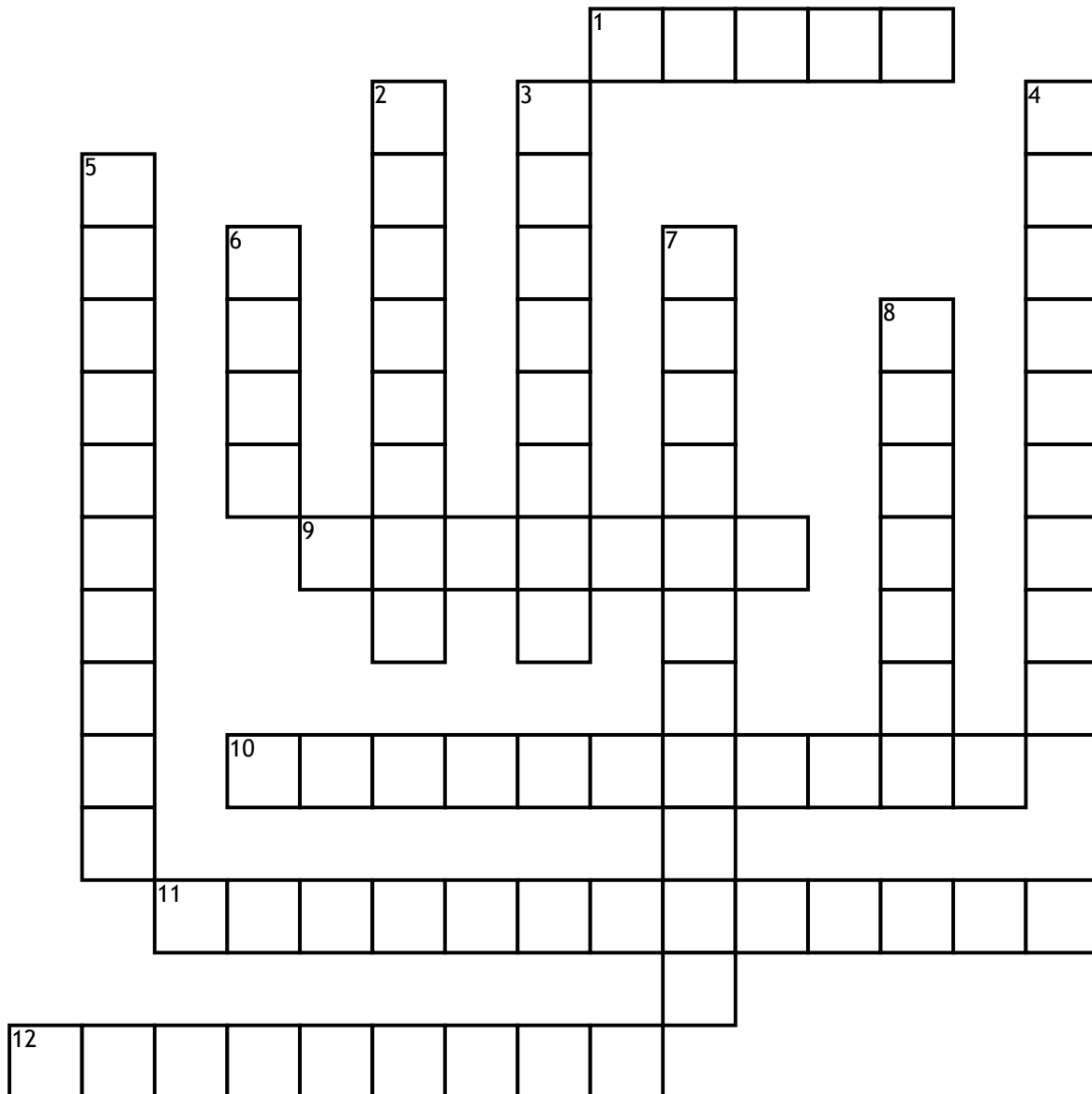


Name: \_\_\_\_\_

# Consumer Cellular



## Across

- 1. Company created by Steve Jobs
- 9. Swap this between working and non-working phones for No Signal Troubleshooting
- 10. All troubleshooting issues require this as the last step
- 11. Customer's number appears as blocked or restricted
- 12. Removing the battery

## Down

- 2. It takes 90 days for some Landline and VOIP companies to update these, if at all.
- 3. This company normally uses the customer's date of birth for the PIN number on a port request.
- 4. Alternative to a Master Reset if we are unable to get into the settings of the phone.
- 5. If we cannot hear the customer when we call their phone, but they can hear us, this is the troubleshooting guide we use.
- 6. This is Ryan's favorite color.
- 7. File a claim for a damaged phone through this company.
- 8. A customer needs this type of SIM card to use International Roaming features.