

WELCOME GUIDE

v. 52033

STEP 1. ACTIVATE YOUR NEW DEVICE

Visit www.tracfone.com

Quick & Easy Activation! No Hold Times!
or

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

Expect longer than normal hold times

*Your promotional airtime must be added by The Wireless Center (see step 2 below)

STEP 2. REDEEM YOUR PROMOTIONAL AIRTIME

Your TracFone must be completely activated BEFORE you submit your request

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

You will need your Order Number, Shipping Zip Code, and
Wireless Phone Number assigned to your device

- Allow up to 24 hours after your request for your promotional airtime to be added.
- Promotional airtime must be added to your TracFone **within 60 days from order date**
- For information regarding the promotion included with your purchase, please contact The Wireless Center

KNOW THE FACTS

- Triple Minutes Benefit (already programmed into your device - no promo codes needed): For every airtime minute you purchase, you will receive 2 extra minutes at no additional charge. Promotional or bonus minutes do not qualify. Triple minute benefit is for the life of the phone/service. Cancellation/deactivation of phone/service may result in loss of this benefit.
- Porting or transferring your existing number to TracFone may take several days to complete. You may be without service during this time. Some restrictions may apply.
- Promotional minutes are non transferable.
- Promotional package is guaranteed only when added to the device on your order.
- If your display does not reflect the appropriate promotional minutes and service days within 24 hours after submitting your request, please power your phone off then back on. Wait 5 minutes for your phone to receive the over-the-air update. Please contact the Wireless Center if your promotional airtime/service still does not appear.
- To continue your service, replenish your airtime and service days before your service end date. Complete details located in the Services Guide included in your phone package.
- Additional taxes and fees may apply to any funds paid to TracFone.
- No refunds on 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 service

1-888-238-0828

email: wirelesscenter@simplywireless.com



TRACFONE

For questions or concerns regarding your wireless account

1-800-867-7183

www.tracfone.com