

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#24576	Jimmy Joshi	Feedback The policy screen on CRM is no longer in use. Impact: Agent confusion and delayed resolution	The Personal hotspot thread has been updated.	- All devices	No further action required.	25.04.2018
			https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Apple/iPhone%208%20Plus&s=HandsetMainApple&steps=q325960_a326836.q326857_a326984.q326986_a326988.q326990_a327018.q327020_a327023.q327024			
#24590	Darren Paterson	Feedback Some products are no longer supported as a separate service and should be treated like any other web/app related query. Impact: Poor customer experience and delayed resolution or incorrect escalation	Threads in the Products script have been updated.	- All devices	No further action required.	25.04.2018
			https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Apple/iPhone%207&s=newProducts&steps=q7467			
#24151	Samson Andrew Dsouza	Feedback Handsets which are compatible to wifi calling are still showing the trouble-shooter for three intouch Impact: Advisors would ask customers to download the three intouch app where it will not work.	The Three inTouch script has been updated.	- Huawei P10 - Huawei P10 Plus - LG G4 - LG G4C - LG G5 - LG K3 - LG Spirit 4G - Samsung A3 2016 - Samsung A3 2017 - Samsung A5 2017 - Samsung Note 4 - Samsung S6 Edge Plus - Sony XZ - Sony XZ Premium	No further action required.	25.04.2018
			https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S6%20Edge%20Plus&s=Three_inTouch_Android&steps=q447163			
#24586	Darren Paterson	Feedback The noted devices are no longer compatible with TinT (where supplied by 3) and need to be amended accordingly. Impact: Poor customer experience.	The Three inTouch script has been updated.	- Honor 7X - Honor 9 - Huawei P20 - Huawei P20 Pro - LG G6 - Samsung A8 2018 - Samsung J3 2017 - Samsung J3 - Samsung S6 - Samsung S6 Edge - Samsung S7 - Samsung S7 Edge - Samsung Note8 - Samsung S8 - Samsung S8+ - Samsung S9 - Samsung S9+ - Sony XA2 - Sony XZ2 - Razer	No further action required.	25.04.2018
			https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Honor/7X&s=Three_inTouch_Android&steps=q447163			
NA	NA	General Agent2 updates	The following article has been added: - 'OK Google' can't find any of my contacts.	- All Android devices	No further action required.	25.04.2018
NA	NA	General Agent2 updates	The following articles have been added: - How do I record in slow motion? - Can I change when the slow motion happens?	- LG G6	No further action required.	25.04.2018

NA	NA	Simulation updates	Full simulation and scenarios now available.	- Apple iPad 9.7-inch 2018	No further action required.	25.04.2018
NA	NA	Multi-OS updates	Android Oreo simulation tab now available.	- Samsung Galaxy S8 - Samsung Galaxy S8+	No further action required.	25.04.2018