

XCL

SIM card activation issues.

We are investigating recent InControl WiFi activation issues in the US and Canadian markets. Please utilize the process documentation located in JBN and InfoTrail for InControl activation. If the retailer is still having activation issues please follow the escalation process communicated at the last SF Conference Call. When contacting the CRC dept. please have the following information available:

- Primary and secondary diagnosis
- ICCID of SIM card
- Time/date of connection attempt