

All Markets

March 20, 2009

## T-Mobile March 21<sup>st</sup> System Release

On **March 22**, enhancements will be made to set our frontline teams up for success. Please review this article thoroughly on the upcoming system enhancements.

### Enhancements to Viewing Accounts in ICAM

Based on your feedback, enhancements will be made to ICAM that allows users to view accounts in a suspended status. By allowing this access, ICAM users will be able to better service customers and reduce calls to Customer Care. As an added win, ICAM users can now view the real-time amount due that is required to restore suspended FlexPay customers' accounts. Then using the Payment Vendor Tool, sales representatives can make a payment on the account to restore service and provide a one-visit resolution to customers.

### IMEI Capture Enhancement



**PLEASE NOTE: EVEN THOUGH PARTIAL UPGRADES ARE DISPLAYED IN ICAM, NORMAL UPGRADE/RENEWAL COMPENSATION RULES APPLY. – 2yr only on \$34.99&Up or FT \$69.99&Up, when tenure requirements are met.**

***Partial Upgrades WILL NOT be compensated!!!***

Beginning March 22, IMEIs will be captured when an activation or upgrade is processed in ICAM. Capturing the

IMEI when processing activations or upgrades in ICAM allows T-Mobile to:

- Display in iCAM partial upgrades based on customers' tenure
- Determine whether or not a device is a T-Mobile originated handset
- Require the IMEI during an activation or upgrade

### PINLess Debit

Enhancements will be made to Watson and ICAM to allow users to set up EasyPay with a Debit or Hybrid ATM Card for customers. Watson and ICAM will recognize if the card used to set-up EasyPay has debit functionality. If the card does have debit functionality, the user will be prompted to ask customers how the transaction should be processed.

### SMS Charges While Roaming

On March 22, system updates will launch that will give T-Mobile the ability to charge for text messages customers receive while roaming (domestically and internationally).