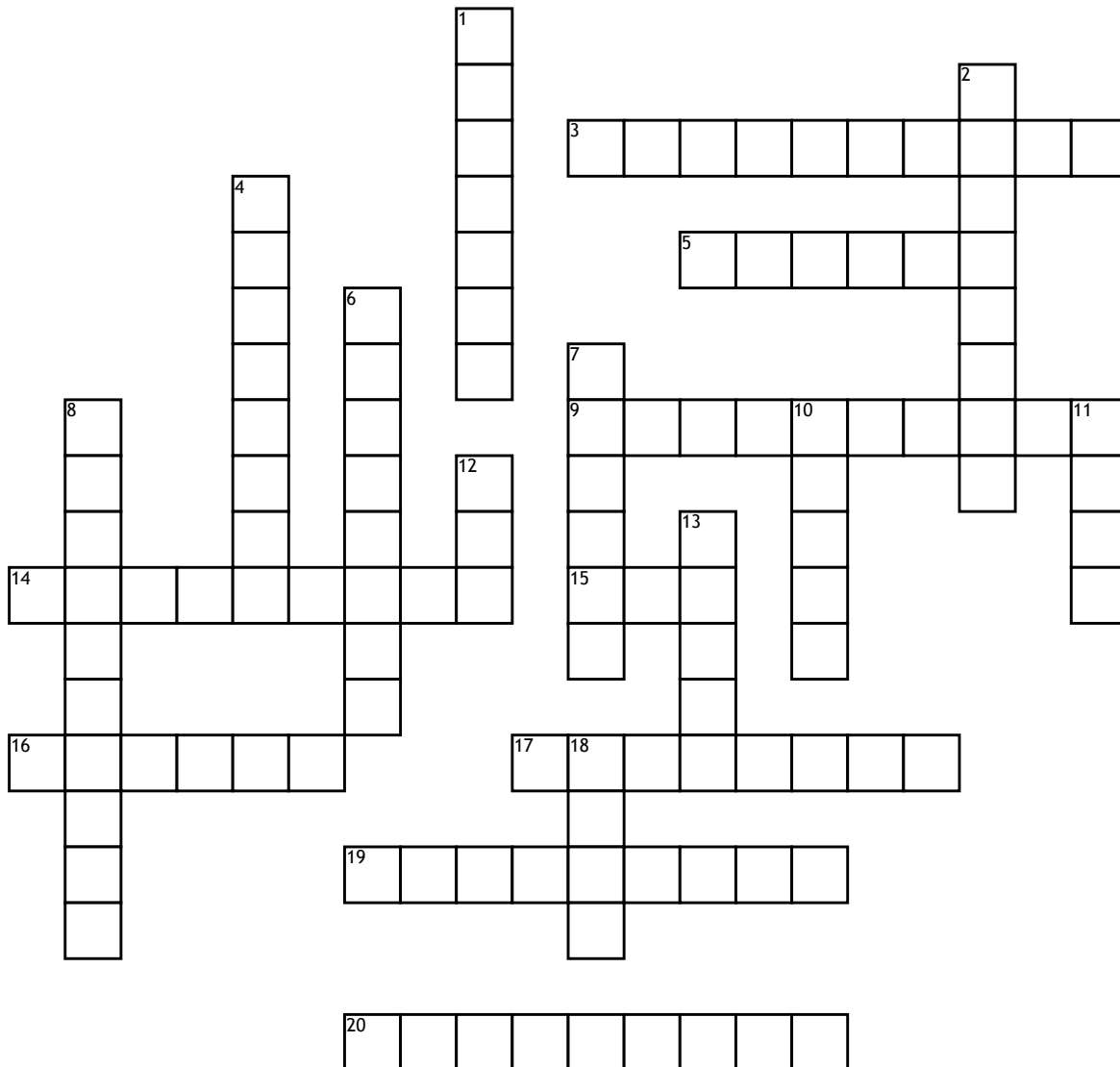


Name: _____

Date: _____

JBA find



Across

3. the process to replace a warranty device is _____

5. when a customer has a pacemaker they should not carry their device in their _____ pocket

9. what fee will not be retained for the activation of a second hand phone/device within the 30 day return policy

14. What is the name of the CEO of GreatCall

15. The _____ is a measure of the rate of absorption of radio frequency (RF) energy by the human body expressed in units of watts per kilogram (W/kg).

16. most widely know search engine

17. in the saves flow ADVISE, what does the letter I, stand for

19. name for communicaton protocol that enables mobile devices to send&receive information without wires

20. remove battery from phone while still on is know as _____ interrupt

Down

1. wellness/check in calls support inquires will be transferred to

2. disclosures must be read _____

4. verbal permissin is always needed in a move service unless deceased or

6. If an account is suspected to have fraudulent activity, the service is

7. As of March 2016 International and _____ ship roaming will no longer be supported.

8. what accessory is not designed or intended for submerged use

10. what process is not supported and never to be used on the smart or flip phones

11. if primary or billing cannot verify password but can verify address and number, verify on _____ level

12. name one way to find a lost phone

13. If a caller is inquiring about non account specifics questions, verify on the _____ level

18. jitterbug smart phones have the ability to self manage their _____ usage