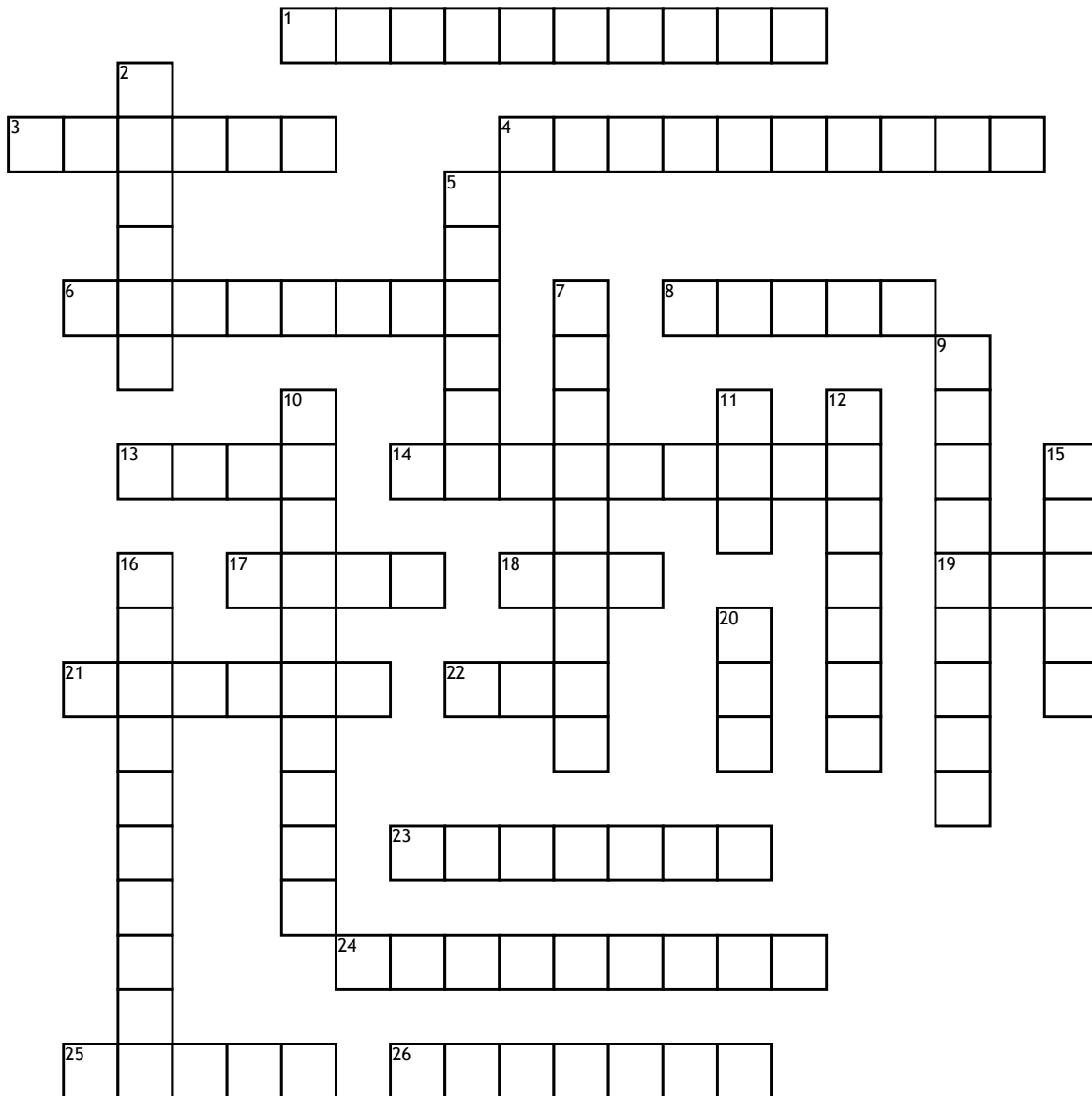


Name: _____ Date: _____

Advanced Tech Support : Systems



Across

1. WHERE WE CAN LAUNCH OTHER PROGRAMS W/IN MYCSP
3. FUNDS ISSUED BACK TO A MOBILE ACCOUNT
4. A FOLLOWUP
6. THIS IS A SUMMARY OF THE CUSTOMERS ACCOUNT
8. THIS SYSTEM SHOWS US NETWORK PROVISIONING
13. AN INTERNAL ESCALATION RTICKET FILED WITHIN CLARIFY
14. THIS SYSTEM IS USED TO VIEW ACCOUNT PROVISIONING
17. BACKUP TELEGEENCE OPTION
18. USED TO CONNECT OUR CALLERS TO OTHER DEPARTMENTS

19. THIS SYSTEM IS USED TO VIEW PREPAID PROVISIONING
21. MOBILE DEVICE DEVELOPED BY APPLE
22. THIS IS A TROUBLESHOOTING CONSOL WITHIN CLARIFY
23. PRIMARY PROGRAM USED TO TROUBLESHOOT & VERIFY
24. USED TO MIRROR CUSTOMERS SELF-SERVICE OPTION
25. PRIMARY SELF-SERVICE OPTION
26. OPEN SOURCE OPERATING SYSTEM

Down

2. FUNDS ISSUED BACK TO A CUSTOMERS CREDIT CARD/ BACK ACCOUNT

5. WHEN SERVICE OR TOWER IS TEMPORARILY DOWN
7. OUR VIRTUAL PHONEBOOK
9. OUR VIRTUAL DICTIONARY
10. USED TO CLASSIFY A CALL IN CLARIFY
11. THIS PROGRAM WILL SHOW US OUTAGE/TICKET DETAILS
12. THIS SYSTEM IS USED TO CHECK COVERAGE & TOWER STATUS
15. OUR PRIMARY SEARCH ENGINE
16. USED TO PROCESS PAYMENTS & PAYMENT ARRANGEMENTS
20. SYSTEM USED TO VIEW PREVIOUS INSURANCE & WARRANTY CLAIMS