

Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
#18792	Tarang Soni	<p>Feedback Issue : No Coverage all areas Troubleshooter followed :20-240008356. Device Apple Iphone 5s As per the t/s after the sim swap , The issue is replicated on the Mobile> The trouble shooter asks us to Book the phone for repairs Via a nearest repairs Centre or Repairs via UTL. We no Longer follow this process instead we warm transfer the calls to manufacturer Impact: Incorrect process will be followed by New Advisors at the Contact Centre and they will even send the customers a loan phone at a cost which we no longer support</p>	<p>The No signal thread in the Coverage script has been updated.</p> <p>https://three.lucidcx.com/uad/index.jsp#ref=20-4784335&l=uad&d=Apple/iPhone%205s&s=Coverage_New&steps=q563987,a563990,q563994,a563998,q564000,a564004,q564014,a564016,q564018,a564022,q564032,a564034,q564036,a564038,q564040,a564068,q564074,a564076,q564080,a573173,q227190</p>	- All Apple devices	No further action required.	14.12.2017
NA	NA	New market devices	Devices added into Device Compare	<ul style="list-style-type: none"> - Sony Xperia XZ1 - Sony Xperia XZ1 Compact - Alcatel 20.38X - Alcatel U5 HD - LG K4 2017 - LG Q6 - Google Pixel 2 - Google Pixel 2 XL - Nokia 216 - Nokia 3310 3G - Motorola G5s - Motorola G5s plus 	No further action required.	14.12.2017
#19734 #19759	Darren Paterson	Support site updates	Specs and Icons updated	- ZTE Blade V8	No further action required.	14.12.2017