To: Store XXXX

Cc:DSm

From:

Date: XX/XX/XXXX

Subject: Store Phone Issue

Situation:

* We are reaching out to you to get your store phone issue resolved.
* A phone number is needed to contact someone in the store to fix the issue.
* In most cases, the issue can be resolved by utilizing the Verizon troubleshooting tips attached.

What To Do:

* Utilize the attached Verizon troubleshooting guides to resolve the issue.
* There are two types of instructions, and you are to use the one that applies to your store’s device.
* If issue is not resolved, reply to this email with a contact phone number so we can contact you to fix the issue.

Questions:

* Contact your DSM.

\*\*\*\* Attach the two Verizon trouble shooting guides.

(48 Hour Email DSM)

To: DSM and store

From:

Date: 11/7/2022

Subject: Store Phone Issue

Situation:

* We have tried contacting store #XXXX concerning their ticket to the helpdesk regarding their store phone.
* We have not received a working phone number from the location to contact and trouble shoot.
* The ticket will be marked resolved if not provided a phone number within 24 hours.

What To Do:

* Please reply to this email with a number so we can contact the store to trouble shoot their issue.

Questions:

* Contact your Regional