

Congratulations on the purchase of your new Tracfone!

You can activate your new phone by visiting <https://activate.tracfone.com/> or by calling Tracfone's Customer Care Center at 800-867-7183.

There is also a tech support center (<https://support.tracfone.com>) to answer your questions.

Tracfone also utilizes a text helpline where you can text keywords to get answers to FAQ's (Frequently Asked Questions):

- text BALANCE to 611611 → to check your balance of available minutes.
- text PORT to 611611 → to get help with moving your service.
- text CHAT to 611611 → to chat with an agent over text messages.

Here's how to activate your new phone and get it up and running:

- Visit <https://activate.tracfone.com/> and enter your QVC order number, zip code then click continue.
- New to Tracfone or need a refresher on the activation process? You can watch the short Tracfone activation guide welcome video.
- To help prepare for phone activation, have the phone's IMEI/MEID/Serial Number (located on the red activation card that came with the phone in the box)
- If you want to keep your existing phone number, then you will need some info from your previous service provider – this is usually found on your old phone bill (including your account number).
- If you want to move your existing google account to the new device, you will need your Gmail email address as well as the password or the ability to verify your Google account.
- If you are moving your service from your previous service provider, it usually takes 2 – 24 hours to process.
- If you're moving a landline over, this process can take up to 7 days. Don't worry about missing calls, your old phone will continue to work until the activation is complete.
- The airtime service plan bundled in your offer will be added automatically upon activation. If you're already a Tracfone customer, you will be able to transfer your service days and service balance.
- When you are ready to activate, enter the phone's IMEI/MEID/Serial Number (located on the red activation card that came with the phone in the shipment box)
- Review and accept Tracfone's Terms & Conditions
- Continue answering the prompts based on your needs. You can also transfer your phone number and any remaining minutes to your new phone at this time, as well.