

3G Network Shutdown (NED - Incomm) Top 5 Best Practices

We are upgrading our network! Here are a few things to consider when helping a customer migrate to a new device.

What you need to know

1. Not all HD Voice capable BYOD devices are compatible with the Cricket Network.
2. ALWAYS use the IMEI Compatibility Checker.
3. Always use the actual IMEI of the device the customer plans to use. Do not use a placeholder IMEI.
4. In all scenarios, SIM swapping to an incompatible device will result in a suspend.
5. Suspended CTNs will be restored when SIM is inserted in a compatible device.

Resources

- [IMEI Compatibility Checker](#)



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Do's & Don'ts

Don't	Do
<ul style="list-style-type: none">Think that just because the device is newish that it is compatible	<ul style="list-style-type: none">Not all HD Voice capable devices work on the Cricket Network. Before activating a BYOD device, use the IMEI Compatibility Checker on Cricket's website (https://www.cricketwireless.com/cell-phones/bring-your-phone) or in the IAS Payment Center flow
<ul style="list-style-type: none">Use placeholder IMEIs, Test IMEIs or use an IMEI generator. This will result in the CTN being suspended (Using this method at activation, will not allow the customer the ability to create a PIN and therefore unable to authenticate when calling care to unsuspend)	<ul style="list-style-type: none">Use the actual IMEI associated with the device you intend to activate but first, use the IMEI Compatibility Checker on Cricket's website (https://www.cricketwireless.com/cell-phones/bring-your-phone) or in the IAS Payment Center flow