

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#25578	Noel Fernandes	Feedback Need to add a step "Is the customer returning to UK in 72hrs?" which is included in all other troubleshooter for international issues while customer is abroad. Impact: Issue cannot be investigated by 2nd Line if customer is returning in 72hrs back to UK. Hence 1st line can manage customer expectations at their end which will save customers time.	The Mobile WiFi script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Huawei/E5573bs-322&s=MobileWiFi&steps=a96162,a452423,a452414,a452418,q125289,a244497,q244501,a244503,q234323,a234325,q125301,a125305,q125381,a125384,q125307,a125309,q125311,a125314,q125320,a125321,q125323,a125325,q439673,a439677,q125327,a125330,q645149	- All MBB devices	No further action required.	30.05.2018
NA	NA	General search article updates	The following article has been added following forum searches: - Why doesn't my device tether to my Mac OS device?	- Huawei Mate 10 Pro	No further action required.	30.05.2018
NA	NA	General search article updates	The following article has been added: - What is Samsung Members and how do I use it?	- All Samsung devices	No further action required.	30.05.2018