

Meeting Title Union Mobile Customer Support Call with Zira Zain

Date 2025-12-22 2056

Participants

- Ahmed Essam (Union Mobile Representative)
- Zira Zain (Union Mobile Customer)

Summary

During this customer support call, Zira Zain reported issues with her phone service, including dropped calls, poor reception, and data connectivity problems. Ahmed Essam attempted to verify her identity using the provided PIN but was unable to do so, asking her to try again.

Key Discussion Points

- Zira Zain's account PIN was not accepted for identity verification.
- Zira Zain described the issues she was experiencing with her phone service.

Decisions Made

No significant decisions were made during this call.

Action Items

- Zira Zain: Try verifying her identity using her account PIN again.

Risks & Concerns

- The inability to verify Zira Zain's identity could potentially delay resolving her reported phone service issues.

Next Meeting

No scheduled meeting at this time.