

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#48773	Richard Xavier	Feedback Customer is abroad (Go roam) and hence can call back to the UK which is a part of the allowance. Asper the steps it states if OOB is active. When we select yes. The information stated in trouble shooter is " You currently have the Out of bundle service active on your account. This means that you cannot make calls/send messages to any numbers that are not included in your standard allowance." However this is a part of the allowance. Further there is no steps to guide.	The International script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-12223911&l=uad&d=Xiaomi/Mi%208&s=International_Issues&steps=q102321.a102323.q248764.a248768.q106309.a248776.q248956.a248958.q248962.a248964.q248968.a248970.q248974.a248978.q248982.a248984.q250345.a250349.q715167	- All devices assigned to the International script	No further action required.	12.06.2019
#49320	Darren Paterson	Feedback I'm looking at the scripts found on the following devices: Ai Cube, B310 and B311 I need the following work to be carried out on each of them: AiCube On the main script menu, we need to remove the following scripts completely: MBB SMS Within the Mobile WiFi script option, International Issues is the only option available. Is there a way we can just remove the Mobile WiFi option from the main menu and replace it with International Issues? B310 On the main script menu, we need to remove the following scripts completely: MBB and SMS We need to add the International Issues script as found on the AiCube We need to add the Network Unlock script as found on the AiCube B311 On the main script menu, we need to remove the following scripts completely: MBB SMS Remove the Mobile WiFi option and replace with International Issue only like those above.	The assigned scripts have been updated for the specific devices mentioned. https://three.lucidcx.com/uad/index.jsp#ref=20-12224719&l=uad&d=Huawei/AI%20Cube&s=International_Issues&steps=q102321	- Huawei AI Cube - Huawei B310 Home Fi - Huawei B311 Router	No further action required.	12.06.2019
#44025	Rakesh Dikle	Feedback > when customer is abroad and face any issue in order to raise Case or INC its very important to know if customer will be in the impacted country for more than 72 hrs > in the current troubleshooter – 20-252561693 there is no such step > when we follow no network or internet issue abroad we get that step based on which the next course of action is decided Impact: > first line advisor have to transfer the call to 2nd line and then we have to tell the customer that there is nothing can be done > customer has to wait in the queue to hear that nothing can be done > if there is a long queue then first line advisor will raise the case without transfer > then customer will receive call in next 24-48 hrs to hear that nothing can be done > this will definitely impact the experience of the customer in the bad way.	The International script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-12225669&l=uad&d=Nokia/Asha%20301&s=International_Issues&steps=q102321.a102323.q248764.a248768.q106309.a248778.q249356.a249358.q249079.a249081.q249083.a249085.q249087.a249090.q249092.a249093.q651255.a651257.q651259.a651262.q651264.a651266.q249095.a249097.q249282.a249284.q249288.a249290.q477541.a477543.q249304.a249308.q715175	- All devices assigned to the International script	No further action required.	12.06.2019
#49089	Darren Paterson	Feedback Three inTouch has now been dropped as a supported product. Impact: Agents may attempt to escalate an issue that cannot be resolved.	All Three inTouch scripts have been amended to advise the customer of the cessation of the service. https://three.lucidcx.com/uad/index.jsp#ref=20-698&l=uad&d=HTC/One&s=ThreeinTouch_Over800&steps=q447163	- All device assigned to the Three inTouch script	No further action required.	12.06.2019
#49034	Darren Paterson	Feedback Google will release Enhanced chat capabilities to all Android devices that Impact: Poor customer experience, unable to assist customers.	A new script has been added regarding Enhanced Chat for the relevant devices, which can be accessed through the Messaging script. https://three.lucidcx.com/uad/index.jsp#ref=20-12090804&l=uad&d=Huawei/P30&s=Messaging&steps=q243312.a243316.q6902	- All Android Huawei, Honor, Google, Motorola, Razer, Xioami and ZTE devices	No further action required.	12.06.2019

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#49484	Pricing Approvals	Price Matrix WK 23 DV 244 - V2 Effective - 7th of June	PAYG pricing updated.	- Samsung Galaxy A10	Handset only pricing will be available when the device goes live.	12.06.2019