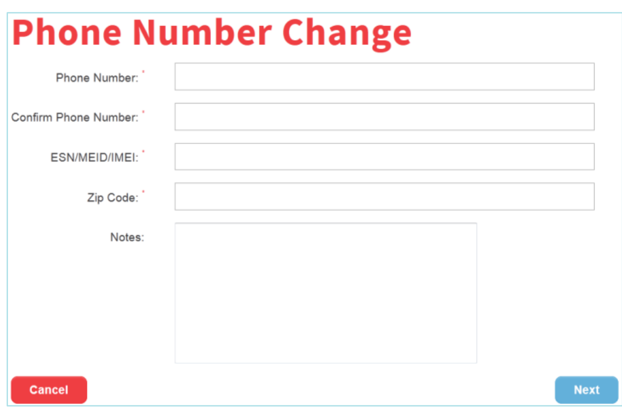
This option is used when new customers want to port-in (transfer) their current phone number. Dealers will capture the required information and then the form will be submitted to the old Service Provider.

Note

Dealers would need to call Customer Service to check the status or to make any changes to a Port-In Request once submitted. A new request will not affect the current request.

Phone Number Change

Dealers can change customers' phone number, when necessary.

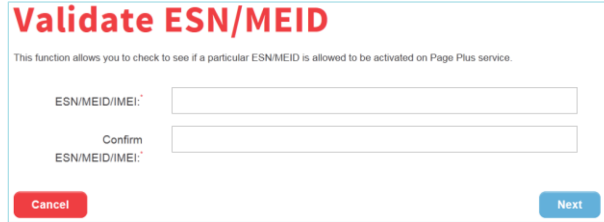


Note

There is a 72hr waiting period to perform a Phone Number Change if an ESN/MEID Change was completed.

Validate ESN/MEID

Dealers will use this option to validate a device (ESN) to verify if eligible for activation.

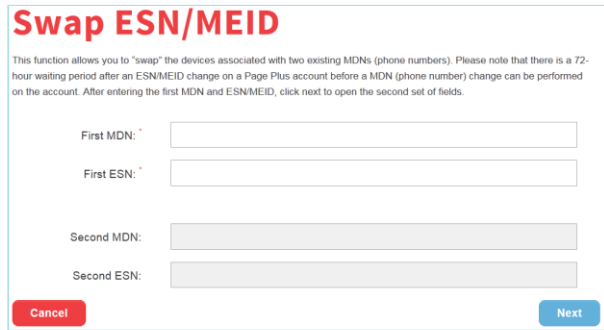


Note

The same validation messages/errors as in Trail (Valid, Active with other, etc) will appear.

Swap ESN/MEID

This option is used to "swap" devices (ESN's) between two existing phone numbers (MDNs).



Note

There is a 72hr waiting period to if an ESN/MEID Change was completed before a Phone Number Change can be performed.

Dealer Troubleshooting Issues

In this section, we will review some common dealer issues you may encounter and the corresponding troubleshooting.

As discussed previously, KANG and KWAN are used when with working with dealer accounts and/or issues.

Kang is used to:

- Address Checker
- Check New Dealer App (NDA) Status
- Email Dealer

KWAN is to:

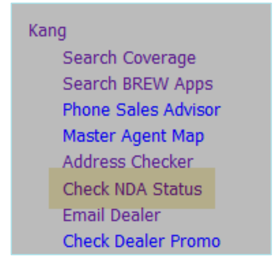
- Update contact phone number
- Update passcode for Dealer Portal login
- Email Dealer if forgets username & passcode

New Applications

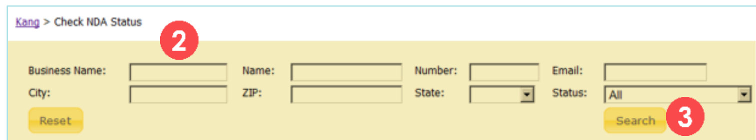
Dealers may call inquiring about the status of their application or stating that they do not know their dealer code. This often occurs with pending or newly processed applications.

You will use Kang to check a new Dealer's application status and the history of the application process by following the steps below.

1. Access Kang then select "Check NDA Status" from the sub-menu.



2. Enter the appropriate information for the following fields:
   - Business Name
   - Name
   - Number
   - Email
   - City/State/Zip
   - Status (select from the drop-down list)
3. Select "Search".

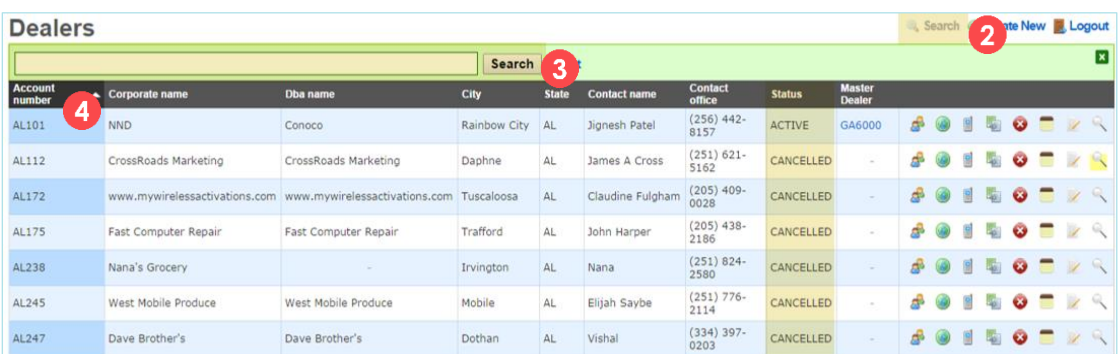


Note
Dealer codes can begin with either "PPC", "PPD", or State Abbreviation (e.g. "OH").

Finding a Dealer's Account

To find a Dealer's account in Kwan, follow the steps below.

1. From Maggie, click on "Dealer Tools" then select "Dealer Database".
2. Click on the Search icon in the upper right-hand side.
3. In the "Search" field, enter one of the following:
   - Dealer Code
   - Store Name
   - Registered Email Address
4. You will then see the Dealer main page appear.



Account number	Corporate name	Dba name	City	State	Contact name	Contact office	Status	Master Dealer
AL101	NND	Conoco	Rainbow City	AL	Jignesh Patel	(256) 442-8157	ACTIVE	GA6000
AL112	CrossRoads Marketing	CrossRoads Marketing	Daphne	AL	James A Cross	(251) 621-5162	CANCELLED	-
AL172	www.mywirelessactivations.com	www.mywirelessactivations.com	Tuscaloosa	AL	Claudine Fulgham	(205) 409-0028	CANCELLED	-
AL175	Fast Computer Repair	Fast Computer Repair	Trafford	AL	John Harper	(205) 438-2186	CANCELLED	-
AL238	Nana's Grocery	-	Irvington	AL	Nana	(251) 824-2580	CANCELLED	-
AL245	West Mobile Produce	West Mobile Produce	Mobile	AL	Elijah Saybe	(251) 776-2114	CANCELLED	-
AL247	Dave Brother's	Dave Brother's	Dothan	AL	Vishal	(334) 397-0203	CANCELLED	-

The Status column will indicate if the Dealer account is active.

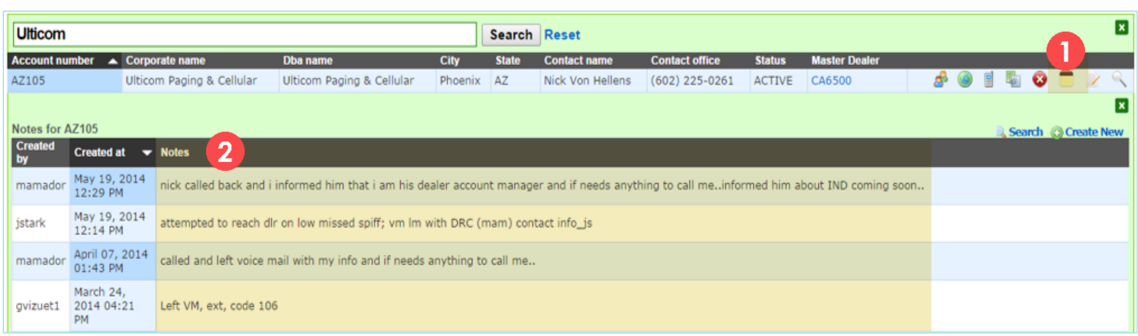
You will also see additional options including:

Icon	Description
	Agents - Lists the Agents under designated Dealer
	Locations - Lists Dealer locations including “Type” (Wholesale, Storefront, etc)
	Calls - Displays the call history for designated Dealer
	Change History - Displays the “Change History” for Dealer
	Used to cancel account (You can trace by checking “Change History”)
	Displays any Dealer notes
	Used to edit account information
	View Dealer Account details (Status, if Master Dealer, Tier level, etc)

Verifying Dealer’s Notes

You can check the notes on a specific dealer account to get more details, if necessary, when interacting with a Dealer.

1. Select the Notes icon.
2. You will then see all applicable notes on the account.



Updating Dealer Information

Using kang, you can update a Dealer's password and phone number, when necessary.

Make sure to verify the following pieces of information before proceeding to make any changes.

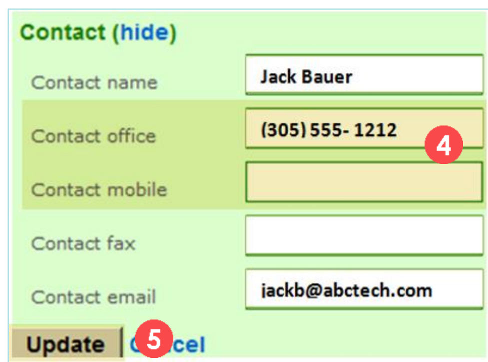
- Master Agent Contact Person
- Phone Number
- Email Address
- Store Location (physical address)

Note

If the Dealer needs to update additional contact information such as address, email, contact person, etc., instruct the Dealer to email their request to Dealer Support (dealersupport@tracfone.com).

To Update a Dealer Phone Number:

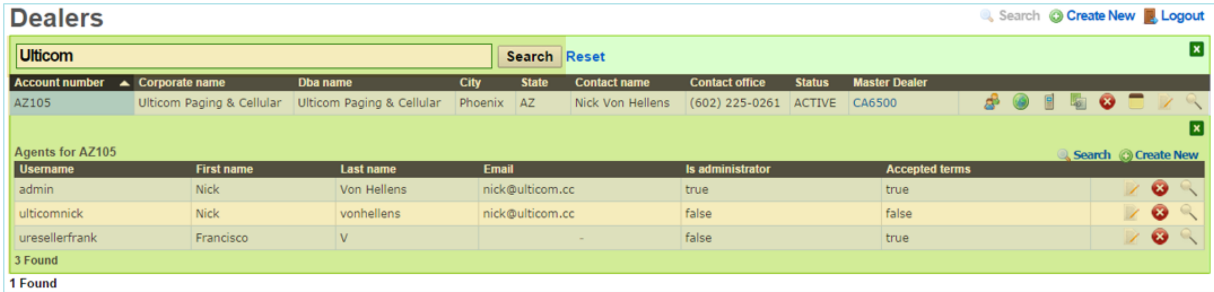
1. Call the new phone number and verify that it is a business line. (Ex. The person answering the line should use a greeting with the store name.)
2. Select the "Edit" icon.
3. Select *Show* next to "Contact".
4. Update the applicable phone number field(s).
5. Select "Update".



Resetting a Dealer's Password

Dealers can be directed to use the Dealer Portal to reset their password. However, if the Dealer needs assistance resetting the password, follow the steps below.

1. Access the designated dealer account. Make sure to verify all of the necessary information before continuing.
2. Once verified, select "Agents" then select the "Edit" icon for the specific agent.



3. Following the process above, you will use Kang to create a new password, hash that password then copy into the "Password" field.
4. Select "Update."
5. Provide the new password to the Dealer, advising to change once logged in.

Dealer Portal Issues

Sometimes it may be necessary to log in as a "Dealer" when troubleshooting a dealer portal issue. When logged in, you will try to replicate what the dealer is attempting to try to find the issue and resolution.

In order to log in as a "Dealer", you will need to create a Username and Password to access the portal. To do so, follow the steps below.

Creating a User ID:

1. Go to the Dealer Database and search for "PPC1000".
2. Select "Create New".

3. Enter the following information:
   - Username (email address)
   - First Name
   - Last Name
   - Email (format; “TrailID@PPC1000”)
   - Is Administrator (select “No”)
   - *Password (hashed)
   - Accepted Terms (select “True”)
4. Select “Create”.

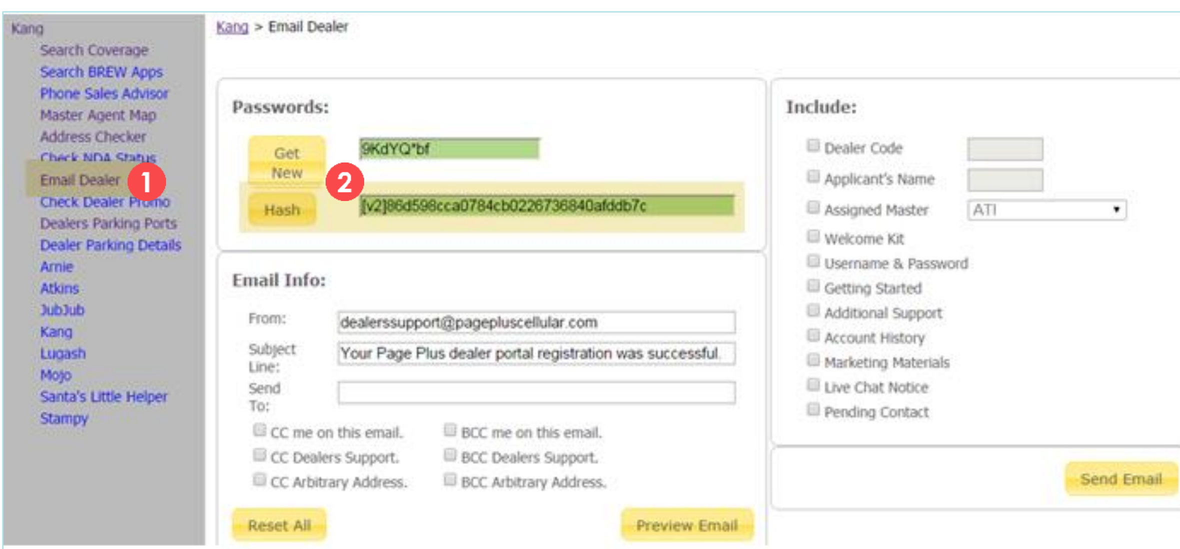
5. You will then see your account information displayed.

Note

You will need to go Kang to create and then “hash” the password as described below.

To hash a password

1. From Kang, select “Email Dealer”.
2. From the **Passwords** section, enter a new passcode and click the “Hash” button.
3. Now copy the hashed passcode then go back to the Dealer Database and enter the password, accordingly.



Dealer Rewards

Dealer rewards or "Spiffs" are rewarded to dealers based upon the number of Plan activations completed on a monthly basis. In lieu of cash, "Spiffs" as awarded as $39.95 PIN's.

To qualify, the Dealer needs to complete a minimum of 10 Activations, including port-in activations, to be eligible. Activations are counted when the "first call" is completed.

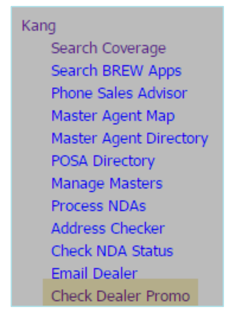
Note
Call-in Activations and MDN changes on new Activations do NOT qualify.

Checking Dealer Rewards

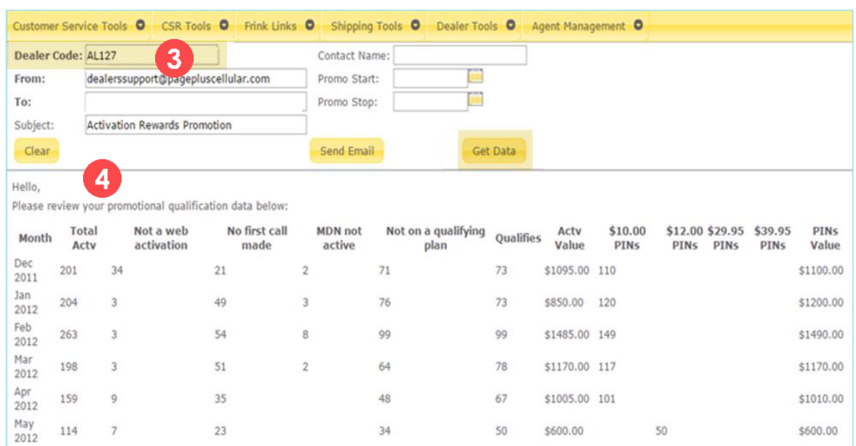
If a Dealer calls inquiring if they qualified to receive their monthly rewards, you can access KANG to confirm.

To access follow the steps below.

1. From Maggie > Customer Service Tools, select "Kang".
2. Once logged in, select "Check Dealer Promo".



3. Enter the Dealer Code ID then press "Get Data".
4. You will then see the Dealer's Spiff information.



Month	Total Actv	Not a web activation	No first call made	MDN not active	Not on a qualifying plan	Qualifies	Actv Value	$10.00 PINs	$12.00 PINs	$29.95 PINs	$39.95 PINs	PINs Value
Dec 2011	201	34	21	2	71	73	$1095.00	110				$1100.00
Jan 2012	204	3	49	3	76	73	$850.00	120				$1200.00
Feb 2012	263	3	54	8	99	99	$1485.00	149				$1490.00
Mar 2012	198	3	51	2	64	78	$1170.00	117				$1170.00
Apr 2012	159	9	35		48	67	$1005.00	101				$1010.00
May 2012	114	7	23		34	50	$600.00		50			$600.00

Note
If the Dealer is calling because they did not receive the Spiffs yet, advise the dealer to send an email to dealersupport@pagepluscellular.com for further assistance.

Keep in MIND:

- The PIN's are distributed the following month (mid-month) for the current month, if qualified.
- If you see a number displayed in the $39.95 column, this means that the PIN's were already sent.

Glossary

Below is a list of terminology that you will find throughout the manual, for reference.

ACCOUNT LIFECYCLE: The time-frame that the Account Balance and Phone Number remain active.

AIRTIME: Time that is billed for using the cellular phone, typically for voice calls. Airtime is commonly measured in minutes.

CANCELLATION DATE: The date on which the Account/Phone Number is canceled.

CELL SITE: An area where special radio antennas and electronic communications equipment, such as Cell Towers, are placed to communicate with cellular phones.

CDMA (Code-Division Multiple Access): A digital wireless technology and communication standard used for voice and data communications.

DEVICE: Phone/handset

ESN (Electronic Serial Number): A unique set of characters that identifies a specific phone or device. The ESN can be expressed in Hexadecimal (HEX) or Decimal (DEC) formats. HEX ESNs are 8 digits long, and can include the letters A – F. DEC ESNs are 11 digits long, and only contain numbers. The ESN can be found in the internal settings, or on the sticker located behind the phone's battery.

EXPIRATION DATE: The date on which the monetary balance on the Phone Number expires, and the 30-day Grace Period (Service Date Extension) begins.

GSM (Global System for Mobile Communications): A digital wireless technology standard originally developed to describe 2G (second generation) digital cellular network protocols for mobile phones.

HOME AREA: A geographic zone in which the Customer is not roaming.

ICCID: A unique 19-digit serial number for the SIM Card.

IMEI (International Mobile Station Equipment Identity): A unique set of numbers used by the GSM network to identify valid mobile devices.

MEID (Mobile Equipment Identifier): The MEID is a unique set of characters that identifies a specific phone or device. This is the same as the ESN, it is in a different format.

MDN (Mobile Directory Number): The Customer's phone number.

MIN (Mobile Identification Number): A unique identifier for the MDN that identifies the Carrier that owns that phone number.

PIN (Personal Identification Number): The 14-digit number that is used to replenish a Page Plus Account/Phone Number.

PHONE-IN-A-BOX: A Page Plus Cellular phone that is typically pre-activated and sold in a Page Plus display box. Can be found at local dealers or on the Page Plus website.

"PORT IN" Activation: The process of transferring a Customer's phone number that is active with a different service provider to Page Plus.

RATE PLAN: Determines the price per minute, as well as billing parameters for usage of service features or options that Page Plus offers the customer.

REPLENISHMENT: Any card or PIN added after the Initial Activation to add a cash balance to an account, or to start or renew a Monthly Bundled Plan. (Replenishment is also referred to as "Refill".

SERVICE OR COVERAGE AREA: The geographic area within which the wireless device, or phone, can be used to send and receive calls or information.

SERVICE PASS CODE: Page Plus Security Pass Code used for account verification purposes.

SID (System Identification Number): Determines a wireless device's preference for one network over another.

SIM (Subscriber Identity Module): Is a circuit board that securely stores the ICCID and the IMSI (Internal Mobile Subscriber Identity) which contains your subscriber profile (services and features).

SIM-OTA (Over-the-Air): This is an over-the-air activation process that programs the SIM with account information and credentials that allow access to the network.

Note
With each powercycle, the device will connect to the SIM-OTA server and poll for any SIM updates available.

SUSPENSION: When a phone number and phone has been rendered useless in the Page Plus system. When suspended, the customer is unable to use or make changes to the phone and any monthly bundled plan balance is lost.

SWITCH: A Large-scale computer system owned and maintained by the cellular carrier, which is used to route telephone calls and data packets in a central location.