

**November 28 at 12:33 PM**

**Welcome! What can we help you with today?**

I keep getting the message 'Unable to establish a wireless data connection'.

**You're connected with Miriam**

It's sad to know that you're experiencing issues with your text messaging services.

No worries, I'll do my best to help you.

When did you start experiencing it?

A couple days ago

I see. Can I have your address to check if this has something to do with the towers?

Well it usually happens at my work

I see. May I please have your work address?

\*\*\*\* South Maryland Parkway

Las Vegas nv

89119

Still there?

Yes, thanks.

How many signal bars does the phone have?

It will always have 4 maybe 5

Does it show LTE or 4G?

No

Neither

Thank you. Let me check the address.

K

As I've verified here, all of the towers are working fine, as expected. No reported outages that may impact your services.

Are you chatting from the phone right now?

Yes. But I'm at home using my wifi.

Not a problem. I'll refresh your device on my end, though the programming should be done on the phone itself.

Let me provide you with the steps.

K

Here are the steps: Restart the phone. Make sure that Wi-Fi is OFF, mobile data is on. Go to the dial pad and key in ##72786#. A warning message will pop up, you don't have to worry about it, just select Yes/OK. Device will power cycle twice to finish the update.

Rest assured that programming the phone will improve the connection and fix the issue. Were the instructions clear? Do you have any follow-up questions or clarifications about it?

They were clear. I'll do that. No other questions. Thanks.

It's my pleasure to have assisted you today. I know your time is valuable, thank you so much for your time. Enjoy the rest of your afternoon!

Have a wonderful Thanksgiving!

You too

Thanks

You're welcome. Bye and take care.

Thank you, have a great day!

**Your chat has ended**

**November 28 at 3:29 PM**

What else can we help with?

I did the restart on my phone. Now i can't get any network to work. I can call and text.

You're connected with Carmaelou

I'm sorry to hear that you are having issue with the service, but don't you worry, you have me on the line now. I'll do the best that I can to help you out today.

I'm going to check a few things in our system. If that doesn't resolve your issue, we'll proceed on limited troubleshooting.

Can I have your complete address to check if this has something to do with the towers?

\*\*\*\* \*\*\*\*\* Street

Las Vegas NV

89169

Thank you for the information. Let me check your address.

Kindly give me a minute or two, please.

k

Thanks for waiting. I have determined that there is no problem with your device and I have checked that there is no tower enhancement and the area has very good data coverage.

Let's take a look at your handset. May I have the MEID DEC of the phone and the ICCID of its SIM card?

You can get these under your phone settings. Look under About Phone then select Status or you can dial \*#06# on your dial pad.

MEID

Dec:\*\*\*\*\*

Thank you. How about the ICCID?

\*\*\*\*\*

Thank you so much. I have verified that there is no problem with the device. By the way, are you using your phone to chat with me?

No. I'm on my PC at home.

That's good to know. Let me refresh your device here on my end. But before we start, please be advised to turn off your phone and remove the sim card.

Now?

Yes, please. Thank you.

done

Alright. Once you removed the sim card, please wipe the gold chip on the sim card lightly then you can now insert it back to the phone again. Let me know if you are already finished.

done

Thank you for the confirmation. I have already refreshed your device here on my end too. You can now turn on the phone.

Once it turns on I need you to go to your Phone Settings and make sure the Wi-Fi is off and Mobile Data is on.

k

one sec

Sure. Take your time.

Just let me know once you're done.

done

Upon checking here on my tools, your device is still configuring but you can try to use your internet to check on the services.

it says

Carrier Hub

Processing requests

Boost Device Manager requests are processing

Now it says'

Unable to establish a wireless data connection

MIP:128

I see. Let me double-check my resources here.

Kindly give me a minute or two, please.

No problem

I appreciate the help

You're welcome and thank you for your patience. I'm still on the process. Give me another one to two minutes, please.

k

Alright, after this kindly perform these steps. Please make sure first that Wi-Fi is off and Mobile data is

on.

1. Go to Settings.
2. Scroll and tap System Updates.
3. Tap Update Profile and PRL.
4. Then hit Ok.

now?

Yes, please do.

it says

Error

The PRL update could not be completed.

Please try again later

IF the problem persists you may need to contact customer service

Error: Internal Error (111)

I see. Thanks for letting me know. If I may ask, how many signal bars do you see on your phone right now?

4 - 5

update profile might be working

says

The network is preparing your services

Please wait...

Oh I see. Yes, we have to wait for it. It may take 5 to 10 minutes to configure.

Just let me know if you receive any errors.

k

thanks again for taking the time to help

No problem at all, it's my pleasure, I must say, you've been so patient. Thank you for that as well.

Error

Error: Connection Error (6600)

I see. Can you please restart your phone?

k

As per checking on my tools, it still shows here that the configuration is on-going. Just to make sure, have you inserted back the sim card?

yes

Alright. That's good to know.

I've done everything you've said

Great! If I may ask, what's the status of the phone now?

it back on

Is it displaying any errors or configurations?

the Carrier hub

now says

Unable to establish a wireless data connection

same as before

I see. The configuration is still on-going. Let's just wait for a minute. If the error is still there, we might have to get in touch with the device specialist.

k

Is it displaying the same error?

yes

I do apologize if I can't help you all throughout this concern. It's just that we need assistance from a device expert to determine possible device issues.

Let me provide you with their contact number so you can contact them directly. Here it is, 1-888-987-4357.

so should i call now?

Yes, that would be the best option because the device specialist has their advanced tools to help you further on your concern.

But aside from this, is there any other pending issue or concern that I can assist you with?

No. This is the only issue i have.

I see. I'm glad that I got a chance to assist you today and I do apologize if I cannot help you out further. If there's anything else that we can do for you, let us know immediately. Thank you for using Boost. Have a great evening ahead.

Bye for now and take care!

thanks

Thank you, have a great day!