

## Dealer Returns (BRE/NOI) Policy Process for Upgrades - Update

### START DATE

11/21/2005

### OVERVIEW

**Effective Immediately! New Fax Number 866-667-5905.**

Equipment purchases under the Upgrade Program can be returned within 30 days based on normal Returns Policy guidelines. Service will not be subject to automatic cancellation.

### CRITICAL, MUST KNOW/MUST DO

Dealer Sales Associates should follow recently launched procedures by submitting returns (BRE/NOI) process forms. In the case of Upgrades, mobiles will be returned to their pre-Upgrade status, which include previous rate plan, features and contract. Phone service on Upgrade return mobiles will not be cancelled under the Dealer Equipment Returns Process. Customer disconnect requests should be directed to Customer Service.

*Note: CSP forms will be updated within 30 days to include this information. Currently the form says the customer will be disconnected when processing an Upgrade return, which will not occur. In addition to this update, Buyer's Remorse references will be replaced on CSP forms with the customer friendly term Equipment Return. Effective immediately, please refer to this policy and process as Equipment Return and refrain from using Buyer's Remorse during customer interactions.*

### TRAINING

No additional training required. Please refer to original job aid provided during the launch of the new Dealer Equipment Returns Process on 11/10/2005.

### ACCOUNTABILITY/RESPONSIBILITY

Dealer Sales Associates are expected to adhere to Cingular Returns Policy and Process guidelines. Please refer to CSP for complete policy and process details.

What is Buyer's Remorse? [Back to Top](#)

1. A customer may return a unit to the location of original purchase within 30 days of purchase for any reason.
2. Cingular will issue credit for equipment purchased from Cingular on one exchange of a device per wireless service activation or upgrade.
3. If the customer is canceling their service under the Returns Policy, Cingular will waive early termination fees for service terminated within the return period. In the event a customer cancels service within applicable timeframe, all other charges will apply, but monthly service charges shall be re-rated and assessed based on the usage and the number of days that the customer had service.

The following Information and Forms will be located in CSP [Back to Top](#)

- § Online BRE/NOI Request Form
- § FAX BRE/NOI Request Form
- § Online Request Confirmation Page
- § Online BRE/NOI Inquiry Form
- § Online Inquiry Confirmation Page

Buyer's Remorse/No Install Service Cancellation Process [Back to Top](#)

The following steps are required to properly handle customer Buyer's Remorse or No Install returns from your location:

Step	Action
1	Customer returns to sales location with intent to cancel service under 30-day policy. If equipment was purchased, process equipment return per Dealer procedure.
2	<p>To cancel service, complete and submit BRE/NOI form to Cingular Wireless by either:</p> <p>a. submitting online form in CSP (preferred method)  <a href="https://ecs.cingular.com/brenoi">https://ecs.cingular.com/brenoi</a>            Username – Dealer            Password - Cingular</p> <p>b. faxing a paper form – dealer locations without internet access (form is available via CSP and should be printed to be kept on file at location)  <a href="https://csp.cingular.com/Facets/bre_noi_FAX_form.doc">https://csp.cingular.com/Facets/bre_noi_FAX_form.doc</a>            Fax to 866-667-5905</p>

3	Dealer provides confirmation page of BRE/NOI request to customer
4	BRE/NOI group processes request within 3 business days. Cancellation will be retroactive to day of submission. Keep in mind that customer is responsible for usage accrued between activation and cancellation submission. Please be sure to submit cancellation request same day customer returns equipment.
5	Once request is completed, Cingular Wireless will notify the customer and dealer of completion. Preferred method of notification is e-mail. Please insure subscriber's e-mail address or callback number is populated on the form.