

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#26423	Jimmy Joshi	Feedback Remove the step – "Is there a known outage on Support" as this is irrelevant. Impact: Repetition of steps that exist in Resolve.	The Internet script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Apple/iPhone%208&s=Internet_New&steps=q458190,a458193,q458197,a458199,q459643,a459647,q459795	- All Android - All iOS	No further action required.	13.06.2018
#26428	Jimmy Joshi	Feedback Customers who are connected to a HSB but have no WiFi should be transferred to the HSB team if they have issues accessing the internet. Impact: Poor customer experience.	The Internet script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S7%20Edge&s=Internet_New&steps=q458190,a460465,q460036,a460040,q460044,a460048,q460052,a460054,q460058,a460060,q460062	- All Android - All iOS	No further action required.	13.06.2018
#26437	Jimmy Joshi	Feedback Where the customer hasn't tried the device in another location we need to try and get them to try their sim in another device to check if issue is handset or network related where possible. Impact: Poor customer experience and delayed resolution	The Internet script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S7&s=Internet_New&steps=q458190,a460465,q460036,a460040,q460052,a460072,q460074,q460076,q552498,a552500,q460078,q460082,q460092,q460095,q460100,q460104,q629071	- All Android	No further action required.	13.06.2018
#26433	Jimmy Joshi	Feedback Request to move the data limit check further up the script – remove. Impact: Longer call handle time.	The Internet script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S7&s=Internet_New&steps=q458190,a460465,q460036,a460040,q460052,a460056,q460110,q460112,q460114,a460118,q460128	- All Android	No further action required.	13.06.2018
#26434	Jimmy Joshi	Feedback Request to move data limit check further up the script – Add Impact: missed and delayed resolution of customer issue.	The Internet script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S7&s=Internet_New&steps=q458190,a460465,q460036,a460040,q460052,a460056,q460110,q460112,q460114,a460118,q460128	- All Android	No further action required.	13.06.2018
#26440	Jimmy Joshi	Feedback Where the customer hasn't tried the device in another location we need to try and get them to try their sim in another device to check if issue is handset or network related where possible. Impact: Poor customer experience and delayed resolution	The Internet script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=Samsung/Galaxy%20S7%20Edge&s=Internet_New&steps=q458190,a460465,q460036,a460040,q460044,a460048,q460052,a460054,q460058,a460060,q460062	- All iOS	No further action required.	13.06.2018

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NA	NA	General search article updates	The following article has been added following forum searches: - Types of SIM card	- All Smartphones	No further action required.	13.06.2018
NA	NA	General search article updates	The following article has been added: - How to fix the 'Setup could not finish, authentication failed with Yahoo mail' error message on my device?	- All Android smartphones	No further action required.	13.06.2018
NA	NA	General search article updates	The following article has been added: - What is an Apple SIM?	- All Apple devices	No further action required.	13.06.2018
NA	NA	New device support site	Coming soon support site available on the UAD.	- Samsung Galaxy A6 2018	Simulation and scenarios will be available soon.	13.06.2018
NA	NA	3D Model	New 3D Model now available.	- Samsung Galaxy A8	No further action required.	13.06.2018