

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
Darren Paterson	#50017	Feedback The DRL is changing and this needs to be reflected on the Lucid tool. Impact: Poor customer experience and misinformation.	The Default Roaming Limit steps have been updated to reflect the pricing change. https://three.lucidcx.com/uad/index.jsp#ref=20-18627&l=uad&d=Samsung/Galaxy%20S8%20Plus&s=International_Issues&steps=q102321,a102323,q248764,a248768,q106309,a248772,q249426,a249428,q439556,a439559,q249432,a249434,q651383,a651387,q457090,a457094,q249438,a249443,q417585,a417589,q249447,a249449,q249455,a249461,q249477,a249481,q249483,a249485,q249489	- All devices assigned to the International Issues script	No further action required.	26.06.2019
Darren Paterson	#50155	Feedback The fair use and DRL limits are changing from 1st July and need amended. Impact: Poor customer experience.	The Default Roaming Limit steps have been updated to reflect the pricing change. https://three.lucidcx.com/uad/index.jsp#ref=20-18647&l=uad&d=Apple/iPhone%206s%20Plus&s=International_Issues&steps=q102321,a102323,q248764,a248768,q106309,a248772,q249426,a249428,q439556,a439559,q249432,a249434,q651383,a651387,q457090,a457094,q249438,a250323,q250327,a250330,q249447,a249449,q249455,a249461,q249477,a249479,q249505	- All devices assigned to the International Issues script	No further action required.	26.06.2019
Anup Dsouza	#41361	Feedback The step for reset network settings doesn't warn the advisor that if the customer is calling from the same phone we need to obtain an alternate number. If the query is unresolved, advisors are asking the customer to callback, can we check if we can add the step to either take an alternate number before proceeding with this step or to call the customer on an alternate number before proceeding with this step. Impact: Repeat calls will reduce due to this change. Better Customer Experience as we'll be resolving the issue end to end for the customer.	A note has been added to the top of the Reset Network Settings scenario.	- All Apple iPhone devices	No further action required.	26.06.2019
NA	NA	General search article updates	The following article has been added: - How do I reset the password for my secure folder?	- All Samsung flagship devices since the Samsung Galaxy S7	No further action required.	26.06.2019
NA	NA	General search article updates	The following article has been added: - How do I remove my Google Play account?	- All Android devices	No further action required.	26.06.2019
NA	NA	General search article updates	The following article has been added: - How do I set up call waiting?	- All Samsung Galaxy A devices	No further action required.	26.06.2019