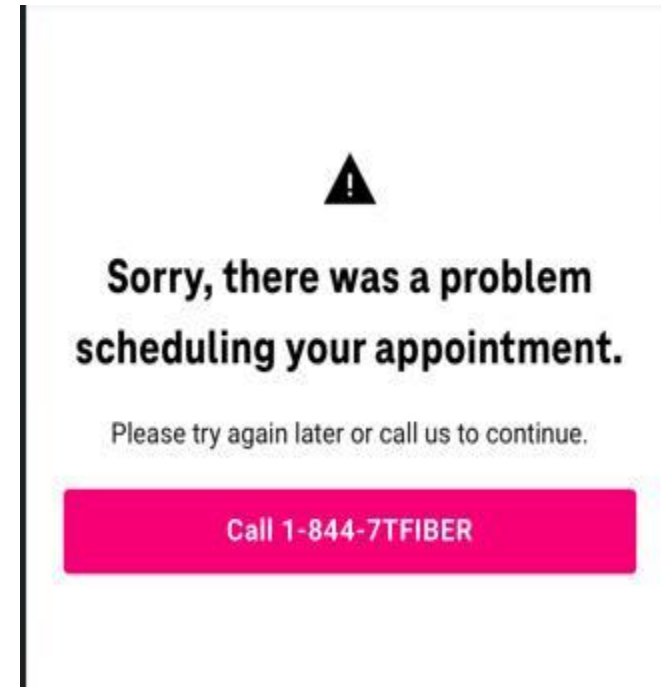


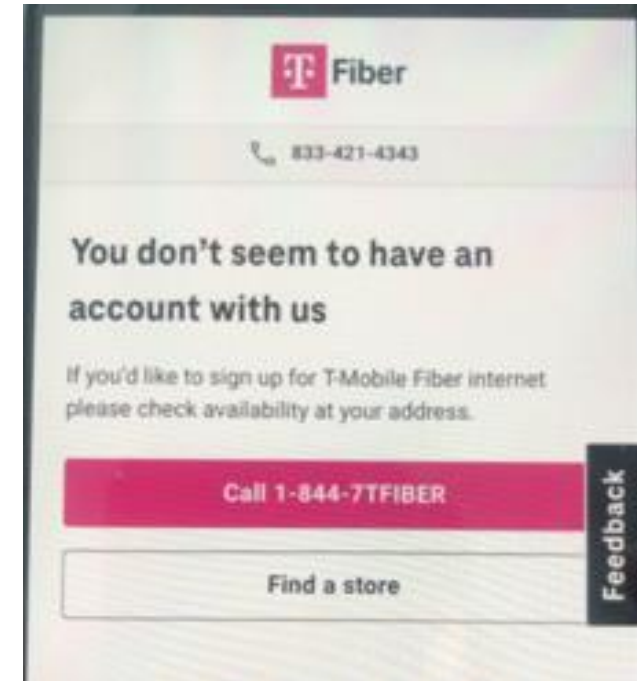
Generic Error Code

Next Action: Close browser, clear cache and cookies. Open new browser and try again.



Scheduling Error Code

Next Action: Contact D2D Support. Normally means JV Partner schedule is not coming over via API



Account Error

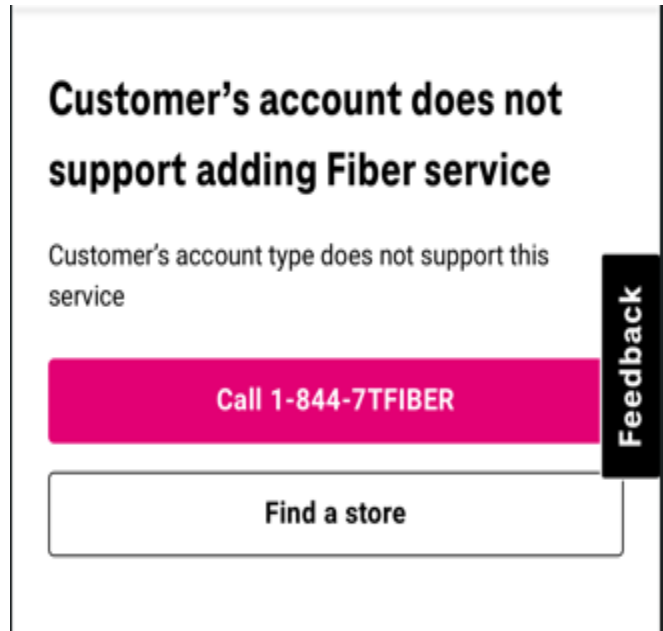
Next Action: Contact D2D Support. Customer may have had a fiber service with T Mobile in the last 90 days.



Fiber Not Available Error

Next Action: Confirm you entered a fiber available address from your leads. If address is part of your leads and confirmed fiber available, try typing in the address in all caps with city state and zip.

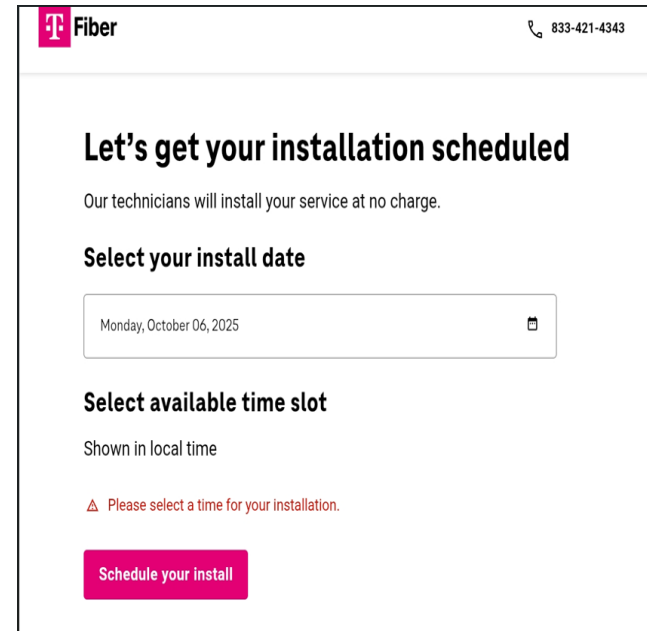
Example:
203 HEATHROW DR, RIVERDALE, GA 30274



Unsupported Error

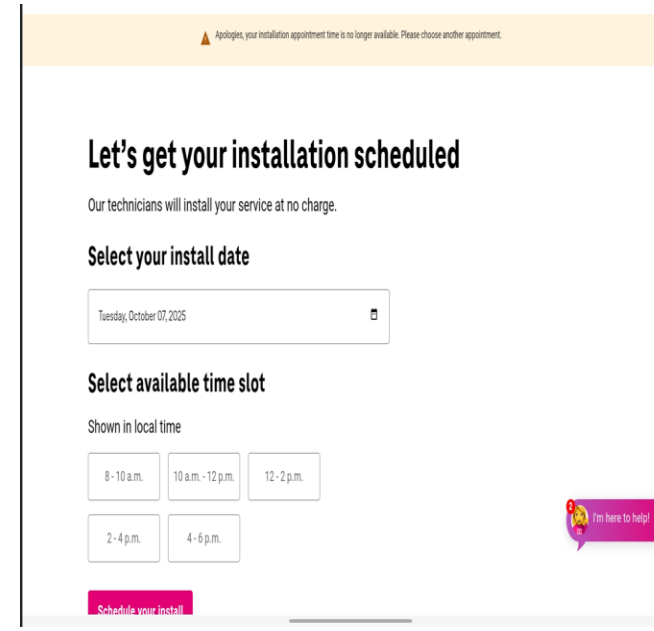
Next Action: Customer may be a T Mobile customer but doesn't have a T Mobile voice line or has a business/enterprise account.

- If customer has business/enterprise account. Order will need to be issued under a spouse/roommates name.
- If customer has a data only line, please contact D2D support.



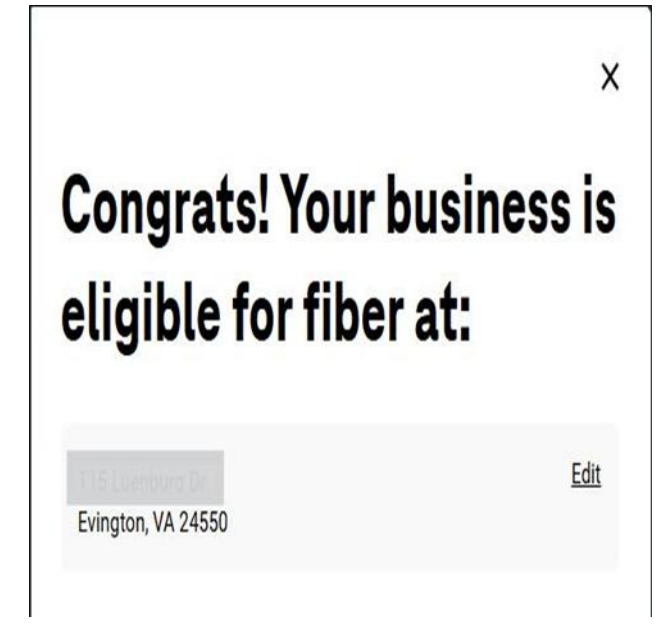
No Appointment Error Code

Next Action: Contact D2D Support. Usually means JV Partner does not have available points/timeslots in system.



Time Out Error

Next Action: Leave order and attempt to reissue with a different date/time. If you are in the buy flow for too long



Business Account Error

Next Action: Contact D2D Support. Depending on JV partner, may be able to change dwell type in a few days.