



# Payment Center – AT&T IMEI Checker

Real Time Technologies

# ENTRY POINT TO IMEI CHECKER

**INCOMM AGENT SOLUTIONS** | PAYMENT CENTER

PAY | **ACTIVATE** | TOLL / TRANSIT | CANCEL / REPRINT | REPORT

Market Service Area & Device Information Requests in progress **FEEDBACK**

**AT&T prepaid**

Port an Existing Phone Number

**Device Information**

**Usage Zip Code**  
enter zip code

**IMEI / ESN** [Validate IMEI](#)  
enter IMEI/ESN

**SIM**  
enter SIM

Cancel **Continue**

*AT&T. The nation's FASTEST*

*and now MOST RELIABLE 4G LTE network.*

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The user (Dealer) will be able to access the IMEI checker within the ATT activation flow.

Once they have typed in the IMEI into its corresponding text field, the user can click 'Validate IMEI' to confirm network compatibility.



# COMPATIBLE IMEI

If the IMEI is compatible with the AT&T network, the user is presented with the message:

‘IMEI is valid’

The user can continue with the activation.

*\*Note: If the user chooses to continue with the activation flow without utilizing the checker and the device is compatible, the user will be able to continue. No message is displayed.*



# NON – COMPATIBLE IMEI

INCOMM AGENT SOLUTIONS | PAYMENT CENTER

PAY ACTIVATE TOLL / TRANSIT CANCEL / REPRINT REPORT

Market Service Area & Device Information Requests in progress **FEEDBACK**

**AT&T prepaid**

Port an Existing Phone Number

Device Information

Usage Zip Code  
enter zip code

IMEI / ESN Validate IMEI  
359114081399541

**⚠ Per AT&T NOT compatible with their network**

SIM  
enter SIM

Cancel Continue

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In cases where the IMEI is not compatible with the AT&T network, the user is presented with the message:

‘Per AT&T NOT compatible with their network’

*\*Note: the not compatible message will also display in cases where the device is not found when validating against AT&T’s list of devices (status ‘Unknown’ or ‘Not Found’)*



# NON – COMPATIBLE IMEI (cont.)

If the user chooses to continue with the activation without checking the IMEI beforehand, in cases where the validation returns that the device is not compatible, they'll be presented with a warning message when landing on the Plan-O-Gram:

'Warning: Per AT&T this IMEI is NOT compatible with their network.'

The user can select a plan to proceed with the activation.

The screenshot shows the 'INCOMM AGENT SOLUTIONS | PAYMENT CENTER' interface. A red arrow points to a yellow warning box that reads: 'Warning: Per AT&T this IMEI is NOT compatible with their network'. Below the warning, there is a section titled 'Select a Wireless Rate Plan (Wireless plans are for cellular only)'. This section contains a table with columns for 'Select Plan', 'Plan Amount', 'Service Days', 'Talk', 'Text', 'Data', 'International', and 'Additional Description'. The table lists six wireless rate plans with varying features and prices. Below the wireless plans, there is a promotional offer: '\*Limited Time Offer: Get 8GB of high-speed data every month when you pay \$300 in advance for 12 months of service'. Underneath, there is another section titled 'Select a Data Only Rate Plan (Data only plans are for tablets and hotspots only)' with a similar table listing two data-only plans. At the bottom right of the interface, there are 'Cancel' and 'Continue' buttons.

Select Plan	Plan Amount	Service Days	Talk	Text	Data	International	Additional Description
<input type="radio"/>	\$30.00	30	✓	✓	✓	✓	Unlimited Talk, Text, and Data • After 4GB at high speed, data speeds are slowed to a max of 128Kbps for the rest of the term • Messaging to 230+ countries • Stream Saver: Defaulted to "On" (Can be turned off) • MHS / Tethering: Included • Additional data • Rollover Data for up to 30 days
<input type="radio"/>	\$40.00	30	✓	✓	✓	✓	Unlimited Talk, Text, and Data • After 16GB at high speed, data speeds are slowed to a max of 128Kbps for the rest of the term • Messaging to 230+ countries • Stream Saver: Defaulted to "On" (Can be turned off) • MHS / Tethering: Included • Additional data • Rollover Data for up to 30 days
<input type="radio"/>	\$50.00	30	✓	✓	✓	✓	5G Capable • Unlimited Talk, Text, & Data (after 22GB AT&T may slow data speeds when the network is busy) • Stream Saver – Always ON – No option to turn off • AutoPay Eligibility, No AutoPay discount • Uni. Talk/Text/Data roaming in Mexico & Canada • Uni. calling to/from Mexico-Canada, Mexico-US, and Canada-US. • Includes text to over 230 countries
<input type="radio"/>	\$65.00	30	✓	✓	✓	✓	5G Capable • Unlimited Talk, Text, & Data (after 22GB AT&T may slow data speeds when the network is busy) • Stream Saver – Always ON – No option to turn off • Multi-Line Discount Eligible • AutoPay Discount: \$15/mo • 100GB cloud storage included • Mobile Hotspot / Tethering: 10GB MHS included • Uni. Talk/Text/Data roaming in Mexico, & Canada • Uni. calling to/from Mexico-Canada, Mexico-US, and Canada-US. • Includes text to over 230 countries
<input type="radio"/>	*\$65/\$195	30/90	✓	✓	✓	✓	**PAY FOR THREE MONTHS UPFRONT** 5G Capable • Unlimited Talk, Text, & Data (after 22GB AT&T may slow data speeds when the network is busy) • Stream Saver – Always ON – No option to turn off • Multi-Line Discount Eligible • AutoPay Discount: \$15/mo • 100GB cloud storage included • Mobile Hotspot / Tethering: 10GB MHS included • Uni. Talk/Text/Data roaming in Mexico, & Canada • Uni. calling to/from Mexico-Canada, Mexico-US, and Canada-US. • Includes text to over 230 countries
<input type="radio"/>	*\$25/\$300/yr	30/365	✓	✓	✓	✓	**PAY FOR A YEAR AND SAVE** Savings when the customer prepay \$300 for a year at time of activation (SAVE 50%) • After 8GB at high speed, data speeds are slowed to a max of 128Kbps for the rest of the term • Stream Saver defaulted to "On" but can be turned "Off" • Uni. Talk/Text/Data roaming in and calling to Canada & Mexico • Rollover Data for up to 30 days



# BLACKLISTED IMEI

In any case in which the user types in an IMEI and the validation returns the device is blacklisted (either via the checker or when clicking 'Continue'), the user will be presented with a message:

'This IMEI is blacklisted'

The user will be unable to continue with the Activation flow.

*\*Note: this was existing implementation*





Enhancing the Retail Experience