

# 2018

## CLARO Training Manual



TracFone Wireless, Inc.

8/31/2018

## Table of Contents

Overview .....	2
Objectives .....	2
Logging in to Claro.....	3
Subscriber Access Window .....	7
Agreement Tab.....	8
Profile Tab.....	9
Manual Activation .....	10
Activation Errors.....	18
BAN Activation Error.....	18
SIM Card Manual Activation Errors .....	19
Non-Tracfone Number Error .....	19
Resuming an Account .....	20
Restoring a Suspended Line .....	21
Long Distance Carrier Provisioning.....	25
Voicemail Reset.....	27
Resetting SMS .....	30
Resetting Caller ID .....	34
Resetting Call Waiting.....	37
Equipment Update .....	39
SIM Update .....	39
IMEI Update .....	41
Hours of Operations .....	44

## Overview

Claro will be used for all new activations in Puerto Rico and only uses one market. There is no SUI functionality for this Billing System at this time.

## Objectives

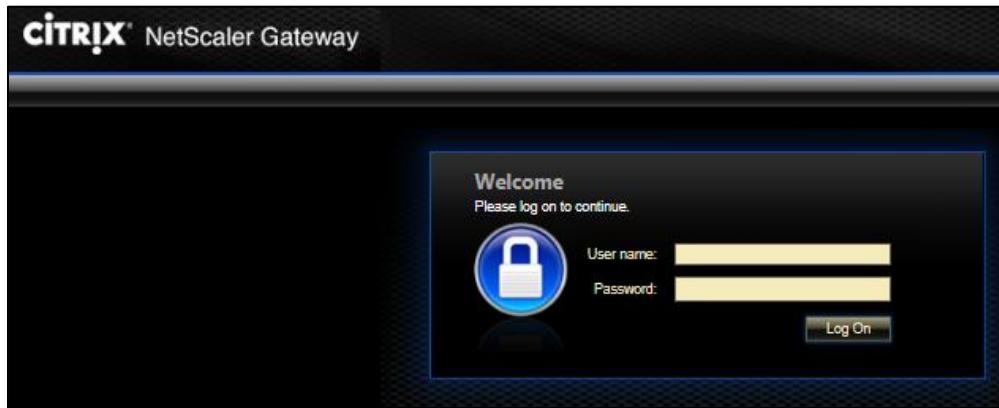
***As a Customer Retention Representative, you will learn:***

- The different tabs used in further troubleshooting an account.
- Necessary skills to open, activate, suspend, restore, resume and reactivate mobile accounts.
- To identify the different activation errors.
- How to reset features and complete more in-depth troubleshooting procedures.
- How to check the Long Distance Code (LDC) and update the Equipment on the account.
- The different hours of operations and contact information.

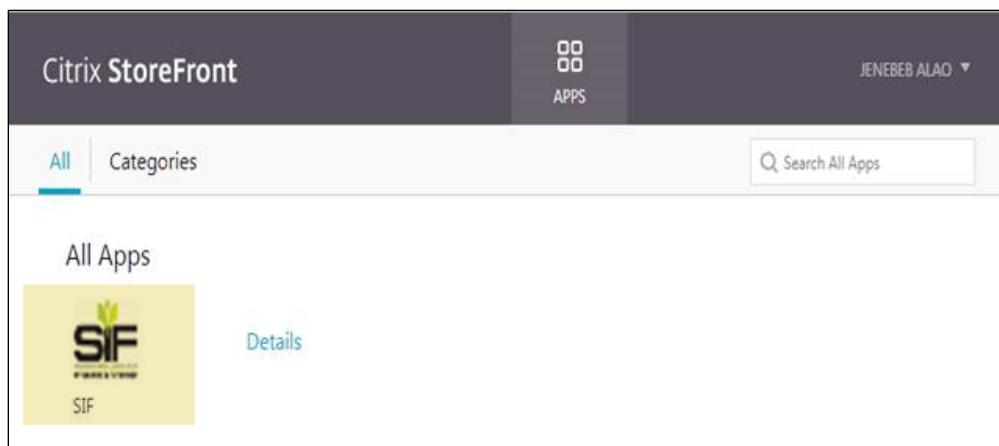


## Logging in to Claro

1. Go to Agent Support>Special Skills>Carrier Billing Team>Carrier Links then select the link for Claro.
2. Enter your **username** and **password** then click **Log On**.



3. Click on **SIF**.



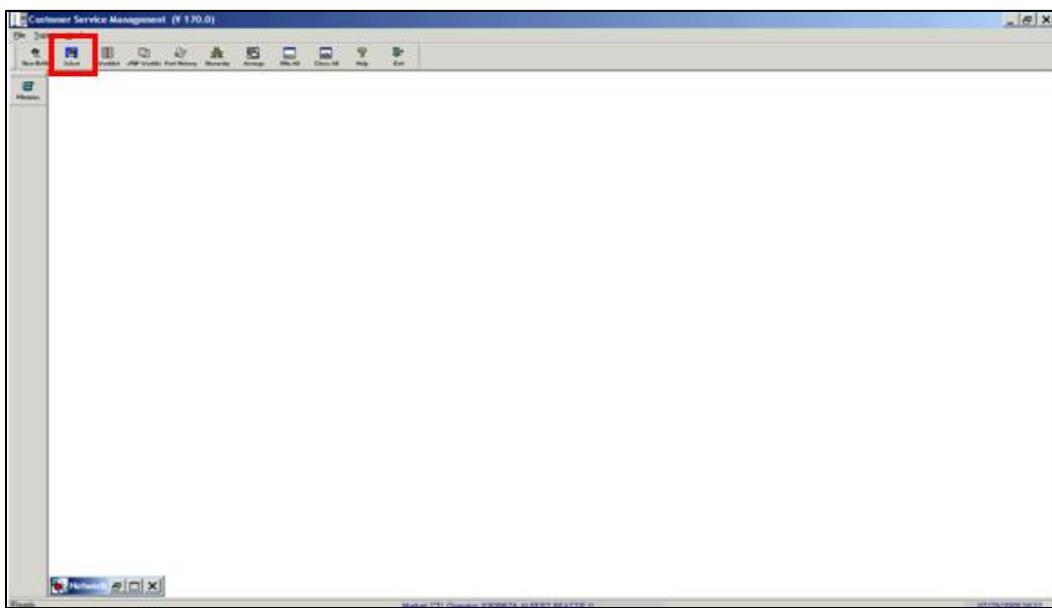
4. Enter you username then press **TAB** to enter the password. Press **TAB** again, then click **OK**



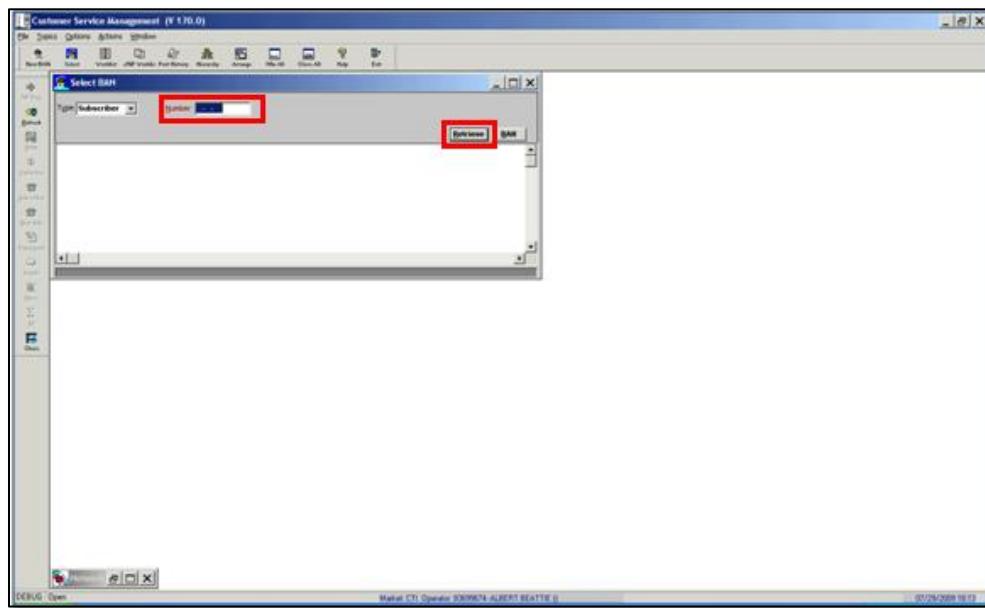
5. Click the network icon labeled **Customer Service Management (CSM)** portal.



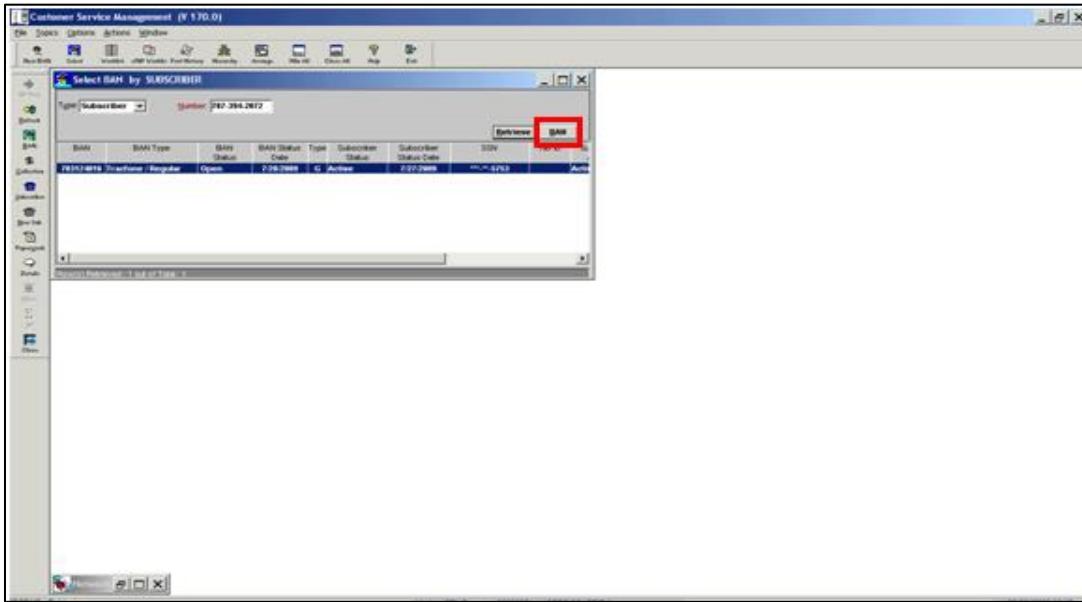
6. Once inside the **CSM** portal, click on the SELECT icon to open **SELECT BAN** window. The select ban window allows you to retrieve individual customer accounts.



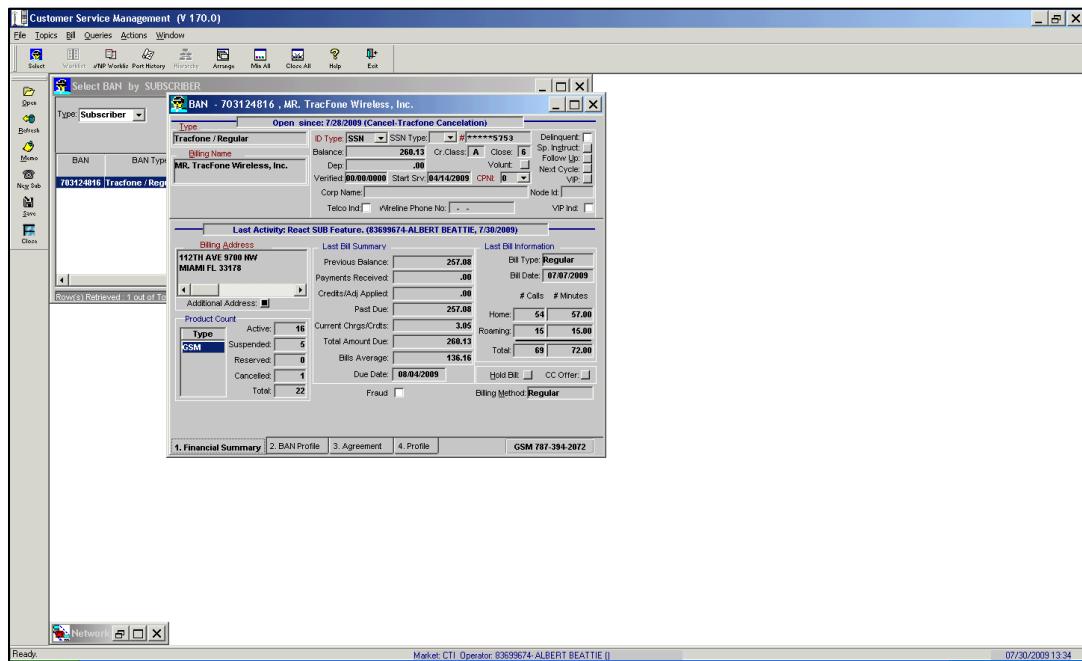
7. Enter the customer's mobile number or **MIN** in the field provided for number. Then click on **retrieve** to open the selected subscriber information.



8. Once the proper **BAN** is highlighted, click **BAN** to open the **Subscriber Account Access Window**.  
**Note:** If multiple BANS appear, click and highlight the uppermost BAN with an OPEN status listed under the BAN Status column.



9. You are now at the **Subscriber Access Window**.



## Subscriber Access Window

There are four (4) tabs available from the **Subscriber Access Window**; however, only two (2) tabs are used by TracFone. These are **Agreement** and **Profile**.

The screenshot shows the 'Agreement' tab selected in the bottom navigation bar. The window displays various subscriber information and activity details.

**Header:** BAN - 703124816 , MR. TracFone Wireless, Inc.

**Type:** Tracfone / Regular

**Billing Name:** MR. TracFone Wireless, Inc.

**Open since:** 7/28/2009 (Cancel-Tracfone Cancellation)

**ID Type:** SSN    **SSN Type:** # \*\*\*\*\*5753

**Balance:** 260.13    **Cr. Class:** A    **Close:** 6

**Dep:** .00    **Volunt:**

**Verified:** 00/00/0000    **Start Srv:** 04/14/2009    **CPNI:** 0

**Corp Name:**     **Node Id:**

**Telco Ind:**     **Wireline Phone No:** - - -    **VIP Ind:**

**Last Activity:** React SUB Feature. (83699674-ALBERT BEATTIE, 7/30/2009)

**Billing Address:** 112TH AVE 9700 NW MIAMI FL 33178

**Additional Address:**

**Product Count:**

Type	Active	Suspended	Reserved	Cancelled	Total
GSM	16	5	0	1	22

**Last Bill Summary:**

- Previous Balance: 257.08
- Payments Received: .00
- Credits/Adj Applied: .00
- Past Due: 257.08
- Current Chrgs/Crdts: 3.05
- Total Amount Due: 260.13
- Bills Average: 136.16
- Due Date: 08/04/2009

**Last Bill Information:**

- Bill Type: Regular
- Bill Date: 07/07/2009
- # Calls    # Minutes
- Home: 54    57.00
- Roaming: 15    15.00
- Total: 69    72.00
- Hold Bill:     CC Offer:
- Fraud:
- Billing Method: Regular

**Bottom Navigation:**

- 1. Financial Summary
- 2. BAN Profile
- 3. Agreement
- 4. Profile

**Bottom Right:** GSM 787-394-2072

## Agreement Tab

From the Agreement Tab, you can verify (update when necessary) the **Price plan** or **Rate Plan**. You can also check the activation date and the features reflected on the account.

**BAN - 703124816 , MR. TracFone Wireless, Inc.**

**Type:** Tracfone / Regular  
**Billing Name:** MR. TracFone Wireless, Inc.

**Open since:** 7/28/2009 (Cancel-Tracfone Cancellation)

**ID Type:** SSN # \*\*\*\*\*5753  
**Balance:** 260.13  
**Cr. Class:** A  
**Close:** 6  
**Dep:** .00  
**Verified:** 00/00/0000  
**Start Srv:** 04/14/2009  
**CPNI:** 0  
**Corp Name:**  
**Telco Ind:**  **Wireline Phone No:** - - -  
**Node Id:**  
**VIP Ind:**

**Price Plan:** 1787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)

Lev. Type	PP	Description	RC	Effective	Expire	Comp.	2nd RS	Promotion	Future PP	Commitment
SUB P.P.	TRACFO	Tracfone Basic P		07/27/2009	00/00/0000	00001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Additional Services:**

M2	Description	RC	OC	Effective	Expire
M2	Tracfone Roaming 2	0.00		07/27/2009	00/00/0000
M1	Tracfone Long Distar	0.00		07/27/2009	00/00/0000
M1	Tracfone Roaming	0.00		07/27/2009	00/00/0000

**Features:**

SOC	Feature	Description	Effective	Expire	Parm	Insured:
TRACFONE	3WC	Llamada entre Tres	07/27/2009	00/00/0000	<input type="checkbox"/>	<input checked="" type="checkbox"/>
TRACFONE	511AIR	Oper Paginas Amarillas	07/27/2009	00/00/0000	<input type="checkbox"/>	<input type="checkbox"/>
TRACFONE	CALLID	Llamada Identificada	07/27/2009	00/00/0000	<input type="checkbox"/>	<input type="checkbox"/>

**Buttons:** 1. Financial Summary | 2. BAN Profile | 3. Agreement | 4. Profile | GSM 1787-394-2072

## Profile Tab

From the Profile Tab, the representative can verify the equipment (IMEI/SIM) that is active, and long distance carrier provisioned on the account.

**BAN - 703124816 , MR. TracFone Wireless, Inc.**

**Type:** Tracfone / Regular  
**Billing Name:** MR. TracFone Wireless, Inc.

**Open since:** 7/28/2009 (Cancel-Tracfone Cancellation)

**ID Type:** SSN **SSN Type:** # \*\*\*\*\*5753  
**Balance:** 260.13 **Cr. Class:** A **Close:** 6  
**Dep:** .00 **Volunt:**   
**Verified:** 00/00/0000 **Start Srv:** 04/14/2009 **CPNI:** 0 **VIP:**   
**Corp Name:**  **Node Id:**   
**Telco Ind:**  **vWireline Phone No:** - - - **VIP Ind:**

**787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)**

**User Name:** MR. TracFone Wireless, Inc.  
**User Address:** 112TH AVE 9700 NW MIAMI FL 33178  
**Market Seg.**: 0

**CTN Information:** First Activation Date: 07/27/2009  
**Comp:** 00001 **CTI-CELLULARS**  **Tax Exemption:**   
**Loc:**  **Future Request:**   
**LDC:** 5536 **PRTC Larga Distancia** **Date:** 07/30/2009  
**Paperwork:** COMPLETE PW RECEIVED **Date:** 07/27/2009  
**Dealer Promo:**   
**SPANC:**  **Contact No:** - - -  
**ID Type:** SSN **SSN Type:** # \*\*\*\*\*5753  
**Port:** Regular **MIN:** - - **Liteline:**

**Equipment:**

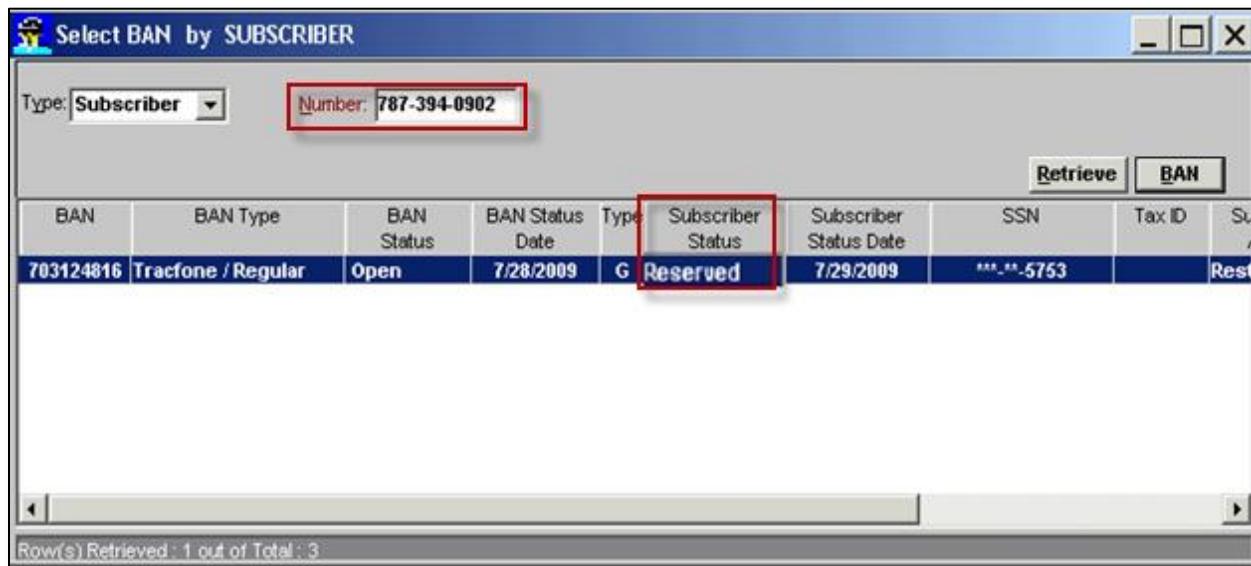
Base	SIMIMEI	IMSI	Equipment Type	Pr.	Item ID	Add
Dec	8901110009330029135	330110900029135	SIM CARD	<input checked="" type="checkbox"/>	60001T	Trac

**Actions:** Add, Delete, Update, Change

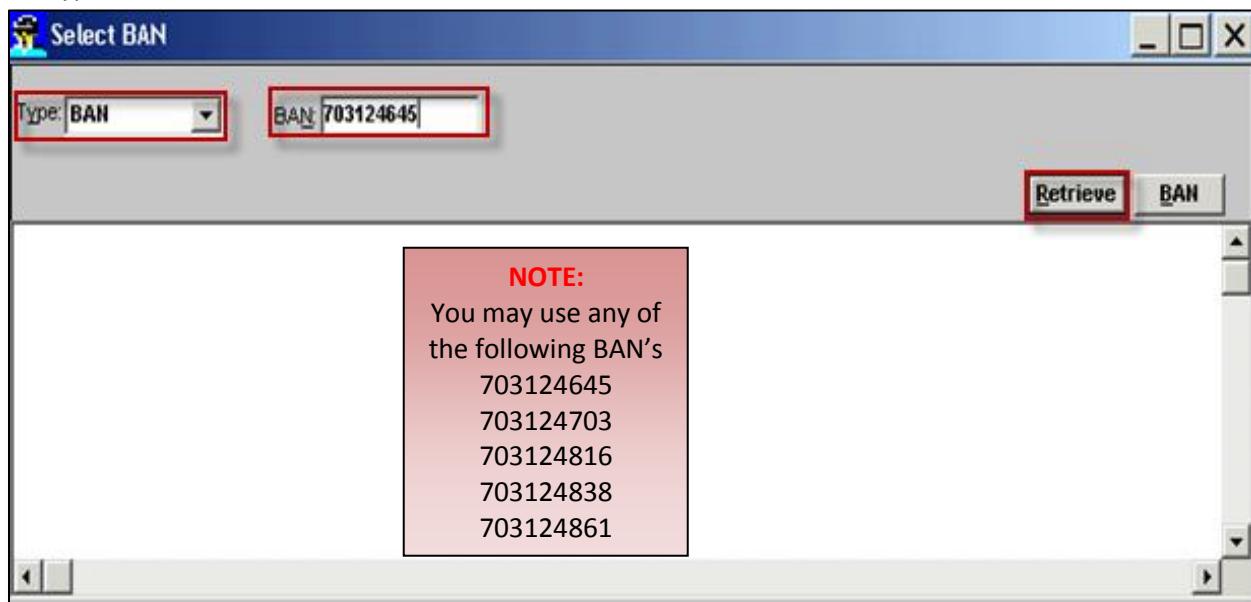
**Navigation:** 1. Financial Summary | 2. BAN Profile | 3. Agreement | 4. Profile | GSM 787-394-2072

## Manual Activation

1. Enter the customer's **mobile number (MIN)** in the field provided.
2. Check the status of the phone under Subscriber Status. If it's **RESERVED**, phone needs to be activated.

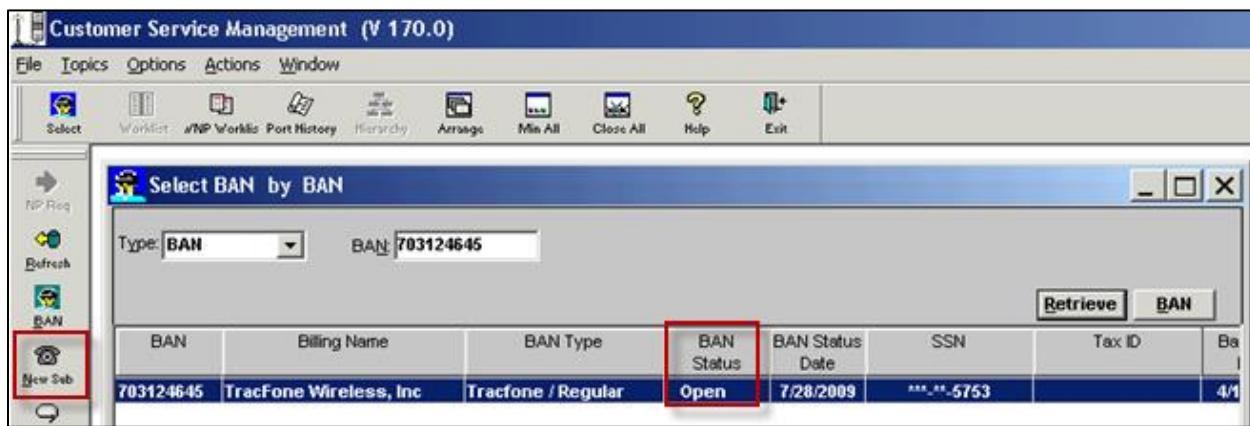


3. Select **BAN** from the **Type** dropdown.
4. Type in the **Claro BAN** and click **Retrieve**.



5. BAN info will appear under **BAN Status**.

## 6. Click the New Sub icon

7. Click on **GSM** icon, and then OK.8. Enter the **MIN** in **MSISDN** field and press the TAB key on your keyboard.

9. The status is now Tentative, double click on the **Price Plan** field.

The screenshot shows the 'New Subscriber for BAN' window. The 'Status' field is set to 'Reserved'. The 'Price Plan' field is highlighted with a red box. Other fields visible include MSISDN (787-296-3889), Ported (unchecked), Deposit (.00), Close (6), Activity Date (07/31/2009), Port Due Date (00:00:0000), Fee (.00), Reason (CA), Comp (00001), CTI-CELLULARS, LDC (5536), PRTC Larga Distancia, Loc, and various service and equipment sections.

10. Price Plan is highlighted, click OK. (*Note: Tracfone Basic Plan is the only plan for Claro*)

The screenshot shows the 'Price - Plan List' dialog box. The 'Tracfone Basic Plan' is selected in the 'Available Price-Plans' table. The 'OK' button is highlighted with a red box. Other sections include 'Promotion for selected Price-Plan', 'Get One for selected Price-Plan', and 'Included for selected Price-Plan'.

Level	Code	Description	RC	Terms	Sale Eff Date	Sale Exp D
SUB	TRACFONE	Tracfone Basic Plan		0	01/02/1980	00:00:00

Level	Code	Description	RC	Duration	Sale Eff Date	Sale E

Level	Code	Description	RC	Duration	Covr.Type	Sale Eff

Level	Code	Description	RC	Covr.T
SUB	TFLD	Tracfone Long Distance		TOLL
SUB	TFROAM1	Tracfone Roaming		ROAM
SUB	TFROAM2	Tracfone Roaming 2		ROAM

11. Click on the **Features & More Tab** to verify all features have been added. (**Note: All features are added by the system once the rate plan is selected**)

SOC	Feature	Description	Effective	Expire	Parm
TFLD	TDOMES	Larga Distancia USA	07/31/2009	00:00:0000	
TFROAM1	DATAR	Data Roaming	07/31/2009	00:00:0000	
TFROAM1	SMSR	SMS Roaming	07/31/2009	00:00:0000	
TRACFONE	3WC	Llamada entre Tres	07/31/2009	00:00:0000	

**Features**

**Include** **Exclude**

1.1.Services & Equipment    **2.2.Features & More...**

12. Go to **Service & Equipment Tab** and click **Add** to begin adding the equipment.

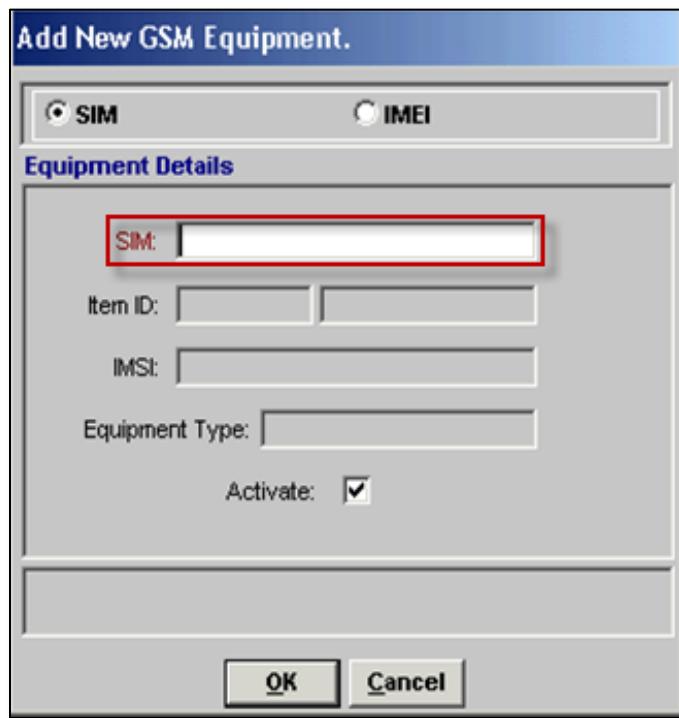
Lev. Type	SOC	Description	RC	OC	Effective	General
SUB Opt	TFROAM1	Tracfone Roaming	0.00	0.00	07/31/2009	
SUB Opt	TFROAM2	Tracfone Roaming 2	0.00	0.00	07/31/2009	
SUB Opt	TFLD	Tracfone Long Distar	0.00	0.00	07/31/2009	

**Equipment**

Base	SIMMEI	IMSI	Equipment Type	Pr.	Item ID	Description	Add
------	--------	------	----------------	-----	---------	-------------	-----

**1.1.Services & Equipment** **2.2.Features & More...**

13. Click the radio button for **SIM**, enter the **SIM number** in the field provided and press TAB key on your keyboard.



14. The system will auto-populate all other fields. Then click **OK**.



15. You will be routed back to Services & Equipment Tab. Click Add again.

The screenshot shows the 'New Subscriber for BAN' window with the following details:

- Billing Name:** MR. TracFone Wireless, Inc
- Subscriber MSISDN:** 787-296-3889
- BAN Information:** Status: Reserved, Ported: No, Deposit: .00, Close: 6, MIN: 0, ID Type: SSN, SSN Type: # \*\*\*\*5753
- Price Plan:** Code: TRACFONE, Tracfone Basic Plan
- Activity:** Date: 07/31/2009, Port Due Date: 00:00:0000, Fee: .00, Reason: CA
- Level:** SUB, Commitment: [empty], R.C.: [empty]
- LDC:** 5536, PRTC Larga Distancia
- Loc:** [empty]
- Additional Services:** A table showing three roaming options:
 

Lev.	Type	SOC	Description	RC	OC	Effective
SUB Opt	TFROAM1	Tracfone Roaming		0.00	0.00	07/31/2009
SUB Opt	TFROAM2	Tracfone Roaming 2		0.00	0.00	07/31/2009
SUB Opt	TFLD	Tracfone Long Distar		0.00	0.00	07/31/2009
- Equipment:** A table showing one SIM card entry:
 

Base	SIM/IMEI	IMSI	Equipment Type	Pr.	Item ID	Description	Action Buttons
Dec	89011100093300290512	330110900029051	SIM CARD	<input checked="" type="checkbox"/>	60001T	Tracfone sim	Add, Update, Delete, Change

At the bottom, there are tabs: 1.1.Services & Equipment (selected) and 2.2.Features & More...

16. Click the IMEI radio button and enter the IMEI number in the field provided.

17. Double click on the Item ID.

The dialog box is titled 'Add New GSM Equipment.' and contains the following fields:

- Equipment Type:** Radio buttons for SIM (selected) and IMEI (selected).
- Equipment Details:**
  - IMEI: [redacted] (highlighted with a red box)
  - Item ID: [redacted] (highlighted with a red box)
  - Equipment Type: [redacted]
  - Activate:
- Buttons:** OK and Cancel

18. Locate the phone model you will activate from the list and click **OK**. (*For example, Motorola 230*)



Code	Description	Equipment Type	NAM Counter	Category	Sub Category	Manufacturer Code	
50045	<b>Motorola 230</b>	IMEI		097_GSM	IMEI	V1206	MC
50045S	<b>Motorola 230</b>	IMEI		097_GSM	IMEI	V1206	MC
50045R	<b>Motorola 230</b>	IMEI		097_GSM	GSMXCH	V1206	MC
50046	<b>Motorola 270</b>	IMEI		097_GSM	IMEI	V1206	MC
50046S	<b>Motorola 270</b>	IMEI		097_GSM	IMEI	V1206	MC
50046R	<b>Motorola 270</b>	IMEI		097_GSM	GSMXCH	V1206	MC
50048	<b>Nokia 2630</b>	IMEI		097_GSM	IMEI	V4596	NO
50048S	<b>Nokia 2630</b>	IMEI		097_GSM	IMEI	V4596	NO

**OK**   **Cancel**   **Sort**   **Filter**   **Search**

19. Equipment details will populate. Click **OK**.




**Add New GSM Equipment.**

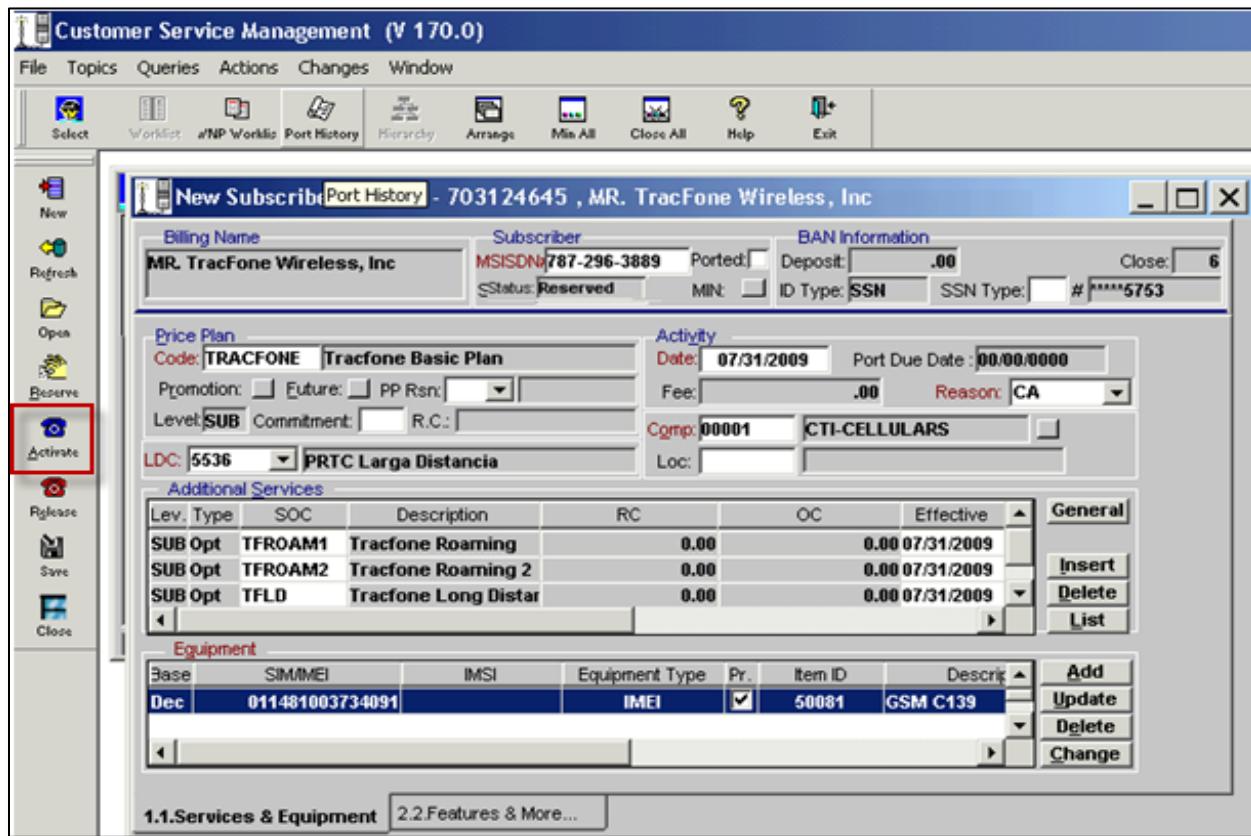
SIM       IMEI

**Equipment Details**

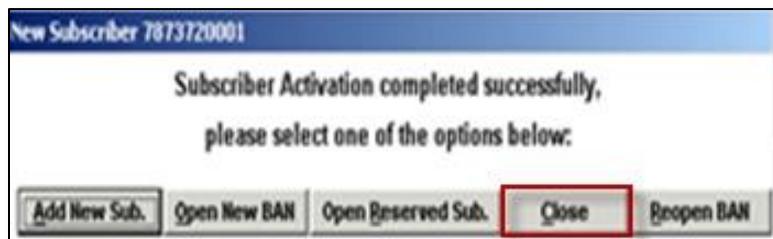
IMEI:	011481003734091	
Item ID:	50081	GSM C139
Equipment Type: IMEI		
Activate: <input checked="" type="checkbox"/>		
IMEI not found in database		

**OK**   **Cancel**

20. On Customer Service Management, Click the Activate icon.



21. Confirmation message will appear, click Close.



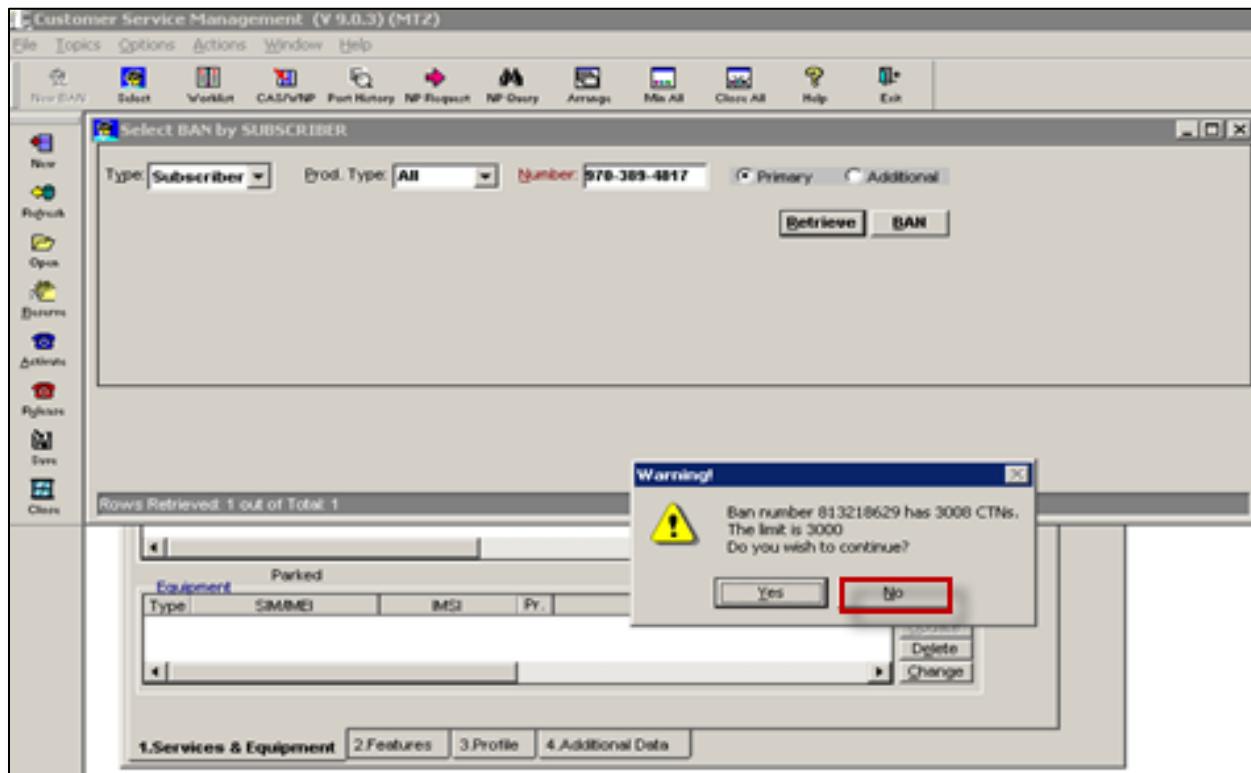
**NOTE:** After doing the process, you should have the customer power cycle the handset and

## Activation Errors

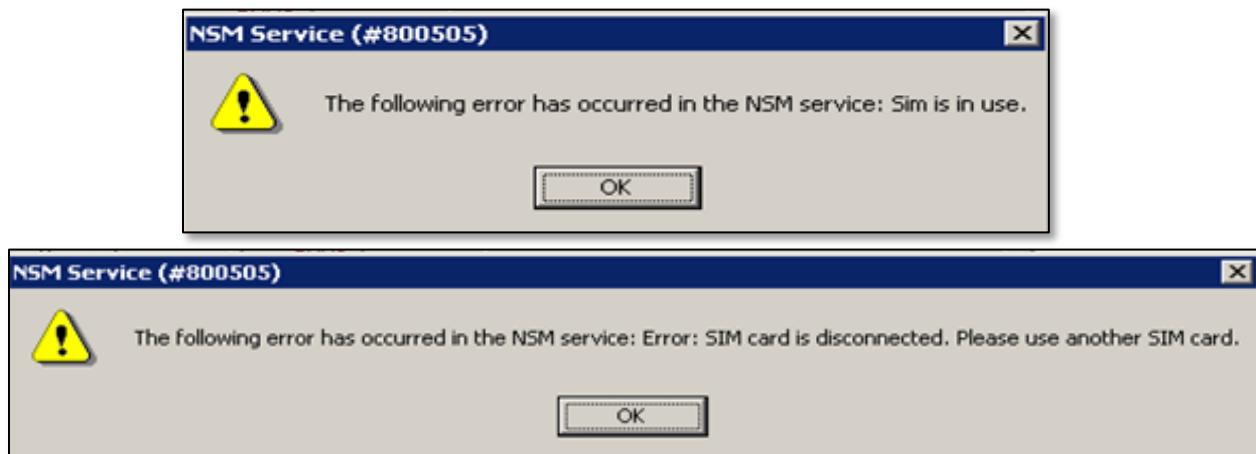
You should proceed in activating the ESN in TAS with a new MIN should any of the messages below display when processing a manual activation in the Claro billing system.

### BAN Activation Error

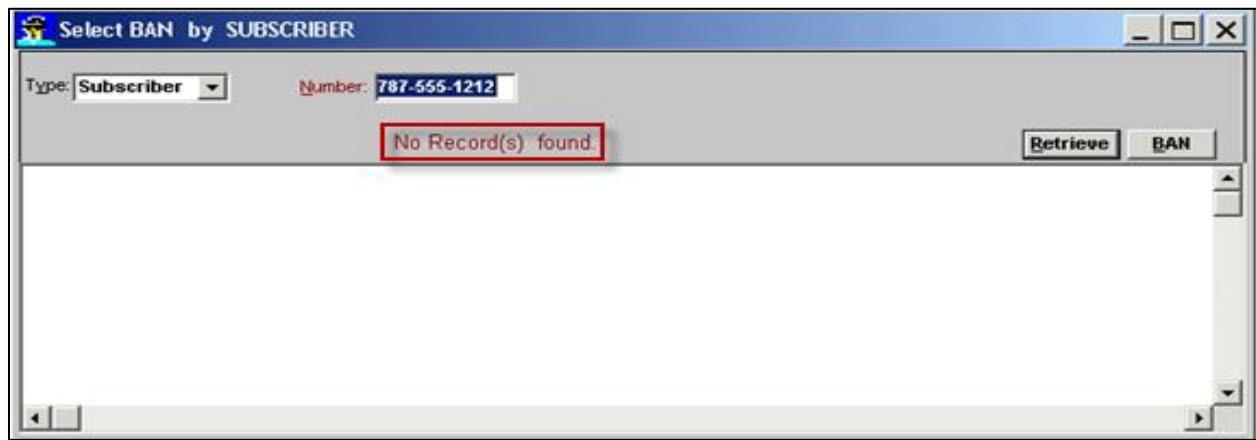
However, when **Ban Activation** error is encountered, do not continue. Click **NO** and proceed to reactivating the ESN with a new MIN in TAS.



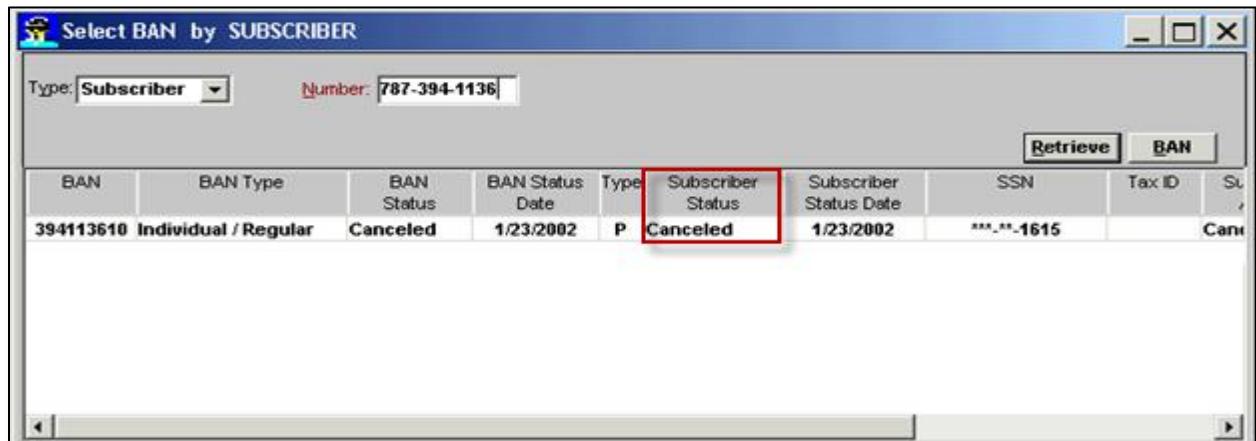
## SIM Card Manual Activation Errors



## Non-Tracfone Number Error

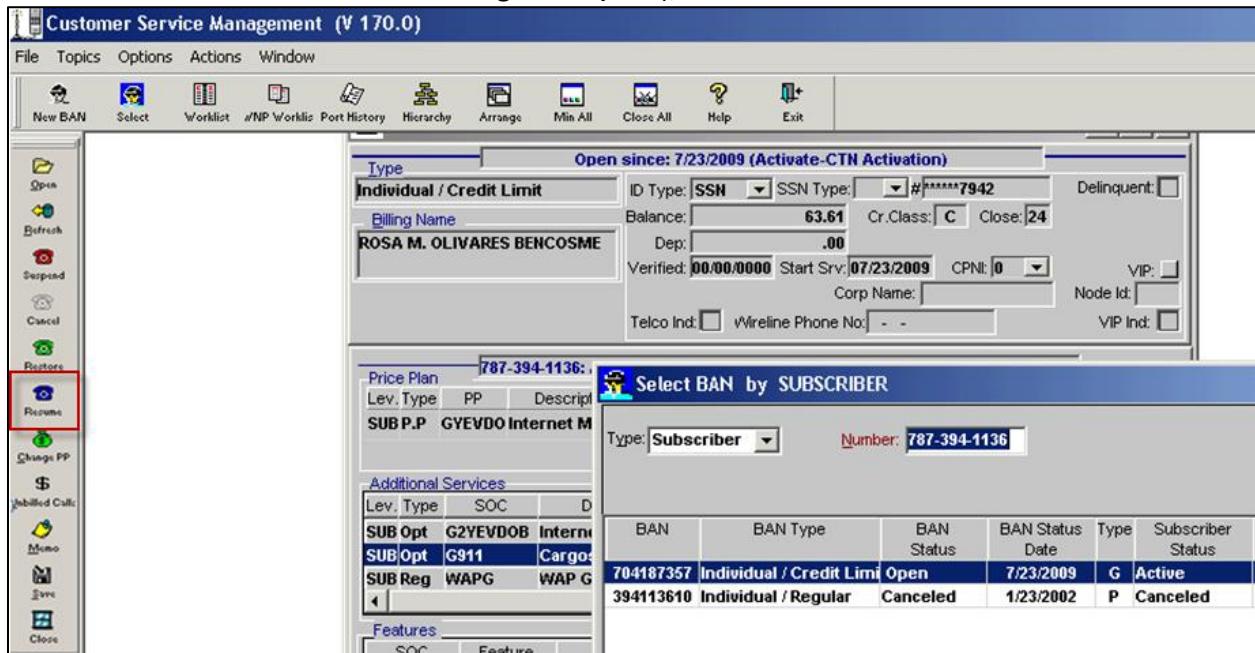


**NOTE:** When the BAN Status appears as Canceled proceed in Resuming the account.



## Resuming an Account

- From the Customer Service Management (CSM), click RESUME.



- If an error message appears telling you that the subscriber is not available, then the number is non-TracFone number. The customer needs a new phone number.



### IMPORTANT:

If no error message appears, follow the steps to manually activate the ESN. (See page 10)

## Restoring a Suspended Line

Follow the steps below to restore a suspended line:

- From the **Agreement Tab**, verify the status of the line is “suspended” or “canceled”.

**BAN - 703124703 , MR. TRACFONE WIRELESS INC**

Type: Tracfone / Regular Open since: 6/8/2010 (Cancel-Tracfone Cancellation)

ID: SSN Type: #\*\*\*\*\*5753 Delinquent:  Sp. Instruct:

Balance: 9,861.43 Cr. Class: A Close: 6 Follow Up:  Next Cycle:  VIP:

Dep: .00 Volunt:

Verified: 00.00.0000 Start Srv: 04/14/2009 CPN: 0 Company ID:

Corp Name: Node Id: Telco Ind: Wireline Phone No: Dispute:  VIP Ind:

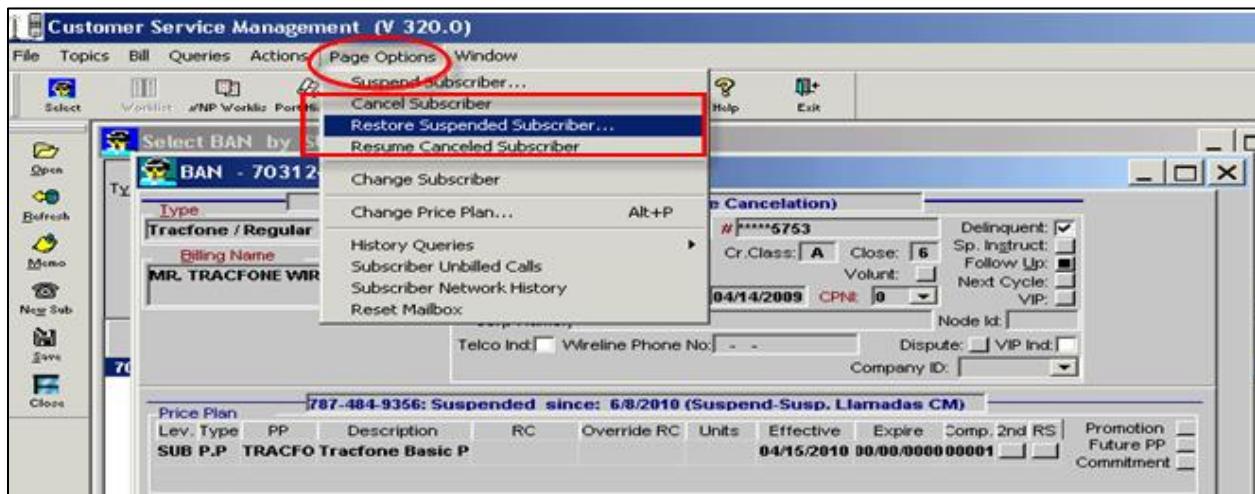
**Price Plan**  
Lev. Type PP Description RC Override RC Units Effective Expire Comp. 2nd RS Promotion  
SUB P.P TRACFO Tracfone Basic P 04/15/2010 00.00.0000000001

**Additional Services**  
Lev. Type SOC Description RC Override RC Units OC  
SUB Opt TFROAM2 Tracfone Roaming 2 0.00  
SUB Opt TFLD Tracfone Long Distar 0.00  
SUB Opt TFROAM1 Tracfone Roaming 0.00

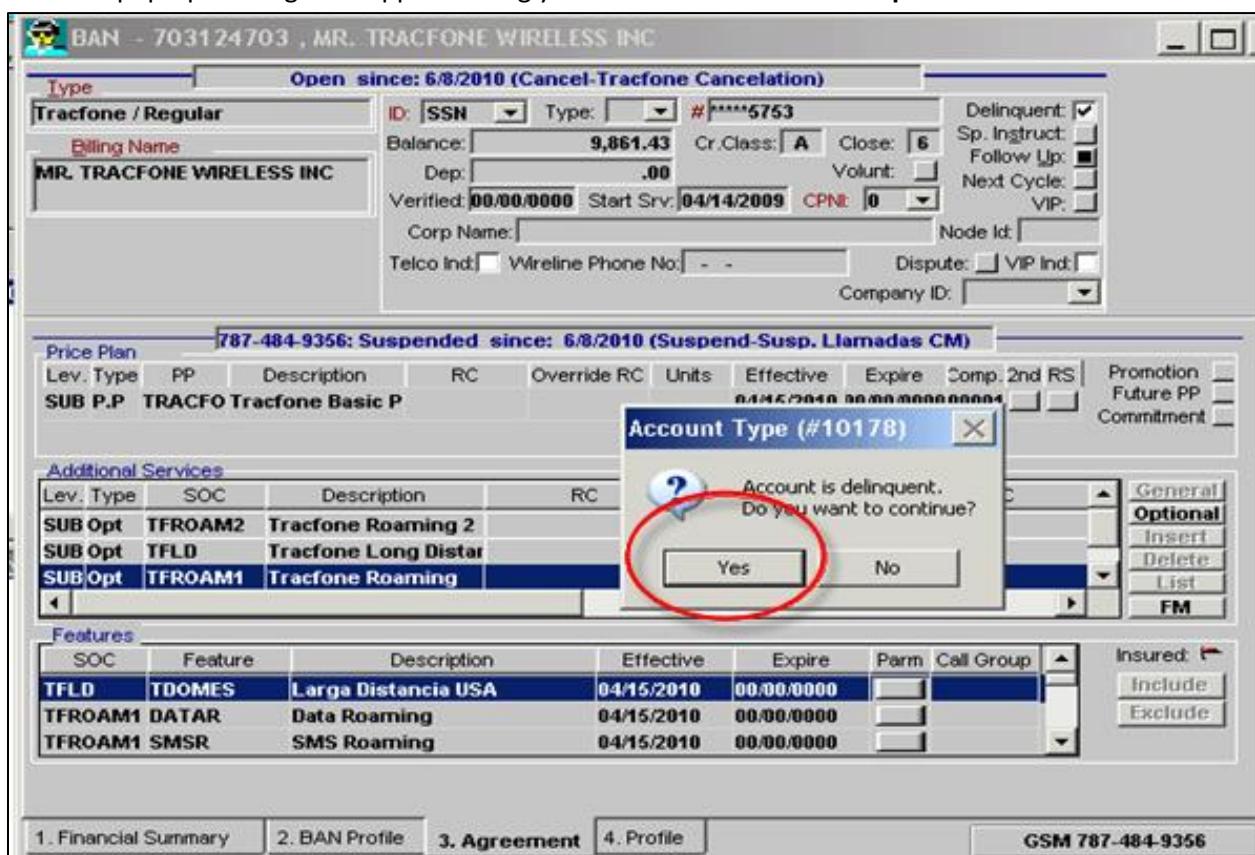
**Features**  
SOC Feature Description Effective Expire Parm Call Group Insured:   
TFLD TDOMES Larga Distancia USA 04/15/2010 00.00.0000   
TFROAM1 DATAR Data Roaming 04/15/2010 00.00.0000   
TFROAM1 SMSR SMS Roaming 04/15/2010 00.00.0000

1. Financial Summary 2. BAN Profile 3. Agreement 4. Profile GSM 787-484-9356

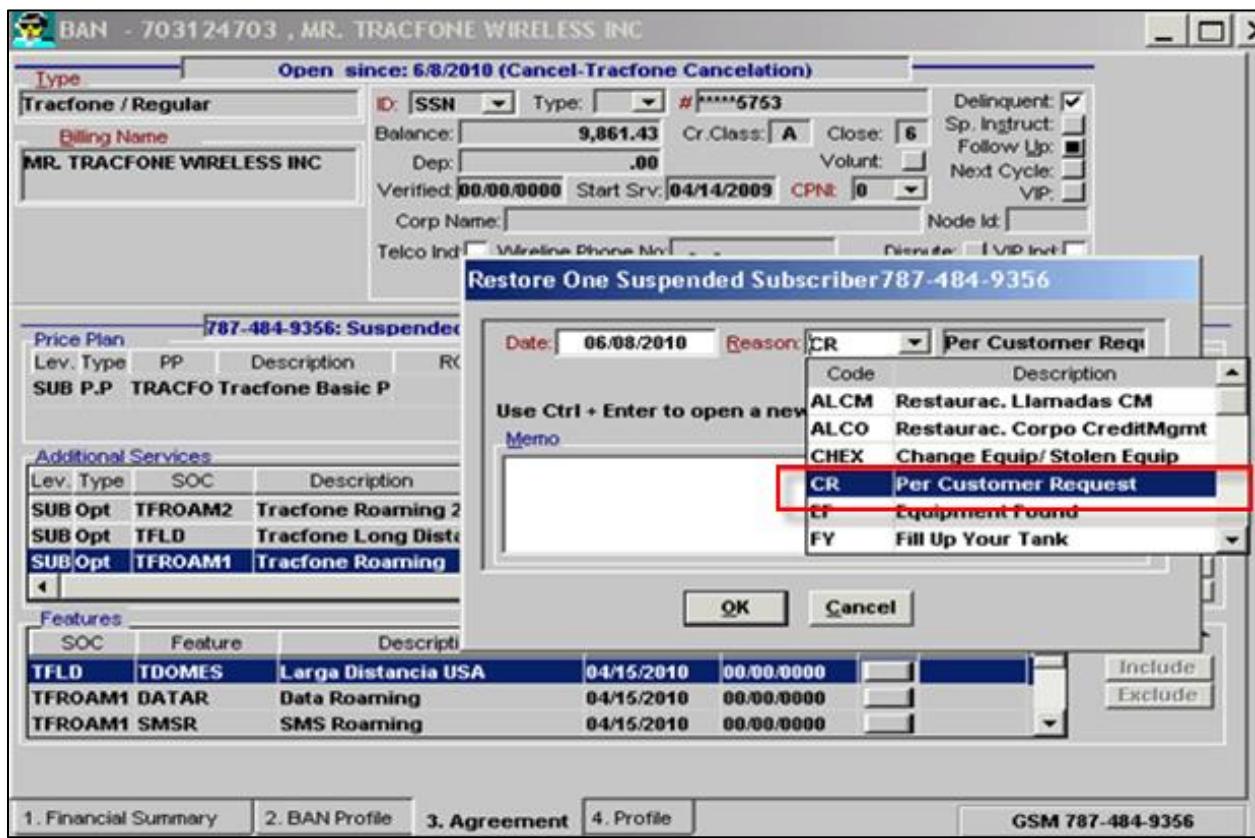
2. Click on Page Options and select Restore Suspended Subscriber.



3. A pop-up message will appear telling you that the Account is delinquent. Click YES to continue.



4. From the Reason drop down, select CR – Per Customer Request.



5. Restore Subscriber screen will appear, click OK.



6. Confirm the line status is now **ACTIVE**.

The screenshot shows a software window titled "BAN - 703124703, MR. TRACFONE WIRELESS INC". The top section displays basic account information: Type "Tracfone / Regular", ID "SSN", Balance "9,861.43", Cr. Class "A", Close "6", and Delinquent checked. The middle section shows a "Price Plan" table with one row: "SUB P.P. TRACFO Tracfone basic" active since "6/8/2010". The bottom sections show "Additional Services" and "Features" tables, both of which are currently empty. At the bottom of the window, there are tabs for "1. Financial Summary", "2. BAN Profile", "3. Agreement", and "4. Profile", with "3. Agreement" being the active tab. The status bar at the bottom right shows "GSM 787-484-9356".

**IMPORTANT:**

If line status is still CANCELED, the customer must be activated with a new MIN

## Long Distance Carrier Provisioning

Follow the steps below to check the Long Distance Carrier Provisioning:

1. Go to **Profile Tab**.

**BAN - 703124816, MR. TracFone Wireless, Inc.**

**Type**

**Tracfone / Regular**

**Billing Name**  
MR. TracFone Wireless, Inc.

**ID Type:** SSN    **SSN Type:** # \*\*\*\*\*5753  
**Balance:** 260.13    **Cr. Class:** A    **Close:** 6  
**Dep:** .00    **Volunt:**  
**Verified:** 00/00/0000    **Start Srv:** 04/14/2009    **CPNI:** 0  
**Corp Name:**  
**Telco Ind:**     **Wireline Phone No:** - - -  
**Node Id:**  
**VIP Ind:**

**787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)**

**User Name**  
MR. TracFone Wireless, Inc.

**User Address**  
112TH AVE 9700 NW  
MIAMI FL 33178

**Market Seg.**  
0

**Equipment**

Base	SIM/MMEI	IMSI	Equipment Type	Pr.	Item ID	Add
Dec	8901110009330029135	330110900029135	SIM CARD	<input checked="" type="checkbox"/>	60001T	Tr

**CTN Information**

**First Activation Date:** 07/27/2009

**Comp:** 00001    **CTI-CELLULARS**    **Tax Exemption:**   
**Loc:**    **Future Request:**   
**LDC:** 5536    **PRTC Larga Distancia**    **Date:** 07/30/2009  
**Paperwork:** COMPLETE PW RECEIVED    **Date:** 07/27/2009  
**Dealer Promo:**  
**SPANC:**    **Contact No:** - - -  
**ID Type:** SSN    **SSN Type:** # \*\*\*\*\*5753  
**Port:** Regular    **MIN:** - - -    **Lifeline:**  
**Add**  
**Delete**  
**Update**  
**Change**

**1. Financial Summary**    **2. BAN Profile**    **3. Agreement**    **4. Profile**    **GSM 787-394-2072**

2. Verify the correct LDC information is listed as **5536 – PRTC Larga Distancia**. If any of the carriers is listed please contact Claro Tech Support at (787) 751-5151 to update the LDC.

The screenshot shows a software interface for managing customer profiles. At the top, it displays "BAN - 703124816 , MR. TracFone Wireless, Inc." Below this, there are two main sections: "Type" and "Open since: 7/28/2009 (Cancel-Tracfone Cancellation)".

**Type Section:**

- ID Type: SSN
- SSN Type: # \*\*\*\*\*5753
- Balance: 260.13
- Cr. Class: A
- Close: 6
- Dep: .00
- Volunt:
- Verified: 00/00/0000
- Start Srv: 04/14/2009
- CPNI: 0
- Corp Name:
- Node Id:
- Telco Ind:
- vWireline Phone No: - - -
- VIP Ind:

**Open since: 7/28/2009 (Cancel-Tracfone Cancellation) Section:**

- User Name: MR. TracFone Wireless, Inc.
- CTN Information: First Activation Date: 07/27/2009
- Comp: 00001 CTI-CELLULARS
- Loc:
- LDC: 5536 PRTC Larga Distancia  Date: 07/30/2009
- Paperwork: COMPLETE PW RECEIVED Date: 07/27/2009
- Dealer Promo:
- SPANC:  Contact No: - - -
- ID Type: SSN
- SSN Type: # \*\*\*\*\*5753
- Port: Regular
- MIN: - - -
- Lifeline:

**Equipment Section:**

Base	SIMMEI	IMSI	Equipment Type	Pr.	Item ID
Dec	8901110009330029135	330110900029135	SIM CARD	<input checked="" type="checkbox"/>	60001T

Buttons on the right: Add, Delete, Update, Change.

Bottom navigation: 1. Financial Summary, 2. BAN Profile, 3. Agreement, 4. Profile, GSM 787-394-2072.

### IMPORTANT NOTE:

If 5536 PRTC Larga Distancia is already listed as the long distance carrier, yet the customer is not able to complete a long distance call, verify the customer is utilizing a 10-digit dialing pattern consisting of a 3-digit area code and then a 7-digit telephone number. If it is, you must contact Claro Technical Support at (787)751-5151.

## VoiceMail Reset

Follow the steps below in resetting the VM:

1. Go to **Agreement Tab** from Subscriber Access Window.

The screenshot shows the 'BAN - 703124816 , MR. TracFone Wireless, Inc.' window. The 'Type' section indicates 'Tracfone / Regular'. The 'Price Plan' section shows '787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)'. The 'Additional Services' section lists 'Tracfone Long Distar', 'M1 Tracfone Roaming', and 'M2 Tracfone Roaming 2'. The 'Features' section lists 'TRACFONE 3WC', 'TRACFONE 511AIR', and 'TRACFONE CALLID'. At the bottom, tabs for '1. Financial Summary', '2. BAN Profile', '3. Agreement', and '4. Profile' are shown, with '3. Agreement' highlighted by a red box. The 'GSM 787-394-2072' identifier is also visible.

2. Select to highlight Voicemail feature and click **Exclude**.

**GSM Subscriber - 787-394-2072 For BAN - 703124816 , TracFone Wi...**

**Type** Open since: 7/28/2009 (Cancel-Tracfone Cancellation)

**Billing Name** TracFone Wireless, Inc.

**ID Type:** SSN **SSN Type:** #\*\*\*\*\*5753 **Delinquent:**

**Balance:** 260.13 **Cr. Class:** A **Close:** 6

**Dep:** .00 **Verified:** 00.00.0000 **Start Srv:** 04/14/2009 **CPNI:** 0 **VIP:**

**Corp Name:** **Node Id:** **VIP Ind:**

**Telco Ind:**  **Wireline Phone No:** - - **VIP Ind:**

**Price Plan** 787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)

Lev. Type	PP	Description	RC	Effective	Expire	Comp.	2nd RS	Promotion
SUB P.P.	TRACFO	Tracfone Basic P		07/27/2009	00/00/0000	00001	<input type="checkbox"/>	<input type="checkbox"/>

**Additional Services**

Lev. Type	SOC	Description	RC	OC	Effec	General
SUB Opt	TFLD	Tracfone Long Distar	0.00		07/27/	Optional
SUB Opt	TFROAM1	Tracfone Roaming	0.00		07/27/	Insert
SUB Opt	TFROAM2	Tracfone Roaming 2	0.00		07/27/	Delete

**Features**

SOC	Feature	Description	Effective	Expire	Parm	Insured:
TRACFONE	PRFTF	GSM Technology - Tracfone	07/27/2009	00/00/0000		<input type="checkbox"/>
TRACFONE	SMS	Servicio de Mensaje Corto	07/27/2009	00/00/0000		<input type="checkbox"/>
TRACFONE	VMUSG	Voice Mail	07/27/2009	00/00/0000		<input type="checkbox"/>

**Include** **Exclude** (The 'Exclude' button is highlighted with a red box.)

3. Verify the **EXPIRE** column contains the **current date**. This means the VM feature has been successfully excluded. Then click **SAVE**.

**GSM Subscriber - 787-394-2072 For BAN - 703124816 , TracFone Wi...**

**Type** Open since: 7/28/2009 (Cancel-Tracfone Cancellation)

**Billing Name** TracFone Wireless, Inc.

**ID Type:** SSN **SSN Type:** #\*\*\*\*\*5753 **Delinquent:**

**Balance:** 260.13 **Cr. Class:** A **Close:** 6

**Dep:** .00 **Verified:** 00.00.0000 **Start Srv:** 04/14/2009 **CPNI:** 0 **VIP:**

**Corp Name:** **Node Id:** **VIP Ind:**

**Price Plan** 787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)

Lev. Type	PP	Description	RC	Effective	Expire	Comp.	2nd RS	Promotion
SUB P.P.	TRACFO	Tracfone Basic P		07/27/2009	00/00/0000	00001	<input type="checkbox"/>	<input type="checkbox"/>

**Additional Services**

Lev. Type	SOC	Description	RC	OC	Effec	General
SUB Opt	TFLD	Tracfone Long Distar	0.00		07/27/	Optional
SUB Opt	TFROAM1	Tracfone Roaming	0.00		07/27/	Insert
SUB Opt	TFROAM2	Tracfone Roaming 2	0.00		07/27/	Delete

**Features**

SOC	Feature	Description	Effective	Expire	Parm	Insured:
TRACFONE	PRFTF	GSM Technology - Tracfone	07/27/2009	00/00/0000		<input type="checkbox"/>
TRACFONE	SMS	Servicio de Mensaje Corto	07/27/2009	00/00/0000		<input type="checkbox"/>
TRACFONE	VMUSG	Voice Mail	07/27/2009	07/30/2009		<input type="checkbox"/>

**Include** **Exclude** (The 'Exclude' button is highlighted with a red box.)

4. Highlight Voicemail Feature and click **Include** to reactivate the voicemail.

**Subscriber - 787-394-2072 For BAN - 703124816 , TracFone Wi...**

**Type** Open since: 7/28/2009 (Cancel-Tracfone Cancellation)

**Billing Name** TracFone Wireless, Inc.

**Price Plan** 787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)

Lev. Type	PP	Description	RC	Effective	Expire	Comp.	2nd RS	Promotion
SUB P.P	TRACFO	Tracfone Basic P		07/27/2009	00:00:0000	00001		Future PP

**Additional Services**

Lev. Type	SOC	Description	RC	OC	Effec
SUB Opt	TFLD	Tracfone Long Distar	0.00		07/27/
SUB Opt	TFROAM1	Tracfone Roaming	0.00		07/27/
SUB Opt	TFROAM2	Tracfone Roaming 2	0.00		07/27/

**Features**

SOC	Feature	Description	Effective	Expire	Parm	Insured:
TRACFONE	PRFTF	GSM Technology - Tracfone	07/27/2009	00:00:0000		<input checked="" type="checkbox"/> Include
TRACFONE	SMS	Servicio de Mensaje Corto	07/27/2009	00:00:0000		<input type="checkbox"/> Exclude
TRACFONE	VMUSG	Voice Mail	07/27/2009	07/30/2009		<input type="checkbox"/>

5. Verify the **expire** date contains all **zeros**. This means the VM feature has been included successfully. Then click **Save**.
6. Voicemail feature has been completely reset; have the customer power cycle their handset and test their voicemail by dialing \*86.

**Subscriber - 787-394-2072 For BAN - 703124816 , TracFone Wi...**

**Type** Open since: 7/28/2009 (Cancel-Tracfone Cancellation)

**Billing Name** TracFone Wireless, Inc.

**Price Plan** 787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)

Lev. Type	PP	Description	RC	Effective	Expire	Comp.	2nd RS	Promotion
SUB P.P	TRACFO	Tracfone Basic P		07/27/2009	00:00:0000	00001		Future PP

**Additional Services**

Lev. Type	SOC	Description	RC	OC	Effec
SUB Opt	TFLD	Tracfone Long Distar	0.00		07/27/
SUB Opt	TFROAM1	Tracfone Roaming	0.00		07/27/
SUB Opt	TFROAM2	Tracfone Roaming 2	0.00		07/27/

**Features**

SOC	Feature	Description	Effective	Expire	Parm	Insured:
TRACFONE	PRFTF	GSM Technology - Tracfone	07/27/2009	00:00:0000		<input checked="" type="checkbox"/> Include
TRACFONE	SMS	Servicio de Mensaje Corto	07/27/2009	00:00:0000		<input type="checkbox"/> Exclude
TRACFONE	VMUSG	Voice Mail	07/30/2009	00:00:0000		<input type="checkbox"/>

## Resetting SMS

1. Go to **Agreement** located at the bottom of the **Subscriber Access Window**.

**GSM Subscriber - 787-394-2072 For BAN - 703124816 , TracFone Wi...**

**Type** Open since: 7/28/2009 (Cancel-Tracfone Cancelation)

Tracfone / Regular	ID Type: SSN	SSN Type: # *****5753	Delinquent: <input type="checkbox"/>
Billing Name	Balance: 260.13	Cr. Class: A	Close: 6
TracFone Wireless, Inc.	Dep: .00		
	Verified: 00/00/0000	Start Srv: 04/14/2009	CPNI: 0
		Corp Name:	VIP: <input type="checkbox"/>
	Telco Ind: <input type="checkbox"/>	Wireline Phone No: - -	Node Id: <input type="checkbox"/>
			VIP Ind: <input type="checkbox"/>

**787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)**

Lev. Type	PP	Description	RC	Effective	Expire	Comp.	2nd	RS	Promotion
SUB P.P	TRACFO	Tracfone Basic P		07/27/2009	00/00/0000	00001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Future PP <input type="checkbox"/> Commitment

**Additional Services**

Lev. Type	SOC	Description	RC	OC	Effec	General
SUB Opt	TFLD	Tracfone Long Distar	0.00		07/27/2009	<input type="checkbox"/> Optional
SUB Opt	TFROAM1	Tracfone Roaming	0.00		07/27/2009	<input type="checkbox"/> Insert
SUB Opt	TFROAM2	Tracfone Roaming 2	0.00		07/27/2009	<input type="checkbox"/> Delete

**Features**

SOC	Feature	Description	Effective	Expire	Parm	Insured: <input type="checkbox"/>
TRACFONE	MOSMS	Originating Message Service	07/27/2009	00/00/0000	<input type="checkbox"/>	<input type="checkbox"/> Include
TRACFONE	PRFTF	GSM Technology - Tracfone	07/27/2009	00/00/0000	<input type="checkbox"/>	<input type="checkbox"/> Exclude
TRACFONE	SMS	Servicio de Mensaje Corto	07/27/2009	00/00/0000	<input type="checkbox"/>	

**1. Agreement** **2. Profile** **GSM 787-394-2072**

2. Select and highlight **SMS feature** which is **Servicio de Mensaje Corto**, then click **Exclude** to deactivate it.

3. Verify if the **expire** column has the **current date**. This means that the feature has been deactivated successfully.

The screenshot shows a software interface for managing a TracFone subscriber. At the top, it displays the subscriber number (787-394-2072) and BAN (703124816). The main window contains several sections:

- Type:** Tracfone / Regular
- Open since:** 7/28/2009 (Cancel-Tracfone Cancellation)
- Billing Name:** TracFone Wireless, Inc.
- Balance:** 260.13 Cr. Class: A Close: 6
- Dep:** .00
- Verified:** 00/00/0000 Start Srv: 04/14/2009 CPNI: 0
- Corp Name:** [empty]
- Telco Ind:** [checkbox] **Wireline Phone No:** - -
- Delinquent:** [checkbox]
- VIP:** [checkbox] **Node Id:** [checkbox] **VIP Ind:** [checkbox]

**Price Plan:** 787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)

Lev. Type	PP	Description	RC	Effective	Expire	Comp.	2nd RS	Promotion
SUB P.P	TRACFO	Tracfone Basic P		07/27/2009	00/00/0000	00001	[checkbox]	[checkbox]

**Additional Services:**

Lev. Type	SOC	Description	RC	OC	Effec	General
SUB Opt	TFLD	Tracfone Long Distar		0.00	07/27/2009	Optional
SUB Opt	TFROAM1	Tracfone Roaming		0.00	07/27/2009	Insert
SUB Opt	TFROAM2	Tracfone Roaming 2		0.00	07/27/2009	Delete

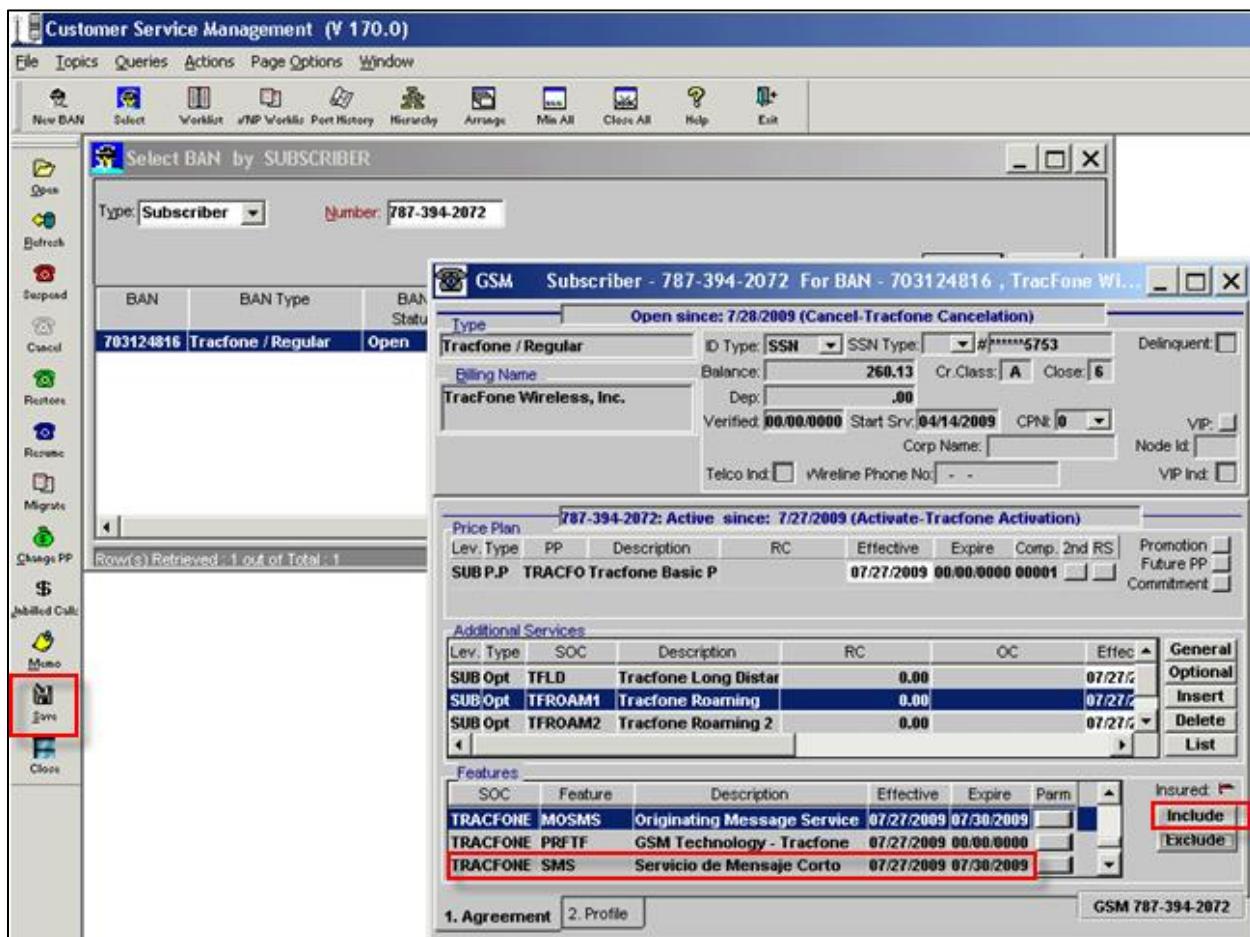
**Features:**

SOC	Feature	Description	Effective	Expire	Parm	Insured:
TRACFONE MOSMS	Originating Message Service	07/27/2009 00/00/0000				<input checked="" type="checkbox"/> Include
TRACFONE PRFTF	GSM Technology - Tracfone	07/27/2009 00/00/0000				<input type="checkbox"/> Exclude
TRACFONE SMS	Servicio de Mensaje Corto	07/27/2009 07/30/2009				

**Buttons:** 1. Agreement | 2. Profile | GSM 787-394-2072

4. Select and highlight again the **SMS feature**, and click **Include** to reactivate it.

5. Click the **save** button to send the reactivation order through the switch.



6. Verify the **SMS** feature contains zeros under **Expire** column. This means that the feature has been reset successfully and is now active.

**Type**

Open since: 7/28/2009 (Cancel-Tracfone Cancellation)

Type: <b>Tracfone / Regular</b>	ID Type: <b>SSN</b>	SSN Type: # <b>*****5753</b>	Delinquent: <input type="checkbox"/>
Billing Name: <b>TracFone Wireless, Inc.</b>	Balance: <b>260.13</b>	Cr. Class: <b>A</b>	Close: <b>6</b>
Dep: <b>.00</b>	Verified: <b>00/00/0000</b>	Start Srv: <b>04/14/2009</b>	CPNL: <b>0</b>
Telco Ind: <input type="checkbox"/>	Corp Name: <b>- -</b>	VIP: <input type="checkbox"/>	Node Id: <b>[ ]</b>
Wireline Phone No: <b>- -</b>		VIP Ind: <input type="checkbox"/>	

**Price Plan**

787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)

Lev. Type	PP	Description	RC	Effective	Expire	Comp. 2nd RS	Promotion
SUB P.P	TRACFO	Tracfone Basic P		07/27/2009	00/00/0000	00001	<input type="checkbox"/> Future PP <input type="checkbox"/> Commitment

**Additional Services**

Lev. Type	SOC	Description	RC	OC	Effec
SUB Opt	TFROAM2	Tracfone Roaming 2		0.00	07/27/
SUB Opt	TFLD	Tracfone Long Distar		0.00	07/27/
SUB Opt	TFROAM1	Tracfone Roaming		0.00	07/27/

**Features**

SOC	Feature	Description	Effective	Expire	Parm	Insured:
TRACFONE PRFTF	GSM Technology - Tracfone	07/27/2009 00/00/0000				<input checked="" type="checkbox"/> Include
TRACFONE SMS	Servicio de Mensaje Corto	07/30/2009 00/00/0000				<input type="checkbox"/> Exclude
TRACFONE VMUSG	Voice Mail	07/30/2009 00/00/0000				

**1. Agreement** **2. Profile** **GSM 787-394-2072**

## Resetting Caller ID

1. Select **Agreement Tab** at the bottom of the **Subscriber Access Window**.
2. Select and highlight the **Caller ID Feature** which is **Llamada Identificada**.
3. Click the **Exclude** button to deactivate the feature.
4. Verify the **Expire** column has the **current date**. This means that the feature has been deactivated successfully.

The screenshot shows the 'Subscriber Access Window' for a subscriber with number 787-394-2072. The window is divided into several sections:

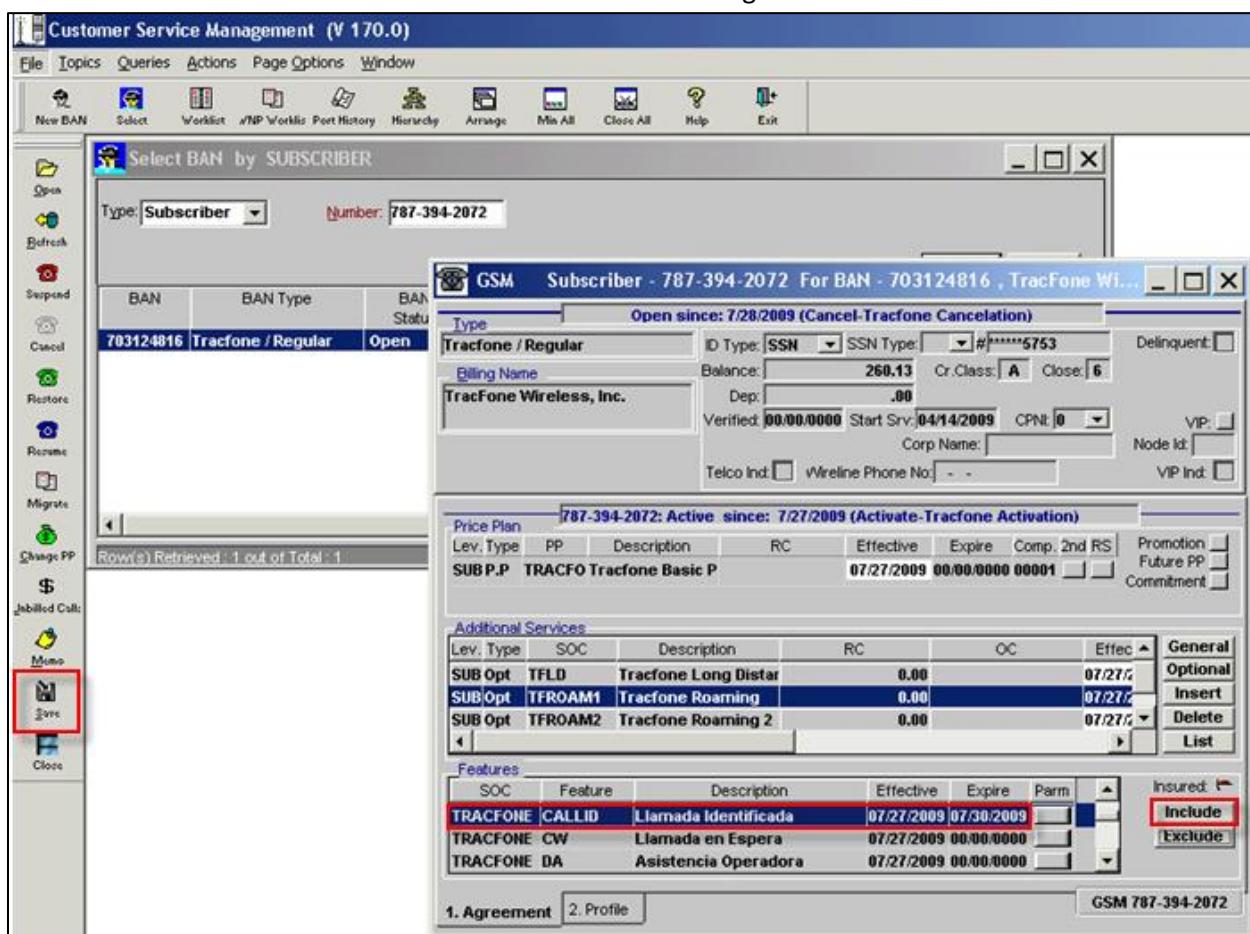
- Type:** GSM, Subscriber - 787-394-2072 For BAN - 703124816, TracFone Wi...
- Open since:** 7/28/2009 (Cancel-Tracfone Cancelation)
- Tracfone / Regular:** ID Type: SSN, SSN Type: #\*\*\*\*\*5753, Delinquent:
- Billing Name:** TracFone Wireless, Inc.
- Balance:** 260.13, Cr. Class: A, Close: 6
- Dep:** .00
- Verified:** 00/00/0000, Start Srv: 04/14/2009, CPNI: 0
- Corp Name:** [empty], Node Id: [empty]
- Telco Ind:**  /Wireline Phone No: - -
- VIP:**  **VIP Ind:**
- Price Plan:** 787-394-2072: Active since: 7/27/2009 (Activate-Tracfone Activation)
 

Lev. Type	PP	Description	RC	Effective	Expire	Comp.	2nd RS	Promotion
SUB P.P	TRACFO	Tracfone Basic P		07/27/2009	00/00/0000	00001	<input type="checkbox"/>	<input type="checkbox"/>
- Additional Services:**

Lev. Type	SOC	Description	RC	OC	Effec
SUB Opt	TFLD	Tracfone Long Distar	0.00		07/27/2009
SUB Opt	TFROAM1	Tracfone Roaming	0.00		07/27/2009
SUB Opt	TFROAM2	Tracfone Roaming 2	0.00		07/27/2009
- Features:**

SOC	Feature	Description	Effective	Expire	Parm	Insured:
TRACFONE	CALLID	Llamada Identificada	07/27/2009	07/30/2009	<input checked="" type="checkbox"/>	<input type="checkbox"/> <b>Include</b>
TRACFONE	CW	Llamada en Espera	07/27/2009	00/00/0000	<input type="checkbox"/>	<input type="checkbox"/> <b>Exclude</b>
TRACFONE	DA	Asistencia Operadora	07/27/2009	00/00/0000	<input type="checkbox"/>	<input type="checkbox"/>
- Buttons:** 1. Agreement (highlighted with a red box), 2. Profile, GSM 787-394-2072

5. Select and highlight the **Caller ID feature** again.
6. Click the **Include** button to reactivate the feature
7. Verify that **Expire** column contains **zeros**; this means that the feature has been reactivated successfully.
8. Click **Save** to send the feature reactivation order through the switch.



9. Verify the **Caller ID feature** contains zeros under **Expire** column. This means that the feature has been reset successfully and is now active.

The screenshot displays a software window titled "GSM Subscriber - 787-394-2072 For BAN - 703124816 , TracFone Wi...".

**Subscriber Information:**

- Type: Tracfone / Regular
- ID Type: SSN (dropdown menu)
- SSN Type: # (dropdown menu)
- SSN: 5753
- Balance: 260.13
- Cr. Class: A
- Close: 6
- Dep: .00
- Verified: 00/00/0000
- Start Srv: 04/14/2009
- CPNL: 0 (dropdown menu)
- Corp Name: [empty]
- Telco Ind: [checkbox]
- Wireline Phone No: - -
- Delinquent: [checkbox]
- VIP: [checkbox]
- Node Id: [checkbox]
- VIP Ind: [checkbox]

**Price Plan:**

Lev. Type	PP	Description	RC	Effective	Expire	Comp.	2nd	RS	Promotion	Future PP	Commitment
SUB P.P	TRACFO	Tracfone Basic P		07/27/2009	00/00/0000	00001	[checkbox]	[checkbox]	[checkbox]	[checkbox]	[checkbox]

**Additional Services:**

Lev. Type	SOC	Description	RC	OC	Effec
SUB Opt	TFLD	Tracfone Long Distar		0.00	07/27/2009
SUB Opt	TFROAM1	Tracfone Roaming		0.00	07/27/2009
SUB Opt	TFROAM2	Tracfone Roaming 2		0.00	07/27/2009

**Features:**

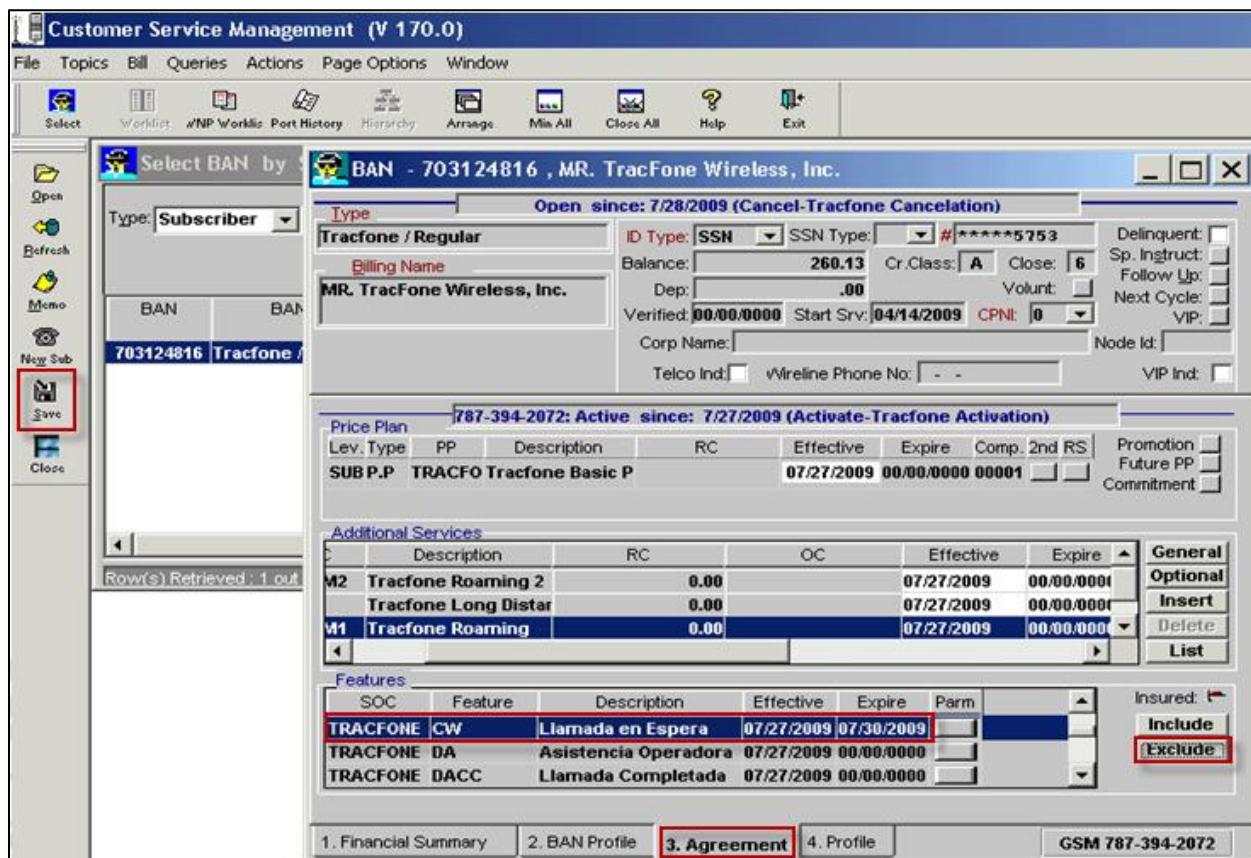
SOC	Feature	Description	Effective	Expire	Parm
TRACFONE	CALLID	Llamada Identificada	07/27/2009	00/00/0000	[checkbox]
TRACFONE	CW	Llamada en Espera	07/27/2009	00/00/0000	[checkbox]
TRACFONE	DA	Asistencia Operadora	07/27/2009	00/00/0000	[checkbox]

**Buttons:**

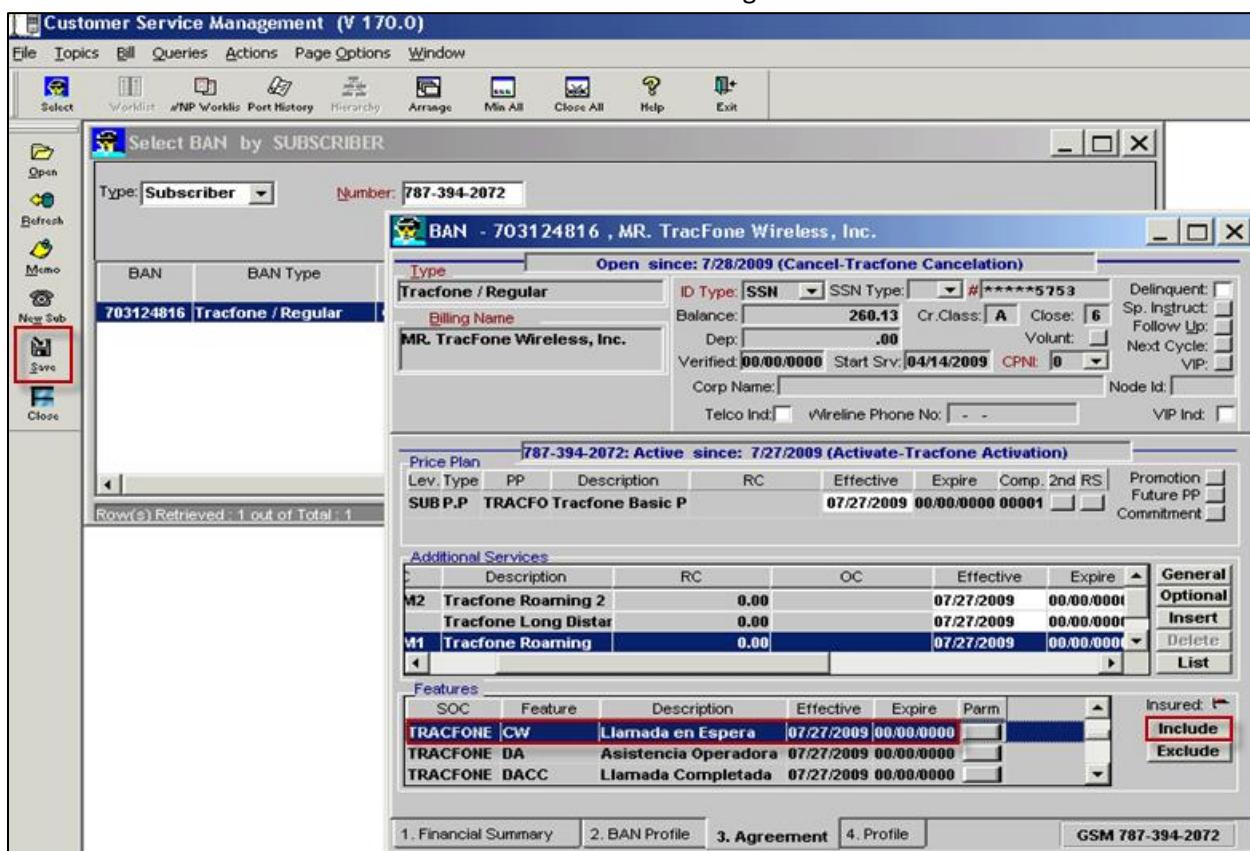
- 1. Agreement
- 2. Profile
- GSM 787-394-2072

## Resetting Call Waiting

1. Select **Agreement Tab** at the bottom of the **Subscriber Access Window**.
2. Select and highlight the **Call Waiting** Feature which is **Llamada en Espera**.
3. Click the **Exclude** button to deactivate the feature.
4. Verify that the **Expire** column contains the **current date**. This means that the feature has been deactivated successfully.
5. Click **Save**.



6. Select and highlight the **Call Waiting** feature again.
7. Click the **Include** button to reactivate the feature.
8. Verify that **Expire** column contains **zeros**; this means that the feature has been reactivated successfully.
9. Click **Save** to send the feature reactivation order through the switch.



## Equipment Update

Equipment in Claro includes **SIM** and **IMEI**. As part of the troubleshooting steps, you should make sure that IMEI and ESN are updated; otherwise, phone will not be able to make and receive calls successfully.

### SIM Update

1. Go to **Profile Tab** from the **Subscriber Access Window**.

The screenshot shows the 'BAN - 703124816, MR. TracFone Wireless, Inc.' window. The 'Profile' tab is selected. At the top, it says 'Open since: 7/28/2009 (Cancel-Tracfone Cancelation)'. Below that, there's a section for 'Tracfone / Regular' with fields for 'ID Type: SSN', 'SSN Type: # \*\*\*\*\*5753', 'Balance: 260.13', 'Cr. Class: A', 'Close: 6', 'Dep: .00', 'Volunt: ', 'Verified: 00:00:0000', 'Start Srv: 04/14/2009', 'CPNI: 0', 'Corp Name: ', 'Node Id: ', 'Telco Ind: ', 'Wireline Phone No: - -', and 'VIP Ind: '. There's also a 'Type' dropdown set to 'Tracfone / Regular'. Below this, another section is labeled '787-394-0902: Active since: 7/29/2009 (Restore-Per Customer Request)' with similar fields for ID type, balance, and activation date. At the bottom, there's a table for 'Equipment' with a single row showing 'Base: Dec 8901110009330015426', 'SIM/IMEI: 330110900015426', 'IMSI: 330110900015426', 'Equipment Type: SIM CARD', 'Pr.: ', 'Item ID: 60001T', and 'Tra:'. To the right of the table are buttons for 'Add', 'Delete', 'Update', and 'Change'. At the very bottom, tabs for '1. Financial Summary', '2. BAN Profile', '3. Agreement', and '4. Profile' are shown, with '4. Profile' being the active tab. The number 'GSM 787-394-0902' is displayed at the bottom right.

2. Click to highlight the **SIM** then click **Change**.

**BAN - 703124816 , MR. TracFone Wireless, Inc.**

Type: **Tracfone / Regular**

**Billing Name:** **MR. TracFone Wireless, Inc.**

**ID Type:** **SSN** **SSN Type:** # **\*\*\*\*\*5753**

**Balance:** **260.13** **Cr. Class:** **A** **Close:** **6**

**Dep:** **.00** **Volunt:**

**Verified:** **00/00/0000** **Start Srv:** **04/14/2009** **CPNI:** **0**

**Corp Name:**  **Node Id:**

**Telco Ind:**  **vWireline Phone No:** **- - -** **VIP Ind:**

**787-394-0902: Active since: 7/29/2009 (Restore-Per Customer Request)**

**User Name:** **MR. TracFone Wireless, Inc.**

**CTN Information:** **First Activation Date:** **07/23/2009**

**Comp:** **00001** **CTI-CELLULARS**  **Tax Exemption:**

**Loc:**  **Future Request:**

**LDC:** **5536** **PRTC Larga Distancia** **Date:** **07/23/2009**

**Paperwork:** **COMPLETE PW RECEIVED** **Date:** **07/23/2009**

**Dealer Promo:**

**SPANC:**  **Contact No:** **- - -**

**ID Type:** **SSN** **SSN Type:** # **\*\*\*\*\*5753**

**Port:** **Regular** **MIN:** **- - -** **Lifeline:**

**Equipment:**

Base	SIM/IMEI	IMSI	Equipment Type	Pr.	Item ID	
Dec	<b>8901110009330015426</b>	<b>330110900015426</b>	<b>SIM CARD</b>	<input checked="" type="checkbox"/>	<b>60001T</b>	Trac

**Add** **Delete** **Update** **Change**

**1. Financial Summary** **2. BAN Profile** **3. Agreement** **4. Profile** **GSM 787-394-0902**

3. The **Add New GSM Equipment** screen appears. Select the **SIM** button.
4. Enter the **SIM Card number** then press **tab**.
5. Click **OK**.

**NOTE:** After following the process, have the customer power cycle their handset and make a test call.

**Add New GSM Equipment.**

**SIM**  **IMEI**

**Equipment Details**

**SIM:** **89011100093300290512**

**Item ID:** **60001T** **Tracfone sim**

**IMSI:** **330110900029051**

**Equipment Type:** **SIM CARD**

**Activate:**

**This is a customer SIM**

**OK** **Cancel**

## IMEI Update

1. Go to the **Profile Tab** from the **Subscriber Access Window**.
2. Select and highlight **IMEI**.
3. Then click the **Change** button.

**BAN - 703124816 , MR. TracFone Wireless, Inc.**

**Type** Open since: 7/28/2009 (Cancel-Tracfone Cancelation)

Tracfone / Regular	ID Type: SSN	SSN Type: #*****5753	Delinquent: <input type="checkbox"/>
Billing Name	Balance: 260.13	Cr. Class: A	Sp. Instruct: <input type="checkbox"/>
MR. TracFone Wireless, Inc.	Dep: .00	Close: 6	Follow Up: <input type="checkbox"/>
	Verified: 00:00:0000	Start Srv: 04/14/2009	Volunt: <input type="checkbox"/>
	CPNI: 0	Next Cycle: <input type="checkbox"/>	VIP: <input type="checkbox"/>
	Corp Name: <input type="text"/>	Node Id: <input type="text"/>	
	Telco Ind: <input type="checkbox"/>	Wireline Phone No: - -	VIP Ind: <input type="checkbox"/>

**787-394-0902: Active since: 7/29/2009 (Restore-Per Customer Request)**

**User Name** MR. TracFone Wireless, Inc.

**User Address** 112TH AVE 9700 NW MIAMI FL 33178

**Market Seg.** P

**Equipment**

Base	SIM/IMEI	IMSI	Equipment Type	Pr.	Item ID	Add
Dec	011696003035658		IMEI	<input checked="" type="checkbox"/>	60000T	Delete
						Update
						Change

1. Financial Summary    2. BAN Profile    3. Agreement    **4. Profile**    GSM 787-394-0902

4. Click on the **IMEI** button.
5. Enter the **IMEI number**.
6. Double click on the **Item ID**.



7. Locate the model of the handset you will activate from the list and then click **OK**.

The screenshot shows a "Select Item" dialog box with a grid of data. The columns are labeled: Code, Description, Equipment Type, NAM Counter, Category, Sub Category, Manufacturer Code, and two small icons. The data grid contains the following rows:

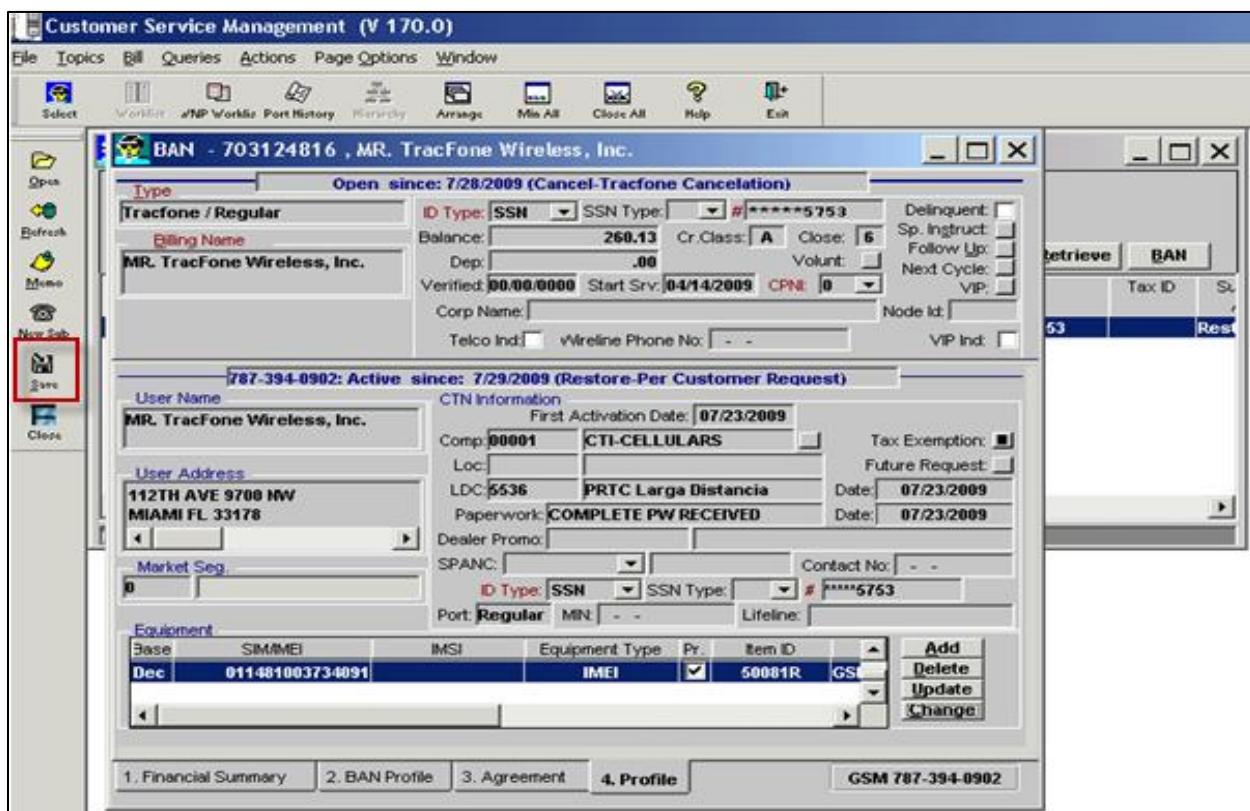
Code	Description	Equipment Type	NAM Counter	Category	Sub Category	Manufacturer Code
50045	Motorola 230	IMEI	097_GSM	IMEI	V1206	MC
50045S	Motorola 230	IMEI	097_GSM	IMEI	V1206	MC
50045R	Motorola 230	IMEI	097_GSM	GSMXCH	V1206	MC
50046	Motorola 270	IMEI	097_GSM	IMEI	V1206	MC
50046S	Motorola 270	IMEI	097_GSM	IMEI	V1206	MC
50046R	Motorola 270	IMEI	097_GSM	GSMXCH	V1206	MC
50048	Nokia 2630	IMEI	097_GSM	IMEI	V4596	NO
50048S	Nokia 2630	IMEI	097_GSM	IMEI	V4596	NO

At the bottom of the dialog are "OK" and "Cancel" buttons, with "OK" being highlighted.

8. The **Item ID** populates.
9. Click **OK**.



10. Click Save.



**NOTE:** After following the process, have the customer power cycle their handset and make a test call. But if the customer is still unable to make and receive calls, you should contact Claro Technical Support for assistance.

## **CLARO Contact Information**

Phone Number: (787) 751 – 5151



## **Hours of Operations**

Monday through Saturday:  
*8:00 AM to 10:00 PM EST*

Sunday:  
*8:00 AM to 5:00 PM EST*

Holidays:  
*8:00 AM to 9:00 PM EST*

