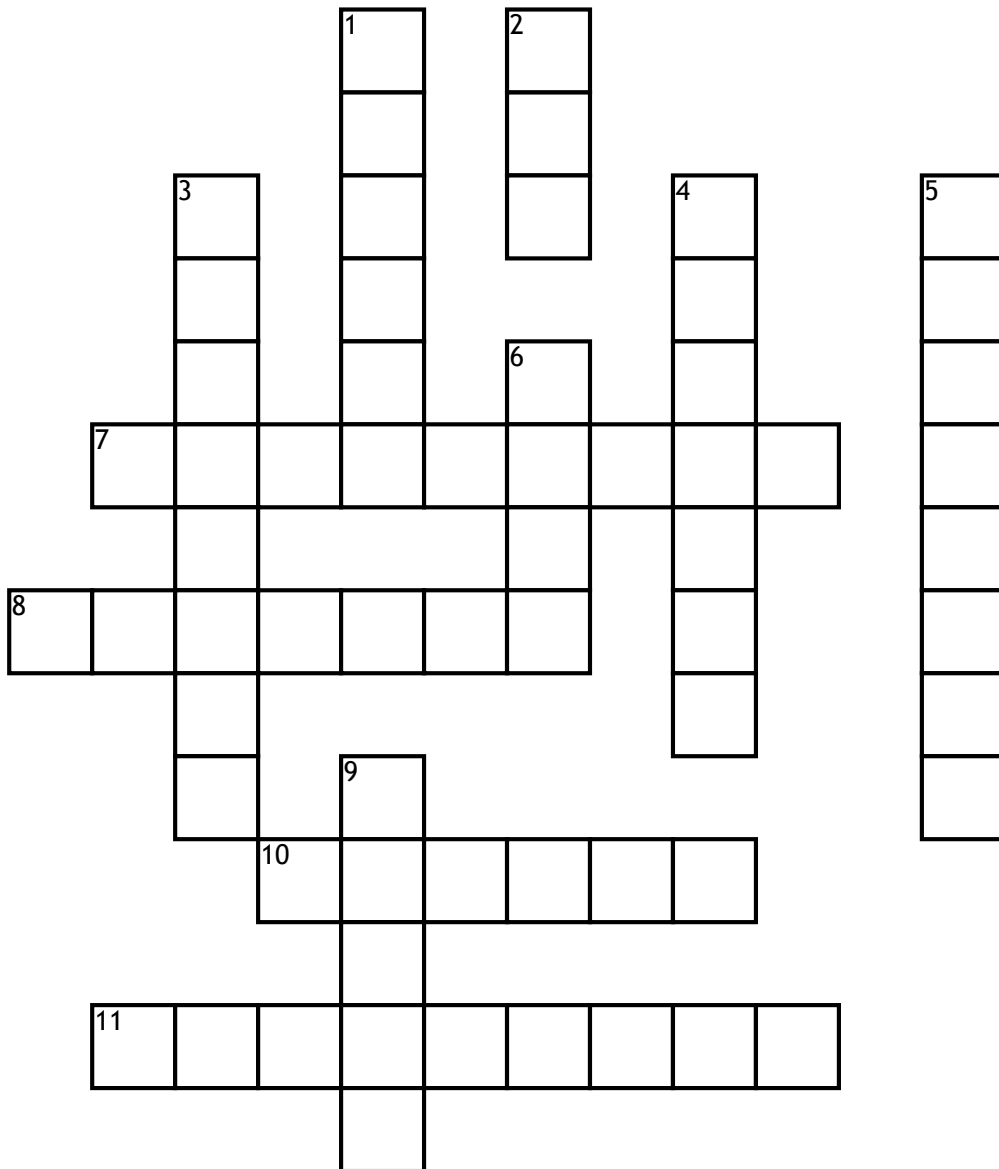


GreatCall



Across

7. Name for communication protocol that enables mobile devices to send and receive information without wires

8. International healthcare call center that offers service to Urgen Care

10. when a customer has a pacemaker they should never put the lively in their _____ pocket

11. removing battey from a phone while still on is called ----- interrupt

Down

1. most widely used search engine

2. name one way to find a lost phone

3. if account is suspected ti gave fraudulent activity the service is

4. what is actual time spent on phone called

5. who acts as a middleman to help faciliate rides for our customers _____ services

6. If primary or billing cannot verify password, but can verify address and phone number, assist on _____ level

9. if a caller is inquiry about non account specific questions verified at the _____ level