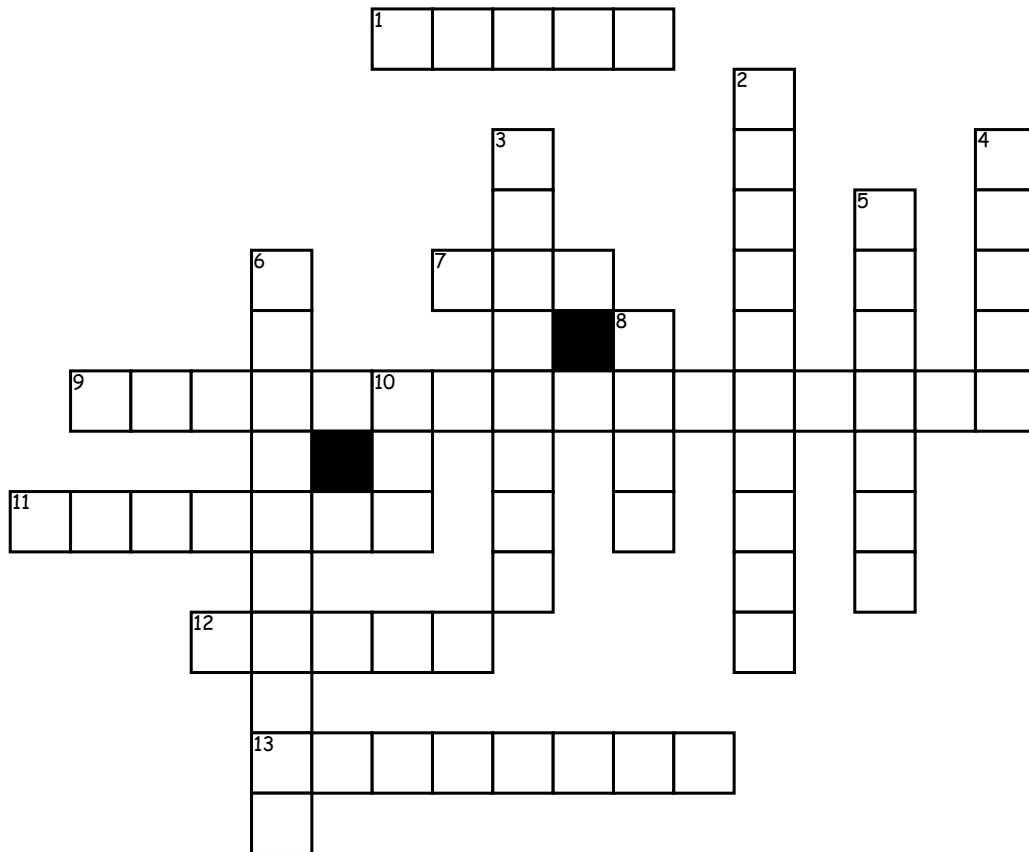


Name: _____ Date: _____

o2 Pay and Go, Maitland



Across

1. How many Wi-Fi hotspots does o2
7. How many Advisors will be going to the UK in Pay and
9. What do you display when a customer expresses
11. When a Port has failed, what process do you
12. Section

Down

13. Passing
2. Port
3. thirteen
4. How old is Pay &Go this year
5. What is the timescale to Unlatch any other handset, except an

6. Which section of T&C's is the disconnection rule for abusive or goodwill

8. seven

10. When a customer Escalates what is the minimal criteria to hand over to

Word Bank

Have?
TL?
Exceptions
follow?

Security
dissatisfaction?
Go?

2018?
days
customers?

iPhone?
Seven
thousand