

START HERE

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STEP 1 RETRIEVE YOUR AIRTIME PIN

Call **1-888-238-0828**

You will need your Order Number and Shipping Zip Code

Write your 15 digit Tracfone Airtime PIN here:

- You must retrieve your promotional airtime PIN within 60 days from order date.
- For clarification regarding the promotion included with your purchase, please check the product listing or contact The Wireless Center.

***NOTE FOR EXISTING TRACFONE CUSTOMERS:**

If you are transferring an existing TracFone pay-as-you-go number with an existing minute and service day balance:

- TracFone will not ask for your promotional airtime PIN during activation. You may add your promotional PIN after your device has been activated.
- Existing minute balance will add to each allotment of talk/text/data + your service days will transfer to your new device.
- Existing minute balances will not triple in each allotment.
- Certain wireless number/balances cannot be transferred to the Android device such as SafeLink, Lifeline, or Straight Talk.
- TracFone Android balances will not transfer to TracFone non-android devices. Only service days will transfer (new and original devices)

STEP 2 ACTIVATE YOUR SERVICE

Visit **www.tracfone.com**

Quick & Easy Activation! No Hold Times!

or

Call **1-800-867-7183**

Expect longer than normal hold times

- You will need your airtime PIN retrieved in step 1 to complete your activation with TracFone if you are activating a new number.
- Follow the red activation card included in your phone packaging for further activation details.
- Promotional service must be added to your TracFone within 60 days from order date.
- If your service is not active within 24 hours after you submit your request, power your phone off and back on. Dial *2890 (do not forget the asterisk) to complete the over-the-air activation. Contact TracFone if your service has not yet activated.
- Existing TracFone Customers: if you require assistance adding your promotional PIN after activation, or if your existing minute balances need correction, please email wirelesscenter@simplywireless.com and provide your order number.

The **WIRELESS** Center

For questions or concerns regarding your order or promotional PIN:

1-888-238-0828

email: wirelesscenter@simplywireless.com



TRACFONE

For questions or concerns regarding your wireless account

1-800-867-7183

www.tracfone.com

IMPORTANT INFORMATION

PROMOTIONAL SERVICE

- You must redeem your promotional package within 60 days from order date. Requests for promotional service received after this period will not be honored.
- For clarification regarding the promotion included with your purchase, please check the product listing or contact The Wireless Center.
- Promotional minutes are non-transferrable. Promotional package is guaranteed only when added to the device on your order.
- If your phone has NOT activated within 24 hours, try over-the-air programming by dialing *22890 (do not forget the asterisk) and listen for the confirmation. If this doesn't work, please call TracFone at 1-800-867-7183 or visit them online at www.tracfone.com and select SUPPORT.

***see reverse for activation instructions**

PORTING/TRANSFERRING YOUR EXISTING NUMBER

- Porting or transferring your existing number from another carrier to TracFone may take several days to complete. You may be without service during this time. Some restrictions may apply.
- Transfer your existing TracFone wireless number at the time of device activation to transfer your existing balances to your Android device. Please allow up to 24 hours to complete the transfer.
- If you are porting/transferring your existing number, keep both phones turned ON until your port/transfer has been completed. Once your old device stops working, complete the OTA programming by calling *22890 (do not forget the asterisk) from your new Android Device.
- SafeLink and Straight Talk customers CANNOT transfer their existing phone number to the TracFone Android device. TracFone Android device is only compatible with TracFone Service.

TRANSFERRING EXISTING AIRTIME BALANCES

- Existing minutes and service day balances are transferred at TracFone's sole discretion.
- Existing minutes transferred over to your new TracFone Android device may not be able to be reverted back to a previous handset. Contact TracFone for complete details on transferring existing minute balances.
- SafeLink and Straight Talk customers CANNOT transfer their existing service/airtime balance to the TracFone Android device.
- Promotional minutes are non-transferable.

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- Data consumption will vary per user. It is advisable to connect to WiFi where available to avoid deducting from your available MB of data.
- For phone operation information, visit www.tracfone.com, Select SUPPORT. Under HOW TO section, select LEARN ABOUT YOUR PHONE. Choose your phone model. This site will walk you through various features of your new device.
- To continue your service, replenish your airtime before your service end date. See the enclosed Services Guide for complete details.
- Additional taxes and fees may apply on funds paid to TracFone.
- No refunds on any funds paid to TracFone.
- Additional restrictions may apply.
- Claims for missing items must be made within **30 days** of receipt.

The WIRELESS Center

For questions or concerns regarding your order or promotional PIN:

1-888-238-0828

email: wirelesscenter@simplywireless.com



TRACFONE

For questions or concerns regarding your wireless account

1-800-867-7183

www.tracfone.com