

Customer Onboarding

**STAY
CONNECTED**

READY!



Put the device in the customer's hand, ready to go! Set the right expectations and make sure the customer is set up for success! Review the following items if they apply to your customer.

■ **Device**

- ✓ OS basics
- ✓ Settings for voicemail, APN, BYOD
- ✓ Wi-Fi calling
- ✓ Network and coverage expectations
- ✓ Data transfer – contacts, pictures, videos, and texts
- ✓ Set up accessories

■ **Data**

- ✓ Apps – install the customer favorites
- ✓ Social media – sign in with the customer's login
- ✓ Email – sign in with the customer's login
- ✓ Mobile Internet options

■ **Customer**

- ✓ Billing including MRC, EIP, and first bill details
- ✓ Today's out of pocket costs
- ✓ Device protection options
- ✓ Carrier Freedom Review
 - Submit the completed Carrier Switching Cost Reimbursement form at switch2tmobile.com
 - Review device or ETF reimbursement amount received within two months
- ✓ Self-help options –T-Mobile app, T-Mobile.com, Support.t-mobile.com
- ✓ Buyer's Remorse Return policy
- ✓ Restocking Fee
- ✓ Refer a Friend – Offer to help friends and family with their wireless needs
- ✓ Ask for feedback
- ✓ Add to the Un-carrier Experience by thanking the customer for their business and offering your business card.

For details, go to C2 document number [415755](#)