Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
#17790	Darren Paterson	**Feedback** Network security are automatically restricting customers devices that are suspected of sending SMS spam. Impact: Agents may be unable to assist.	The Messaging thread has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-4784335&l=uad&d=Apple/iPhone%206%20Plus&s=Messaging_SMS&steps=,q143800,a458057,q458060,a458062,q4701,a4702,q458075,a458087,q4706,a220934,q220938	- All Apple	No further action required.	11.10.2017
#17704	Jimmy Joshi	**Feedback** Hi Darren, Lucid has question – Do you see ?Agreed Interaction Note'? Here it should say "Customer has been suspended from sending SMS due to potential Spam messages being sent from their device". Also, for the step ?Has it been more than 24hrs since the interaction was added/updated? Yes it should be ""You have been suspended from sending SMS because our network security has identified potential Spam being sent from your account. This may be unintentional on your part; possibly caused by an app you have recently installed, or due to forwarding a Spam message. SMS services should be reinstated within 1 working day." Fill in the logger. ?(I?ve created the logger ? https://evo.internal.techmbs.in/User/Default.aspx?formid=452) Please can you hyperlink this? Has it been more than 24hrs since the interaction was added/updated? No it should be Tell the customer - "You have been suspended from sending SMS because our network security has identified potential Spam being sent from your account. This may be unintentional on your part; possibly caused by an app you have recently installed, or due to forwarding a Spam message. SMS services should be reinstated within 24 hours." Impact: If not changed then this will result in incorrect diagnostics.	The Messaging thread has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-4784335&l=uad&d=Samsung/Galaxy%20S8&s=Messaging_SMS&steps=,q143800,a143802,q143804,a143810,q250322,a250326,q4701,a4702,q458075,a458087,q4706,a4710,q90794,a90818,q90820,a90824,q584098	- All Android	No further action required.	11.10.2017
#17151	Darren Paterson	**Feedback** Network security are automatically restricting customers devices that are suspected of sending SMS spam. Impact: Agents may be unable to assist.	The **Coverage** thread has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-4784335&l=uad&d=Honor/8&s=Coverage_New&steps=,q563987 A note has been added to the overview text for dual sim devices clarifiying that only one '3' SIM is supported and that it must be the enabled as the primary SIM.	- Honor 5C - Honor 5X - Honor 6 Plus - Honor 7 - Honor 8 - Lenovo Vibe P2	No further action required.	11.10.2017
#17840	Derek Stokes	**Technical Brief**	Latest SW update enabled VoWiFI so we have updated the troublshooter script to reflect this. Example below. https://three.lucidcx.com/uad/index.jsp#ref=20-5041734&l=uad&d=Sony/Xperia%20XZ%20Premium&s=Voice_EWiFi&steps=,q478967	- Sony Xperia XZ Premium - Samsung Galaxy A3 2017	No further action required.	11.10.2017

Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
NA	NA	**General Agent2 updates**	A new article has been created to explain how to use the dual sim fuction on the Samsung Galaxy S8 and Samsung Galaxy S8 Plus. - How do I use dual SIM cards?	- Samsung Galaxy S8 - Samsung Galaxy S8 Plus	No further action required.	11.10.2017
NA	NA	**3d model**	3d model now available on the UAD.	- Motorola Moto E4 Plus	No further action required.	11.10.2017