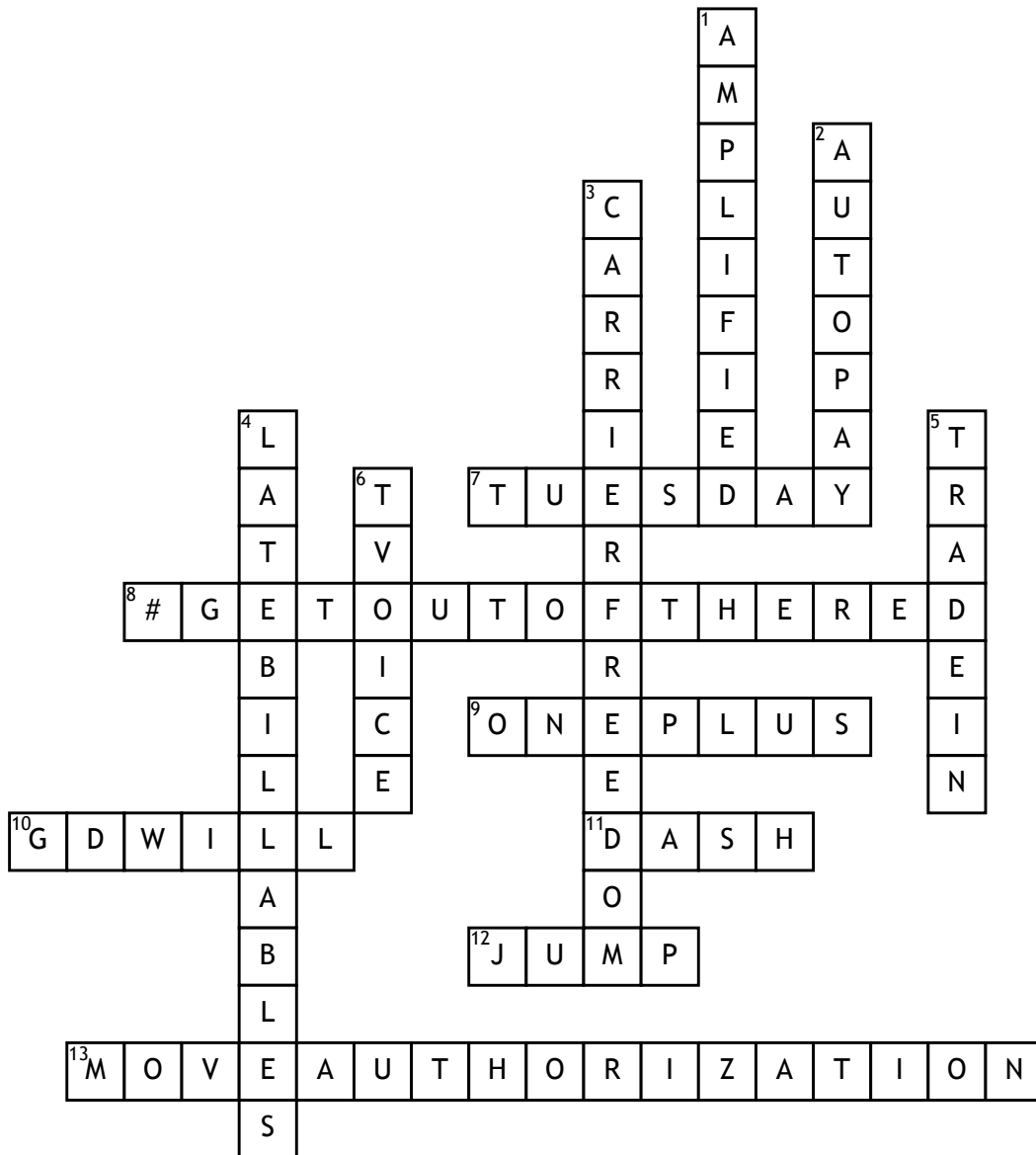


Name: _____

T-Mobile Crossword



Across

7. On what day each week can each eligible T-Mobile line can get in on various offers

8. This program allows participating Verizon customers who BYOD to get reimbursed for their previous carrier's remaining device payment plan balance, ETF, or both (hint: add the #)

9. Feature that gives 10GB high speed hotspot

10. Courtesy credit code for customer's issue Non-T-Mobile error

11. New System to use to add new lines of service

12. Upgrade program that allows you to upgrade once half the cost of your phone is paid off

13. Step number 9 for existing customer's Change of responsibility

Down

1. T-Mobile ONE _____ plan is for employees of large companies who have an agreement with T-Mobile

2. You get a \$5 discount per line when you enroll into this

3. Program to pay off devices or ETF's for previous carrier when they switch to T-Mobile

4. Charges that bill to a customer's account after the bill cycle in which they occurred

5. Requirement added back for Carrier Freedom as of March 30th, 2018

6. Team to send customer pain points to