

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#33694	Nishita Lohana	Feedback MMS works only on mobile data not wi fi.. One of the question is " Can you access internet on your iPhone?" Need to confirm if on wi fi or mobile data.. Need to ask to turn off wi fi and check as MMS works only on mobile data and the packet switch statement which is there below that isn't very clear	The MMS/picture mail script has been updated, which can be found within the main Messaging script.	- All iPhones	No further action required.	20.02.2019
			https://three.lucidcx.com/uad/index.jsp#ref=20-10452582&l=uad&d=Apple/iPhone%207%20Plus&s=Messaging_MMS&steps=q79040.a141840.q79043.a139962.q703224			
#36146	Darren Paterson	Feedback inTouch is no longer compatible with the iPhone 5S and above devices. This needs to be reflected on the tool Document actually applicable for 5C also.	The Three inTouch script has been updated.	- Apple iPhone 5c - Apple iPhone 5s - Apple iPhone 6 - Apple iPhone 6 Plus - Apple iPhone 6s - Apple iPhone 6s Plus - Apple iPhone 7 - Apple iPhone 7 Plus - Apple iPhone 8 - Apple iPhone 8 Plus - Apple iPhone SE - Apple iPhone X - Apple iPhone XR - Apple iPhone Xs - Apple iPhone Xs Max	No further action required.	20.02.2019
			https://three.lucidcx.com/uad/index.jsp#ref=20-10092826&l=uad&d=Apple/iPhone%205c&s=Three_inTouch&steps=q237741			
#36105	Darren Paterson	Feedback Where the customer has an issue with Wuntu, we now need to complete a case template and then transfer the customer to 2nd line. Each option will have a different escalation point. Change is applicable for all Android and Apple devices.	The 3 App script has been updated.	- All Android and Apple devices	No further action required.	20.02.2019
			https://three.lucidcx.com/uad/index.jsp#ref=20-10089694&l=uad&d=Samsung/Galaxy%20S9&s=3Apps&steps=q547385.a551545.q481812.a481950.q481952.a481956.q420834.a420835.q420836.a420838.q420840.a420843.q367940.a420888.q420839.a420841.q420926.a420928.q420930.a420932.q420934.a420936.q420938.a481972.q481975			