

Guidelines for ZON Failures and their Severities

Version:

Submitted Version 1.0.89 vs 1.0.91 - Severity 3
Submitted Verizon 1.0.89 vs 1.2.89 - Severity 2

Sound:

Device sound set to silent, Application sound is audible - Severity 2
Device sound set to loud, Device sound fails to function -Severity 2
Device sound set to silent, Device still vibrates - Severity 2

Copyright Date:

Copyright date is not a number...(Ex. © 2P07) or is later than the current year (Ex. current year is 2009, copyright year is 2909) - Severity 3

Display:

Device Screen flickers but does not affect user experience – Severity 3
Device Screen flickers and affects user experience or makes it difficult to use app – Severity 2
Resolution is incorrect with truncation – Severity 2
Application has truncated text (which is unreadable) – Severity 2
Application has truncated text (which is still readable) – Severity 3
Application icon displays incorrectly – Severity 3
Application Legibility – Severity 3
Application orientation fails to function when support is featured – Severity 2
Application orientation is not graceful when not supported – Severity 3

Functionality:

Any functionality outlined in the application help/controls that does not function – Severity 2
Any functionality that can be turned off and on by pressing a function key on the device – Severity 3 Ex.
Motorola Q9m – Notice the “FN” key on the lower left of the device. Pressing the Function key (FN) enables the keys for game play presses to perform their desired function. If not selected, the expected function mapped for that key does not work. Workaround: Pressing the FN key enables key functionality.
User is unable to proceed due to crash/Power cycle – Severity 1
Application fails to function, blocking the user from proceeding to next level – Severity 1
Low Battery – Severity 2 or 3 depending on behavior of application

- Causes crash or application to malfunction – Severity 2
- Causes cosmetic graphical issues – Severity 3

Memory issues – Severity 2 or 3 depending on behavior of application (please expand)

- Causes crash or application to malfunction – Severity 2
- Causes cosmetic graphical issues – Severity 3

User is unable to enter text – Severity 2
User is unable to scroll to see additional content – Severity 3 (see bullets)

- App instructions – Severity 2
- Ts & Cs – Severity 2
- Developer info – Severity 3

Cursor is not placed at the beginning of entry field – Severity 3

Stress handling:

Application fails to save user data when application features this functionality – Severity 2
Random Key presses cause crash/Power cycle or graphical issues – Severity 2 or 3 depending on behavior.

- Rapid or random key presses cause the device to crash/power cycle or lingering graphical issues – Severity 2
- Rapid or random key presses causes graphical issues (flickering, lines, static effects) – Severity 3

SMS Interrupt causes crash/Power cycle or lingering graphical issues – Severity 2

SMS interrupt causes only a brief graphical error – Severity 3
SMS Interrupt fails to pause the application – Severity 3
General Interrupt causes crash or lingering graphical issues – Severity 2
General Interrupt causes only a brief graphical error – Severity 3
General Interrupt fails to pause the application – Severity 3

License Agreement:

User must accept a License agreement in order to proceed with application use – Severity 2
Upon launch, user must accept EULA or License Agreement which has not been Verizon Approved in order to use the application. Acceptable EULA's include those that explain application functionality: (upon removal of this wallpaper application the content purchased will be lost. This application requires SMS or MMS in order to function which will be charged in accordance with your subscription plan.)

Survey and Personal Data:

Application that requires user to take a survey in order to receive metrics from users – Severity 2
Application that requires user to input personal data (excludes MDN, ZIP, AGE) – Severity 2
Application that requires user data in order to receive promotions – Severity 2

Naming:

Naming convention for application titles are inconsistent – Severity 3
Other carrier mentioned in application – Severity 2
Non-specific carrier information – Severity 3