



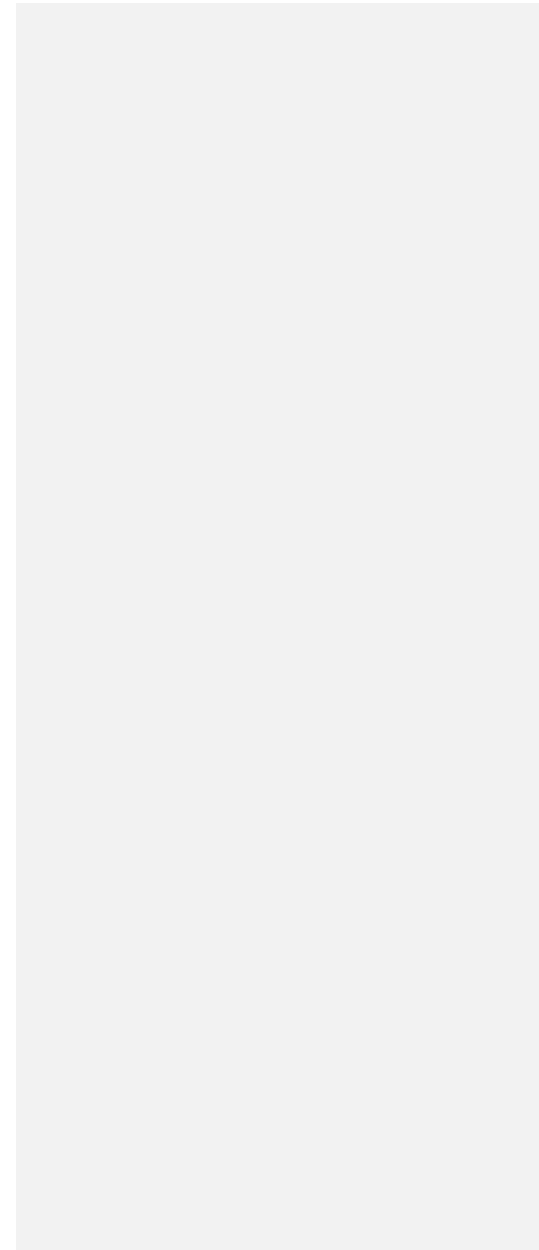
myAT&T Content Requirements Document

Support - 2023  
Case management  
PI 15

Author: M. Gray

Version: 1.0

Last updated: **4.15.2023**



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## Revision History

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Ver	Rev Date	Revised By	Comments
.01	1.11.2023	M. Gray	Added payment issues selections for Wireline and AIA on Pages 10 and 11, and updated the Case wasn't submitted screens on Page 21
.02	1.27.2023	M. Gray	Updated copy for missing payment on Page 11, updated copy for Common UI on Pages 14-16, updated copy for Customer Feedback on Pages 21-22
.03	2.1.2023	M. Gray	On Page 15, added an error message as item 34b, removed some of the form fields that relate to "requested refund amount" and "requested transfer amount" (items 40a – 42b). Updated the field order table on Page 17.
.04	2.6.2023	M. Gray	Updated refund request fields on screenshots and Common UI table, including the addition of 2 error messages on Customer feedback screen.
.05	2.15.2023	M. Gray	Edits highlighted on Pages 11, 13, 20 and 21 And new section for Lost or Stolen devices on Pages 23-24.
.06	2.17.2023	M. Gray	Updates on Pages 11 and 13 per Steve's request.
.07	2.24.2023	M. Gray	Updated error message on Page 21 (Customer Feedback)
.08	3.13.2023	M. Gray	On Pages 14-16, added error messages on #18, #21, #61b, and #61c. On Pages 17-18, made changes (highlighted in purple) On Page 21, added a new error message (highlighted in green) On Pages 23-25, added fields and renumbered (highlighted in yellow)
.09	3.21.2023	M. Gray	On Page 8, changed "Dispute NSF" to "Dispute insufficient funds" On Page 14, changed "Account number" to "Bank account number" On Page 14, changed "Enter account ending in [last 4 digits]" to "Enter bank account ending in [last 4 digits]"
1.0	3.30.2023	M. Gray	On Page 17, hide "Card account number," "Bank routing number," and "Bank account number" based on selection.

Comps: <https://www.figma.com/file/MqicYva8FnLwIC294fQJ1T/CASE-MANAGEMENT-DELIVERY-PHASE-2-DRAFT?node-id=734%3A68911>

Device Lost or Stolen Comps: <https://www.figma.com/file/Uc17i3EASkEjSgh8B8dqmp/Case-Creation?node-id=1141%3A10475&t=XYhE7U2woPjQtZGg-0>

## Open / closed tickets and status

**My tickets**

**Open**

Ticket: 4672181  
Issue type: Billing

Hi there! Our team is looking into the issue on your bill. Check here for updates.

**Ticket status**

Opened July 20, 2022  
In progress  
Estimated resolution July 25, 2022

Last updated: July 23, 2022 @ 4:12 PM CST

Details Messages **AT&T requests**

**Info needed**

Please provide the requested details by [DATE] so we can help resolve your case.

Review & reply

Ticket: 2983923  
Issue type: Billing

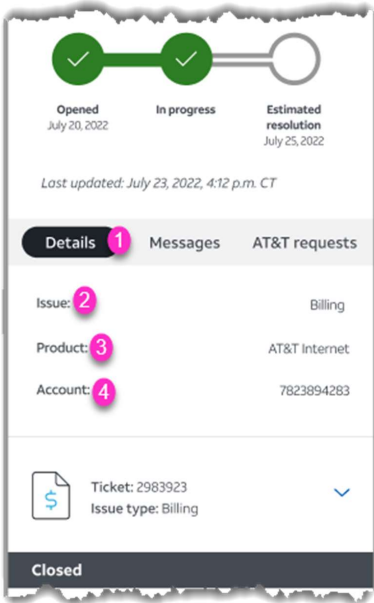
**Closed**

Ticket: 984899  
Issue type: Billing

You're all set! We adjusted the full amount you requested and closed the ticket. Thanks!

	Content	Notes	RL / WC
1	Alt = ""	Null text	NA
2	<b>My tickets</b>	Section title	NA/2
3	Open		NA/1
4	Alt = ""	Null text Use same format for open/closed	NA
5	Ticket:	Use same format for open/closed	NA/1
6	Issue type:	Use same format for open/closed	NA/2
7a	Alt="Open ticket info"	When closed	NA/3
7b	Alt="Close ticket info"	When opened	NA/3
8a	[[Customer friendly status message]]	For in progress tickets	
8b	[[Customer friendly resolution message]]	For closed tickets	
9	<b>Ticket status</b>		NA/2
10	Opened [[DATE]]	Display date as Month day, year	NA/1
11	In progress		NA/2
12a	Estimated resolution [[DATE]]	When in progress	NA/2
12b	Resolved [[DATE]]	When complete	NA/1
13	Last updated: [[DATE]], [[TIME]]		NA/2
14	Closed		NA/1
15a	Alt="Open requests"		NA/2
15b	You have an open request from AT&T.	Hover text	1.2/10
16a	Alt="Open messages"		NA/2
16b	You have a message from AT&T.	Hover text	0/9

## Details tab

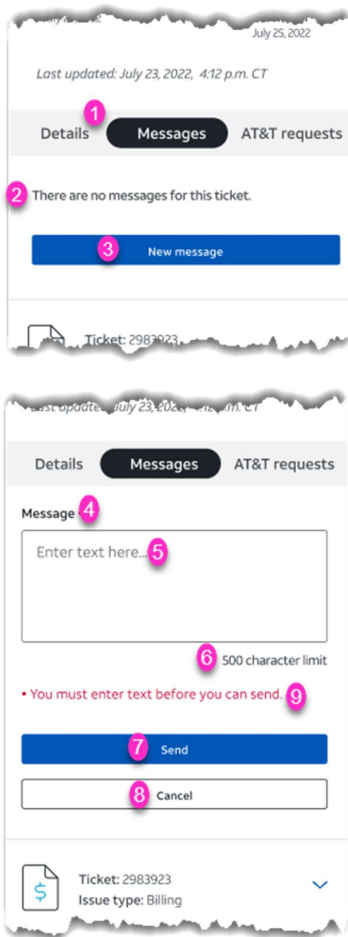


The image shows a ticket status timeline and a details card. The timeline consists of three stages: 'Opened' (July 20, 2022) with a green checkmark, 'In progress' with a green circle, and 'Estimated resolution' (July 25, 2022) with a grey circle. Below the timeline, it says 'Last updated: July 23, 2022, 4:12 p.m. CT'. The details card has three tabs: 'Details' (selected, with a pink '1'), 'Messages', and 'AT&T requests'. Under 'Details', there are three items: 'Issue: 2' (Billing), 'Product: 3' (AT&T Internet), and 'Account: 4' (7823894283). At the bottom, there is a document icon with 'Ticket: 2983923' and 'Issue type: Billing', and a 'Closed' button.

	Content	Notes	RL / WC
1	<b>Details</b>	Tab title	NA/1
2	Issue:		NA/1
3	Product:		NA/1
4	Account:		NA/1
5			

## Messages tab

	Content	Notes	RL / WC
1	<b>Messages</b>	Tab title	NA/1
2a	There aren't any messages for this ticket.	Conditional if NO messages present.	7.3/7
2b	You've reached the max number of messages. Please call us at <b>[[SUPPORT_NUMBER]]</b> .	Conditional if max number of messages	
3a	<a href="#">New message</a>	Button label if no messages	NA/2
3b	<a href="#">Reply</a>	Button label if replying to agent	NA/1
4	Your message		NA/1
5	Enter your message here...	Hint text	3.6/4
6	<b>[[N]]</b> character limit	[[N]] = character limit	NA/3
7	<a href="#">Send</a>	Button label	NA/1
8	<a href="#">Cancel</a>	Button label	NA/1
9	<b>You must enter text before you can send.</b>	Error message for 7	3.6/9



## AT&T requests

July 25, 2022

Last updated: July 23, 2022, 4:12 p.m. CT

Details
Messages
1 AT&T requests

**3 Info needed**

**1** Please provide the requested details by [DATE] so we can help resolve your case. **4**

**5** Review & reply

Dear Customer,

This is copy that the representative will enter. It is not copy from the CRD or content team. Lorem ipsum. Please lorem ipsum by [DUE DATE].

Thanks!  
AT&T Customer Support Specialist

**Message**

This would be the customer reply. This is not copy from the CRD or copy team. They can add their own message here....

500 character limit

**6** Attach file

**7** Send

**8** Cancel

**13 Documents**

Bill1.pdf  
431 KB

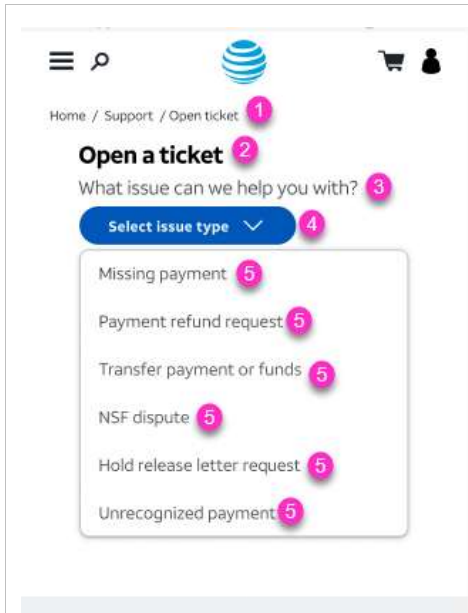
Bill1.pdf  
431 KB

**14** Send another document

Ticket: 2983923  
Issue type: Billing

	Content	Notes	RL / WC
1	<b>AT&amp;T requests</b>	Tab title	NA/1
2	You don't have any requests for this ticket.	Conditional if no messages present (not in image)	
3a	<b>Info needed</b>	Header for request	
4a	Please provide the requested details by [DATE] so we can help resolve your issue.		6.7/14
4b	We still haven't received the info we need to resolve your issue. Please provide it as soon as possible.	Request past due date	4.8/19
5a	<a href="#">Review &amp; reply</a>	Button: Opens messages with 4-6	NA/1
3b	<b>Thanks for your info!</b>	Header for after reply	
4c	We're reviewing the details you provided.	After customer submission	6.4/14
5b	<a href="#">Review response</a>	Button label	
5c	<a href="#">Reply again</a>	Button label	
6	<a href="#">Attach file</a>	Button	NA/1
7	<a href="#">Cancel</a>	Button	NA/1
8	<a href="#">Send</a>	Button inactive until file attached.	NA/1
9a	<b>You must attach a file before you can send.</b>	Error message (not in image)	2.3/9
9b	<b>You can only attach one file at a time.</b>	Error message (not in image)	
11	Agent requests	Not in image	
12	My replies	Not in image	
13	Documents	Only display when documents attached	
14	<a href="#">Send another document</a>	Button	

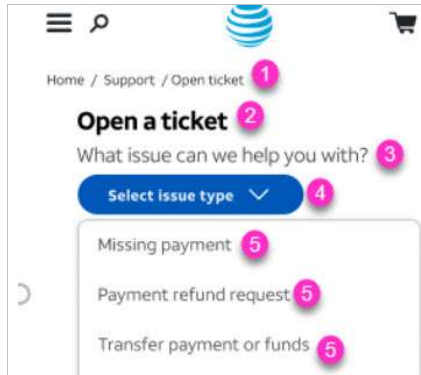
[SPTWEBSUPT-11662](#): Create page for customer to open case



	Content	Notes	RL / WC
1	Home / Support / Open ticket	Breadcrumbs	NA/3
2	<b>Open a ticket</b>	Page heading	NA/3
3	What issue can we help you with?		.6/7
4	Select issue type	Hint text for dropdown	NA/3
5a	Missing payment	Issue selection option: Wireless	NA/3
5b	Payment refund request	Issue selection option	NA/3
5c	Transfer payment	Issue selection option	NA/2
5d	Dispute insufficient funds	Issue selection option	NA/3
5e	Hold release letter request	Issue selection option	6.6/4
5f	Unrecognized payment	Issue selection option	NA/2

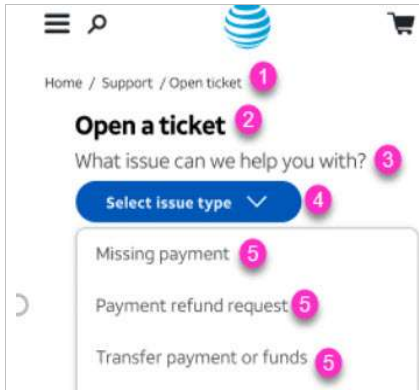


[SPTWEBSUPT-11668](#): Ability for customers to submit escalation cases for Wireline Payment issues (FE)



	Content	Notes	RL / WC
1	Home / Support / Open ticket	Breadcrumbs	NA/3
2	<b>Open a ticket</b>	Page heading	NA/3
3	What issue can we help you with?		.6/7
4	Select issue type	Hint text for dropdown	NA/3
5a	Missing payment	Issue selection option: WLN	NA/2
5b	Payment posted to wrong account	Issue selection option: WLN	NA/5
5c	Not my payment	Issue selection option: WLN	NA/3

[SPTWEBSUPT-11899](#) : Customer opens case for AIA payment issues



	Content	Notes	RL / WC
1	Home / Support / Open ticket	Breadcrumbs	NA/3
2	<b>Open a ticket</b>	Page heading	NA/3
3	What issue can we help you with?		.6/7
4	Select issue type	Hint text for dropdown	NA/3
5a	Missing payment	Issue selection option: AIA	NA/2
5b	General refunds	Issue selection option: AIA	NA/2
5c	Transfer payment or funds	Issue selection option: AIA	NA/4



	Content	Notes	RL / WC
1	<b>Let us know the details</b>		6.9/5
2	Was the amount you paid posted to your bank or credit card account, or did you pay cash?		5.8/18
3	Yes		NA/1
4	No		NA/1
	<i>Wait screen</i>		
5	Wait a little longer...		6.9/4
6	Please allow more time for your payment to post. Check back again after you see the payment on your bank or credit card account. For more info, contact your financial institution.		6.9/31
	<i>Multiple account screens</i>		
7	<b>Let us know the details</b>		6.9/5
8	Do you see the missing payment on another account?		6.9/10
9	Yes		NA/1
10	No		NA/1

Case creation – Refund request (wireless)

**Open a ticket** <sup>1</sup>

What issue can we help you with? <sup>2</sup>

Payment refund request <sup>3</sup>

**Let's get a few details** <sup>4</sup>

Complete this secure form to get help with your issue. <sup>5</sup>

**Reason** <sup>6</sup>

Select <sup>7</sup>

Disagree with the amount on the bill <sup>8</sup>

Payment made in error <sup>9</sup>

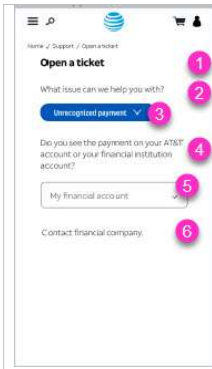
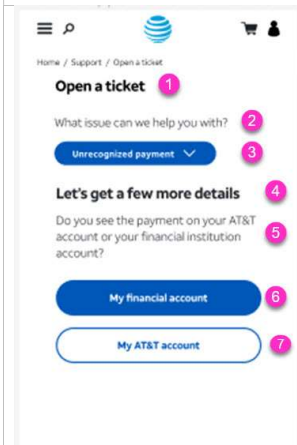
Payment posted more than once <sup>10</sup>

Amount doesn't match amount paid <sup>11</sup>

Requesting refund for charge related to device <sup>12</sup>

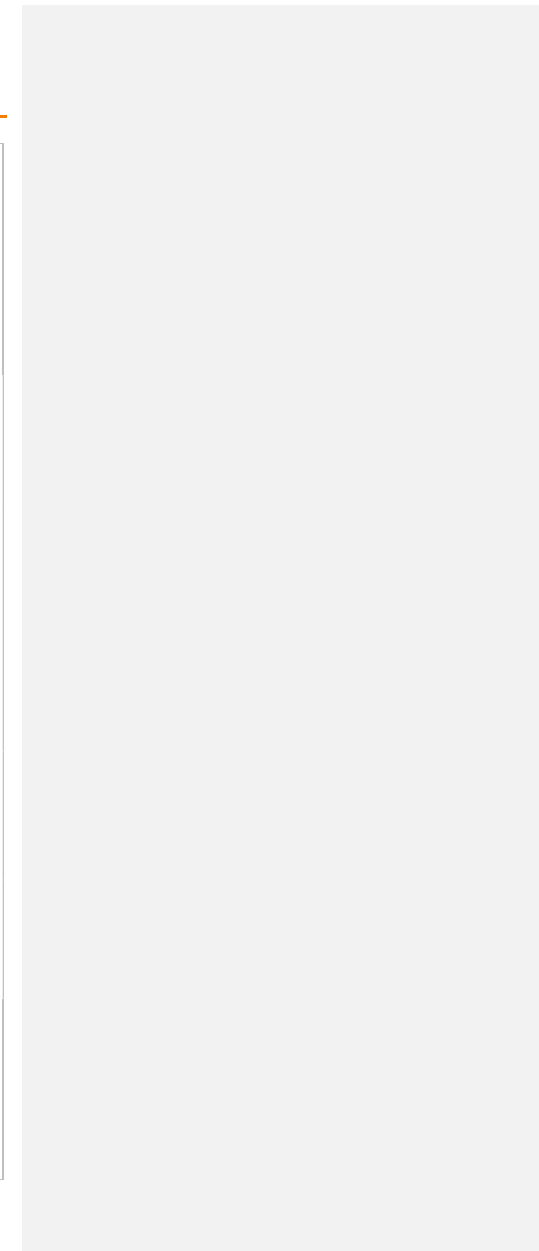
	Content	Notes	RL / WC
1	<b>Open a ticket</b>	Page heading	NA/3
2	What issue can we help you with?		.6/7
3	<b>Payment refund request</b>	Displays if customer selected Payment refund request on the previous screen Followed by a downward facing arrow	NA/3
4	<b>Let us know the details</b>		NA/5
5	Complete this secure form to get help with your issue.		3.6/10
6	<b>Reason</b>		NA/1
7	Select	Hint text	NA/1
8	Disagree with the amount on the bill		NA/7
9	Payment made in error		NA/4
10	Payment posted more than once		NA/5
11	Amount doesn't match amount paid		NA/5
12	Requesting a refund for charge related to device		NA/8

[SPTWEBSUPT-12271](#): Case creation – Unrecognized payment and [SPTWEBSUPT-13111](#)

 <p>Home / Support / Open a ticket</p> <p><b>Open a ticket</b> 1</p> <p>What issue can we help you with? 2</p> <p>Unrecognized payment 3</p> <p>Do you see the payment on your AT&amp;T account or your financial institution account? 4</p> <p>My financial account 5</p> <p>Contact financial company. 6</p>	<table border="1"> <thead> <tr> <th></th> <th>Content</th> <th>Notes</th> <th>RL / WC</th> </tr> </thead> <tbody> <tr> <td>1</td> <td><b>Open a ticket</b></td> <td>Page heading</td> <td>NA/3</td> </tr> <tr> <td>2</td> <td>What issue can we help you with?</td> <td></td> <td>.6/7</td> </tr> <tr> <td>3</td> <td><b>Unrecognized payment</b></td> <td></td> <td>NA/2</td> </tr> <tr> <td>4</td> <td>Do you see the payment posted on your AT&amp;T account or on your financial institution account?</td> <td></td> <td>8.3/17</td> </tr> <tr> <td>5a</td> <td>My financial account</td> <td>If selected, #6 displays.</td> <td>NA/3</td> </tr> <tr> <td>5b</td> <td>My AT&amp;T account</td> <td></td> <td>NA/3</td> </tr> <tr> <td>6</td> <td>Contact your financial institution.</td> <td>Displays if “My financial account” is selected.</td> <td>3.3/4</td> </tr> </tbody> </table>		Content	Notes	RL / WC	1	<b>Open a ticket</b>	Page heading	NA/3	2	What issue can we help you with?		.6/7	3	<b>Unrecognized payment</b>		NA/2	4	Do you see the payment posted on your AT&T account or on your financial institution account?		8.3/17	5a	My financial account	If selected, #6 displays.	NA/3	5b	My AT&T account		NA/3	6	Contact your financial institution.	Displays if “My financial account” is selected.	3.3/4
	Content	Notes	RL / WC																														
1	<b>Open a ticket</b>	Page heading	NA/3																														
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5a	My financial account	If selected, #6 displays.	NA/3																														
5b	My AT&T account		NA/3																														
6	Contact your financial institution.	Displays if “My financial account” is selected.	3.3/4																														
 <p>Home / Support / Open a ticket</p> <p><b>Open a ticket</b> 1</p> <p>What issue can we help you with? 2</p> <p>Unrecognized payment 3</p> <p><b>Let us get a few more details</b> 4</p> <p>Do you see the payment on your AT&amp;T account or your financial institution account? 5</p> <p>My financial account 6</p> <p>My AT&amp;T account 7</p>	<table border="1"> <thead> <tr> <th></th> <th>Content</th> <th>Notes</th> <th>RL / WC</th> </tr> </thead> <tbody> <tr> <td>1</td> <td><b>Open a ticket</b></td> <td>Page heading</td> <td>NA/3</td> </tr> <tr> <td>2</td> <td>What issue can we help you with?</td> <td></td> <td>.6/7</td> </tr> <tr> <td>3</td> <td><b>Unrecognized payment</b></td> <td></td> <td>NA/2</td> </tr> <tr> <td>4</td> <td><b>Let us know the details</b></td> <td></td> <td>NA/5</td> </tr> <tr> <td>5</td> <td>Do you see the payment posted on your AT&amp;T account or on your financial institution account?</td> <td></td> <td>8.3/17</td> </tr> <tr> <td>6</td> <td><b>My financial account</b></td> <td></td> <td>NA/3</td> </tr> <tr> <td>7</td> <td>My AT&amp;T account</td> <td></td> <td>NA/3</td> </tr> </tbody> </table>		Content	Notes	RL / WC	1	<b>Open a ticket</b>	Page heading	NA/3	2	What issue can we help you with?		.6/7	3	<b>Unrecognized payment</b>		NA/2	4	<b>Let us know the details</b>		NA/5	5	Do you see the payment posted on your AT&T account or on your financial institution account?		8.3/17	6	<b>My financial account</b>		NA/3	7	My AT&T account		NA/3
	Content	Notes	RL / WC																														
1	<b>Open a ticket</b>	Page heading	NA/3																														
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5	Do you see the payment posted on your AT&T account or on your financial institution account?		8.3/17																														
6	<b>My financial account</b>		NA/3																														
7	My AT&T account		NA/3																														

Case creation – Common UI - [SPTWEBSUPT-11646](#), [SPTWEBSUPT-11636](#) and [SPTWEBSUPT-13111](#)


	Content	Notes	RL / WC
<i>AT&amp;T account fields</i>			
1a	<b>AT&amp;T account number</b>		NA/3
1b	<b>Account to apply to</b>	When used for Transfer payment ONLY	6.4/4
2	[BAN]	Prepopulate with the account in focus.	NA/1
3		Removed. "Other" option is no longer needed/allowed	
<i>Other account</i>			
4	<b>Other account number</b>	Display if other is selected	6.4/3
5	Enter your account	Hint text	6.4/3
6	Please enter your account number.	Error message. Not in image.	6.4/5
<i>Payment fields</i>			
7	<b>Payment method</b>	(Missing payment)	NA/2
8	Select	Hint text	NA/3
9	Credit / debit card	Dropdown option	NA/3
10	Bank account	Dropdown option	NA/2
11	Cash	Dropdown option	NA/1
12	Other	Dropdown option	NA/1
	Please select a payment method.	Error message. Not in image.	6.9/5
<i>Card / Cash</i>			
13a	<b>Card number</b>	Display for Debit /Credit card	NA/2
13b	<b>Receipt number</b>	Display for cash	NA/2
14a	Enter card ending in [last 4 digits]	Hint text. After customer entry, mask all but the last 4 digits with an asterisk (*)	NA/5
14b	Enter receipt number	Hint text for cash	NA/3
15	Please enter card number ending in [last 4 digits]	Error message. Not in image.	6.9/7
<i>Bank routing / Cash</i>			
16a	<b>Bank routing number</b>	Display for bank account	NA/2
16b	<b>Store number</b>	Display for cash	NA/2
17a	Enter bank routing number	Hint text for bank account	NA/4
17b	Enter store number	Hint text for cash	NA/3
18	Please enter your bank routing number.	Error message. Not in image.	6.9/6
19	<b>Bank account number</b>	Display for bank account	NA/3
20	Enter bank account ending in [last 4 digits]	Hint text for bank account number	NA/6
21	Please enter account number ending in [last 4 digits]	Error message. Not in image.	6.9/7



**Check number (optional)** <sup>22</sup>

Enter check number <sup>23</sup>

**Payment processed date** <sup>24</sup> <sup>25</sup>

 mm/dd/yyyy <sup>26</sup>

**Amount paid** <sup>28</sup>

Enter your payment amount <sup>29</sup>

**Payment date & amount** <sup>31</sup>

Select <sup>32</sup> ▼

August 22, 2022 for \$125.27 <sup>33</sup>

**Refund method** <sup>35</sup>

Credit /debit card ▼

Credit / debit card <sup>37</sup>

Bank account <sup>38</sup>

	Content	Notes	RL / WC
	<i>Check</i>		
22	<b>Check number (optional)</b>		NA/3
23	Enter your check number	Hint text	NA/4
	<i>Payment processed</i>	<i>Missing payments</i>	
24	<b>Payment processed date</b>		NA/2
25	Select the date your payment was processed by your bank or credit card company.	Tooltip copy	NA
26	[date selector icon] mm/dd/yyyy	Date selector	NA
27	<b>Please select the date your payment was processed.</b>	Error message. Not in image.	7.1/5
	<i>Payment amount</i>	<i>Missing payments</i>	
28	<b>Amount paid</b>		NA/2
29	Enter your payment amount	Hint text	7.0/4
30	<b>Please enter your payment amount.</b>	Error message. Not in image.	7.1/5
	<i>Select payment date/amount</i>		
31	<b>Payment date &amp; amount</b>		6.4/4
32	Select	Hint text	NA/1
33	[[DATE]] for [[AMOUNT]]		NA/3
34a	<b>Please select the payment date &amp; amount.</b>	Error message. Not in image.	6.4/5
34b	<b>Please select a bank account or credit/debit card payment.</b>	Error message if customer selects a cash or ICP payment.	6.0/10
	<i>Refund or transfer fields</i>	<i>Refund / Transfer</i>	
35	<b>Refund method</b>		NA/2
36		Refund method (defaults to payment method and cannot be changed unless the payment method is cash or ICP which defaults to bank account as refund method. Customer will need to provide routing number and bank account number.	NA/1
37	Credit / debit card		NA/3
38	Bank account		NA/2
39		Not needed	
	<i>Refund/transfer amount</i>	<i>Refund / Transfer</i>	
40a	<b>Requested refund amount</b>	<b>This field should be removed for Hold release</b>	
40b	<b>Requested amount to transfer</b>		
41	Enter amount	<b>This field should be removed for Hold release</b>	
42a	<b>Please enter the requested refund amount.</b>	<b>This field does not apply for Hold release</b>	
42b	<b>Please enter the requested transfer amount.</b>		

**Commented [MM1]:** What if customer paid cash? We don't refund that way? Do we then have the select option because Cash isn't here?

**Commented [MM2]:** Is this amount always auto-populated with the selected payment amount? Are there times we don't need it?

**Amount charged** <sup>43</sup>

<sup>44</sup>

**Financial institution** <sup>46</sup> <sup>47</sup>

Enter financial institution <sup>48</sup>

**Fax number for financial institution** <sup>50</sup>

10-digit number <sup>51</sup>

**Department name (optional)** <sup>53</sup>

Enter department name <sup>54</sup>

**Preferred language** <sup>55</sup>


English <sup>56</sup> ▼

English <sup>57</sup>

Spanish <sup>58</sup>

**Issue description** <sup>59</sup> 15/30

Provide a short description of your issue. No personal info, please. <sup>60</sup>

Bill1.pdf 431 KB  Delete <sup>60</sup>

Submit <sup>62</sup>

Attach file <sup>63</sup>

Cancel <sup>64</sup>

	Content	Notes	RL / WC
	<i>Charge amount</i>	<i>Unrecognized payment</i>	
43	<b>Amount charged</b>		6.4/2
44		Auto-populated	6.4/3
45		Not needed	
	<i>Financial institution details</i>		
46	<b>Financial institution</b>		6.4/2
47	Enter the name of your bank or credit card company.	Tooltip	6.4/10
48	Enter financial institution	Hint text	6.4/3
49	Please enter your bank or credit card company.	Error message. Not in image.	6.4/8
	<i>Fax</i>		
50	<b>Fax number (financial institution)</b>		6.4/4
51	10-digit number	Hint text	6.4/2
52	Please enter a fax number for your bank or credit card company.	Error message. Not in image.	6.4/12
	<i>Department name</i>		
53	<b>Department name (optional)</b>		6.4/3
54	Enter department name	Hint text	6.4/3
	<i>Language selection</i>		
55	<b>Preferred language</b>		6.4/2
56		Not needed	
57	English	Default selection	NA/1
58	Spanish		NA/1
	<i>Issue</i>		
59	<b>Issue description</b>		NA/2
60	Provide a short description of your issue. No personal info, please.	Hint text	NA/3
61a	Please enter a description of your issue.	Error message. Not in image.	7.0/7
61b	Let us know why you changed your payment method.	Error message if payment method is changed from default method pre-populated by system.	2.3/9
61c	Let us know why you changed your refund method.	Error message if refund method is changed from default method pre-populated by system.	2.3/9
	<i>Buttons</i>		
62	Submit		NA/1
63	Attach file		NA/2
64	Cancel		NA/1
65	Delete	Conditional for attachments only.	NA/1



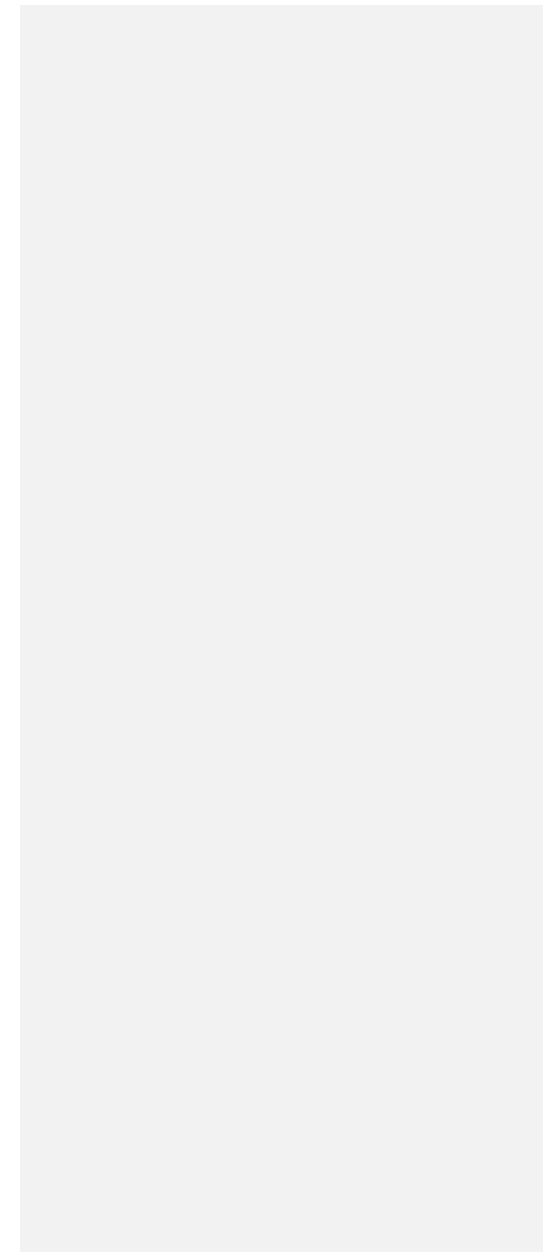
## Field order by selection

Missing payment	Refund request	Transfer	NSF	Unrecognized	Hold release
AT&T account number	Refund reason	Account number	Account number	Account number	Account number
Other account (conditional)	Account number	Other account (conditional)	Other account (conditional)	Other account (conditional)	Other account (conditional)
Payment method	Other account (conditional)	Payment date & amount	Payment date & amount	Payment date & amount	Payment date & amount
Card number (conditional)	Payment date & amount	Requested amount to transfer	Amount in dispute	Requested refund amount (Defaults to payment amount)	Refund method (defaults to payment method)
Bank routing number (conditional - required)	Requested refund amount (Defaults to payment amount)	Account to apply to	Preferred language	Refund method (defaults to payment method)	Amount charged – non-editable. Auto-populates depending on what customer selects in the payment date & amount drop down.
Bank account number (conditional - required)	Refund method (defaults to payment method cannot be changed unless the payment method is cash or ICP which defaults to bank account as refund method. Customer will need to provide routing number and bank account number.	Other account (conditional)	Issue description	Preferred language	Card number (HIDE when Refund method = Credit / debit card)


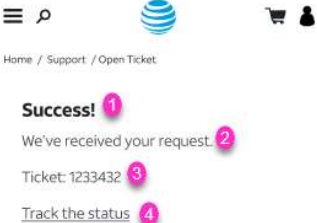
**Commented [GM3]:** Remove "Requested refund amount" field for the Hold release.

**Commented [MM4]:** This should come before Refund method

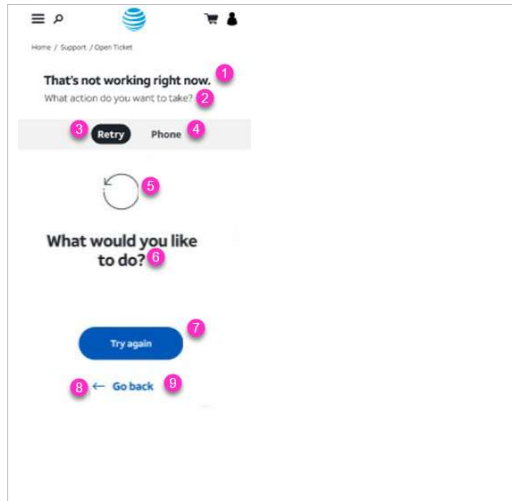
Missing payment	Refund request	Transfer	NSF	Unrecognized	Hold release
Check (conditional - optional)	Bank routing number (HIDE when Refund method = Bank account)	Preferred language		Amount charged – non-editable. Auto-populates depending on what customer selects in the payment date & amount drop down.	Bank routing number (HIDE when Refund method = Bank account)
Amount paid	Bank account number (HIDE when Refund method = Bank account)	Issue description		Issue description	Bank account number (HIDE when Refund method = Bank account)
Payment date	Preferred language				Financial institution
Preferred language	Issue description				Fax number for financial institution
Issue description					Department name (optional)
					Preferred language
					Issue description



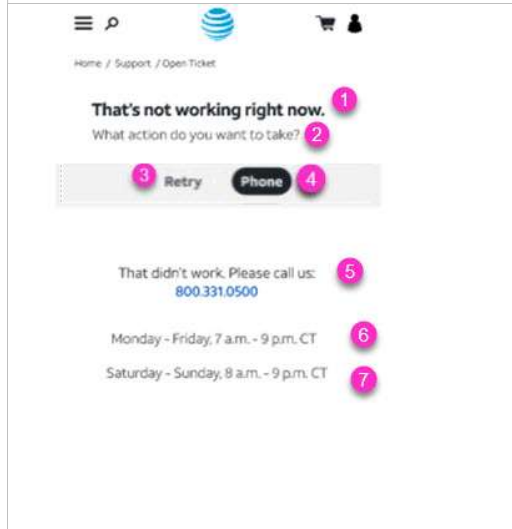
[SPTWEBSUPT-12438](#): Case confirmation screen

 <p>Submitting your request</p>	<table border="1"> <thead> <tr> <th></th> <th>Content</th> <th>Notes</th> <th>RL / WC</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Alt=""</td> <td>icon</td> <td></td> </tr> <tr> <td>2</td> <td>Submitting your request</td> <td></td> <td>NA/3</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Content	Notes	RL / WC	1	Alt=""	icon		2	Submitting your request		NA/3												
	Content	Notes	RL / WC																						
1	Alt=""	icon																							
2	Submitting your request		NA/3																						
 <p>Home / Support / Open Ticket</p> <p><b>Success!</b></p> <p>We've received your request.</p> <p>Ticket: 1233432</p> <p><a href="#">Track the status</a></p>	<table border="1"> <thead> <tr> <th></th> <th>Content</th> <th>Notes</th> <th>RL / WC</th> </tr> </thead> <tbody> <tr> <td>1</td> <td><b>Success!</b></td> <td></td> <td>NA/1</td> </tr> <tr> <td>2</td> <td>We received your request.</td> <td></td> <td>7.0/4</td> </tr> <tr> <td>3</td> <td>Ticket: [ticket number]</td> <td></td> <td>NA/2</td> </tr> <tr> <td>5</td> <td><a href="#">Track the status</a></td> <td></td> <td>6.4/3</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Content	Notes	RL / WC	1	<b>Success!</b>		NA/1	2	We received your request.		7.0/4	3	Ticket: [ticket number]		NA/2	5	<a href="#">Track the status</a>		6.4/3				
	Content	Notes	RL / WC																						
1	<b>Success!</b>		NA/1																						
2	We received your request.		7.0/4																						
3	Ticket: [ticket number]		NA/2																						
5	<a href="#">Track the status</a>		6.4/3																						

[SPTWEBSUPT-12438](#): Case confirmation screen – failures (retry and phone)



	Content	Notes	RL / WC
1	<b>Your case wasn't submitted.</b>		6.3/4
2	What do you want to do now?		6.4/7
3	<b>Retry</b>		NA/1
4	Phone		NA/1
5	icon		NA
6	Would you like to try creating a new ticket?		NA/9
7	<b>Try again</b>	CTA button	NA/2
8	icon	Back arrow icon	NA
9	<b>Go back</b>		NA/2



	Content	Notes	RL / WC
1	<b>Your case wasn't submitted.</b>		6.3/4
2	What do you want to do now?		6.4/7
3	Retry		NA/1
4	<b>Phone</b>		NA/1
5a	You can always call us: <b>800.331.0500</b>	<b>For Wireless</b> , the phone number is: <b>800.331.0500</b>	6.5/6
5b	You can always call us: <b>800.288.2020</b>	<b>For Wireline and AIA</b> , the phone number is: <b>800.288.2020</b>	6.5/6
6	Monday – Friday, 7 a.m. - 9 p.m. CT		6.5/8
7	Saturday – Sunday, 8 a.m. - 9 p.m. CT		6.5/8

SPTWEBSUPT-11363: Customer feedback

**Closed**

Ticket: 984899  
Issue type: Billing

You're all set! We adjusted the full amount you requested and closed the ticket. Thanks!  
Still having issues? Get help with your [Service].

**We'd love your feedback.** 1  
How would you rate your experience? 2  
★★★★☆ 2.0 3

Reason for rating 4

**Message (Required)** 6  
Let us know how we did. Don't share any personal info, please. 7  
500 character limit 8

Send 9  
Cancel 10

Reason for rating 4

Resolution took too long 5  
My problem is not resolved 5  
Did not resolve my problem completely 5  
Do not agree with outcome 5  
Case created not related to my problem 5  
Other 5

	Content	Notes	RL / WC
1	<b>We'd love your feedback.</b>		0.7/4
2	Please rate your experience.		3.6/4
3	[5 star icons and number rating component]		NA
4a	<b>Reason for rating</b>	Only appears if it's a rating of 1 or 2 stars	6.9/3
4b	<b>[The reason selected from the drop down appears here]</b>	Only appears if it's a rating of 1 or 2 stars	NA
5a	Resolution took too long	Rating selector option	6.6/4
5b	My problem is not resolved	Rating selector option	2.8/5
5c	Didn't resolve my problem completely	Rating selector option	7.6/5
5d	Don't agree with outcome	Rating selector option	3.6/4
5e	Ticket created isn't related to my problem	Rating selector option	7.3/7
5f	Other	Rating selector option	NA/1
6a	<b>Message (Required)</b>	Only required if it's a rating of 1 or 2 stars	NA /2
6b	<b>Message (Optional)</b>	Optional if it's a rating of 3 or more stars	NA /2
7	Let us know how we did. Don't share any personal info, please.	Hint text	2.4/12
8	500-character limit		7.0/3
8.1	Please provide a rating before you send.	Error message if no star rating is selected.	3.9/7
8.2	Please select a reason for your rating before you send.	Error message if no reason for the rating is selected from the drop down.	4.8/10
8.3	Please describe the reason for your rating before you send.	Error message if no reason for the rating is provided.	4.8/10
8.4	Please select a reason for your rating and describe the reason before you send.	Error message if no reason for the rating is selected from the drop down AND if no reason description is provided.	4.8/10
9	<b>Send</b>		NA/1
10	Cancel		NA/1

[SPTWEBSUPT-11363](#): Customer feedback (continued)

<p><b>Closed</b></p> <p>Ticket: 984899 Issue type: Billing</p> <p>You're all set! We adjusted the full amount you requested and closed the ticket. Thanks!</p> <p>Still having issues? <a href="#">Get help with your [Service]</a>.</p> <p>Thank you for your review <span style="color: #e91e63; font-weight: bold;">1</span></p> <p>★☆☆☆☆ 2.0</p> <p>My problem is not resolved</p> <p>Message</p> <p>Felt like support did not understand situation.</p>	<table border="1"> <thead> <tr> <th></th> <th>Content</th> <th>Notes</th> <th>RL / WC</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e91e63; color: white; text-align: center;">1</td> <td>Thank you for your feedback.</td> <td></td> <td>0.5/5</td> </tr> </tbody> </table>		Content	Notes	RL / WC	1	Thank you for your feedback.		0.5/5	
	Content	Notes	RL / WC							
1	Thank you for your feedback.		0.5/5							
<p><b>Closed</b></p> <p>Ticket: 984899 Issue type: Billing</p> <p>You're all set! We adjusted the full amount you requested and closed the ticket. Thanks!</p> <p>Still having issues? <a href="#">Get help with your [Service]</a>.</p> <p><span style="color: #e91e63; font-weight: bold;">1</span> Your review could not be saved. Please try again later.</p>	<table border="1"> <thead> <tr> <th></th> <th>Content</th> <th>Notes</th> <th>RL / WC</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e91e63; color: white; text-align: center;">1</td> <td>Your feedback wasn't saved. Please try again later.</td> <td></td> <td>2.1/8</td> </tr> </tbody> </table>		Content	Notes	RL / WC	1	Your feedback wasn't saved. Please try again later.		2.1/8	
	Content	Notes	RL / WC							
1	Your feedback wasn't saved. Please try again later.		2.1/8							

[SPTWEBSUPT-11664 - Customer opens case for Lost or Stolen Device](#)

	Content	Notes	RL / WC
1	<b>Report a lost or stolen device</b>		4.4/6
2	Are you certain your device is lost or stolen?		3.6/9
3	Make sure you received a delivery notice and checked all areas where your package might have been placed (porch, garage, neighbors).		9.4/21
4	Yes	Opens next question (#6)	NA/1
5	No		NA/1
6	Are you requesting a refund for your lost or stolen device?	Displays if YES response to #4	5.8/11
7	Yes		NA/1
8	No		NA/1
9	Still need help? Give us a call: <a href="tel:800.331.0500">800.331.0500</a>	Displays if NO response to #5 or #8	NA/8
10	Monday - Friday, 7 a.m. - 9 p.m. CT Saturday - Sunday, 8 a.m. - 9 p.m. CT	Displays if NO response to #5 or #8	NA

Commented [MM5]: Are the days and times for wireless and wireline the same? Please confirm

Open a ticket

Let us know the details

Are you certain your device is lost or stolen?

Make sure you received a delivery notice and checked all areas where your package might have been placed (porch, garage, neighbors).

Yes

Are you requesting a refund for a lost or stolen device?

Yes

We're sorry you can't find your package. Please complete this secure form for help.

Amount charged  
\$243.33

Order date  
mm/dd/yyyy

Date lost/stolen  
mm/dd/yyyy

Phone number for device shipped  
89697856876987687

Device shipped phone number  
Other

Enter phone number  
2321190000

	Content	Notes	RL / WC
1	We're sorry you can't find your package. Please complete this secure form for help.		3.1/14
2	<b>Amount charged</b>		NA/2
3	Enter dollar amount	Hint text	NA/3
4	<b>Order date</b>		NA/
5	mm/dd/yyyy	Hint text	NA/1
6	<b>Date lost or stolen</b>		NA/4
7	mm/dd/yyyy	Hint text	NA/1
8	<b>Device shipped phone number</b>		NA/4
9a	Select device or mobile number	Hint text. Drop down populates with phone numbers on the account	NA/5
9b	Other	When selected, a heading (#12) and field (#13) appears for user to enter in complete phone number	NA/1
10	[Tool tip icon - ? in blue circle]	Tool tip icon	NA
11	Check your email or order status.	Tool tip text	4.4/6
12	<b>Enter device shipped phone number</b>		NA/5
13	Enter phone number for device shipped.	Hint text.	NA/6
	Please enter the full phone number for device shipped.	Error message. Not in image.	NA/9



Preferred language **14**

English **15**

Issue description **16** 15/500 **17**

Enter text here... **18**

Bill1.pdf 431 KB **19**

Delete

Submit **20**

Attach file **21**

Cancel **22**

	Content	Notes	RL / WC
<b>14</b>	<b>Preferred language</b>		NA/2
15a	English	Default selection	NA/1
15a	Spanish		NA/1
<b>16</b>	<b>Item description</b>		NA/2
17	[characters used]/500	Character count	NA/2
18	Enter the item details including brand, model, color, etc.	Hint text	8.8/9
19	Delete	Conditional for attachments only.	NA/1
20	Attach a file		NA/3
21	Submit		NA/1
22	Cancel		NA/1