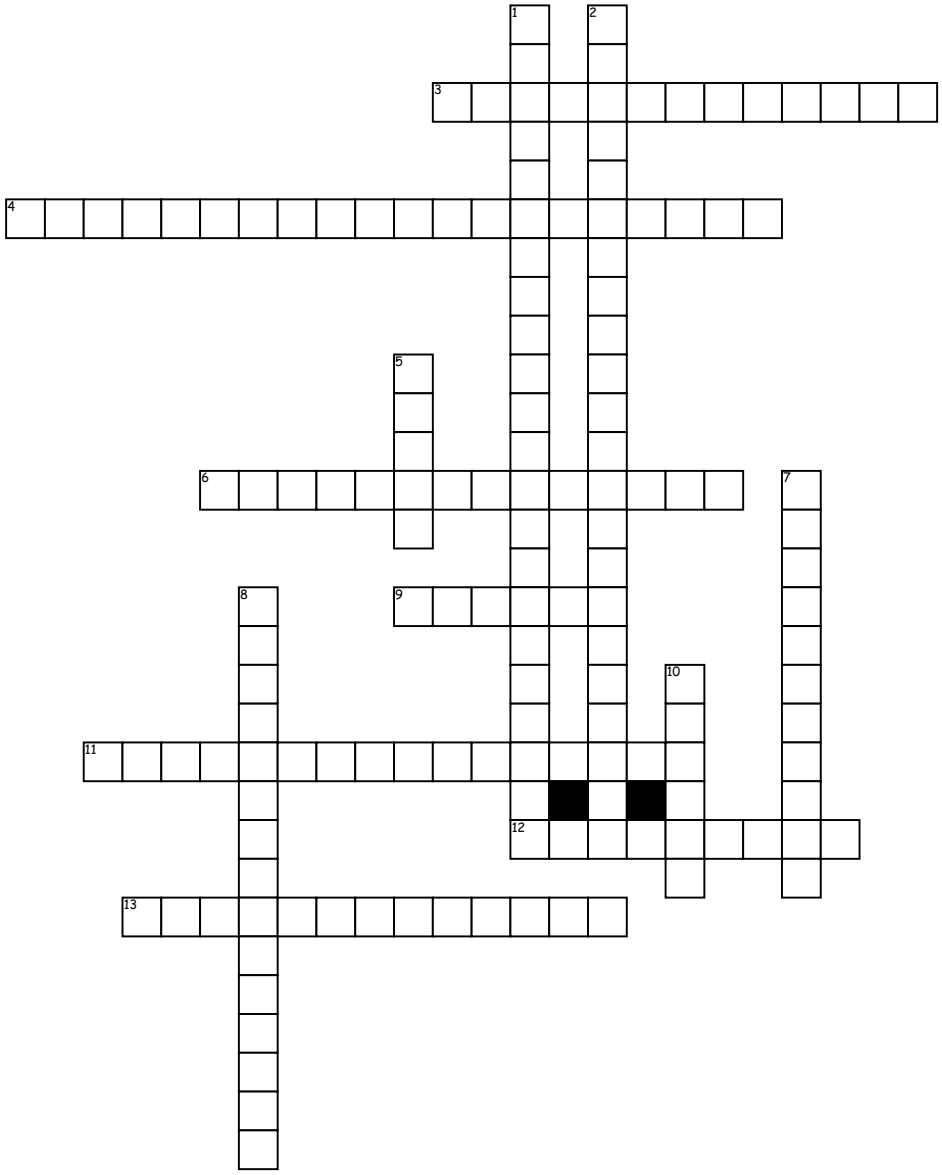
Name: _____ Date: _____

xfinity mobile



Across

3. this app It's used for things like setting up data notifications, viewing your account statements, managing account settings and contacting Xfinity Mobile Specialists

4. Keep the customer informed throughout the interaction falls under _____ S4X behavior

6. the _____ app helps customers stay connected on the go

9. this service allows college students living on campus to stream live and Xfinity On Demand shows and movies to their laptops, desktops and mobile devices.

11. Letting the customer know early in interaction how important they are to us, and that we appreciate their loyalty falls _____ S4X behavior

12. apps that are already built it a XM phone are ?

13. with this plan We never cap the GB that you use or reduce your data speeds, so you'll always have the data you need. There are no service interruptions and no overage charges on your bill.

Down

1. with this app users can locate and get directions to over two million Xfinity WiFi

2. You cannot add new lines or services to your Xfinity Mobile account if you cancel your _____

5. At the beginning of every _____, we give you 100 MB of free shareable 4G LTE data, just to start things off right.

7. you receive a customer who is interested in signing up for Xfinity Mobile, please transfer them to

8. lets customers quickly listen to voicemail messages in the order they choose

10. We waive or refund the charges for the new device. Do not perform an RMA.

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