

Other Enquiries Knowledge Check

Please answer all of the questions and then press Submit at the bottom of the page.

Note, you need to complete all of the below questions before you can Submit them and if you close this window at anytime during this session any information you have entered will be lost.

If you prefer, you can print out a copy of the questions and enter your answers at the end by printing this document:

* Required

Premium SMS & Handset Database

A customer calls to find out how to unlock/lock their phone keypad. Where will you find this information? *

A customer has requested handset instructions, what steps will you need to take to send this out to customers? *

How would you explain what a Premium SMS is to a customer? *

What can you do for a customer using the Premium SMS tool? *

Please describe in detail how you will check a customers usage using the Premium SMS tool. *

Imagine a customer has called to complain about a Premium SMS, outline the steps that you would take to resolve the complaint. *

A customer calls because their phone handset is saying "No Network". What does this mean? *

Describe the term "power cycle". *

What is the minimum number of signal bars on a handset required to make and receive calls? *

A customer complains that they're receiving their daily horoscope via Premium SMS and would like to stop the service as it is costing them too much. In the first instance, what do you advise the customer? *

Recharging

What are the two ways a customer can recharge their service? *

Recharge vouchers need to be activated within how many months of buying the voucher? *

How long does the credit last once applied to account? *

Please outline the steps you would take in WSP to recharge a customers service using a Credit Card. *

What are the three voucher denominations that a Customer can purchase to recharge their Everyday Mobile service? *

A Customer has a balance of \$25 which expires on July 18th. The Customer purchases a \$50 voucher before this date and recharges their service on October 24th. The Customer's new balance is: *

Account Management

Where in the WSP will you be able to locate customers recharge summary information? *

A customer has forgotten their password and calls you to find out what it is, do you have access to this information? *

How will the customer be notified of their new password if they do not have an e-mail address? *

What does the acronym PUK stand for? *

Why would a customer call to enquire about a PUK code? Why does this error occur? *

Outline the steps you would take in WSP to retrieve a customers PUK code. *

Suspending & Cancelling Services

Please explain why a customers service could be deactivated. *

Please explain why a customers service could be cancelled. *

What happens when a customer does not re-activate their service within 180 day cancellation period? *

Outline the steps you would take in the WSP to re-store/re-activate a customers service. *

Lost/Stolen Handset

If a customer calls to report a lost/stolen handset, what options can you give the customer? *

Outline the steps you would take in WSP to block a handset IMEI. *

Account Charges & Call History

Outline the reasons why a customer may wish to change their MSN. *

Describe the steps you would take in WSP to change a customers MSN (with the same SIM). *

Describe the steps you would take in WSP to change a customers SIM but retain the MSN. *

What information can you view when you look into the customers general usage history? *

If the customer disputes the information you have provided on their general usage, what must you do? *

Value Added Service & Marketing Material

Explain where in the WSP you are able to modify the value added services for the customer. *

What button must you click on prior to activating/deactivating a VAS? *

What is a missed call service? *

How can the customer opt in/out of receiving marketing material? *

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