

# WELCOME GUIDE

## STEP 1. ACTIVATE YOUR NEW DEVICE

Visit [www.tracfone.com](http://www.tracfone.com)

\*Quick & Easy Activation! No Hold Times!

or

Call [1-800-867-7183](tel:1-800-867-7183)

\*Expect longer than normal hold times

- Your promotional minutes must be added by The Wireless Center (See 2nd Step)
- Your device display will read HOME 10/20 minutes of Airtime + **365** days of service. Existing TracFone Customers: Your 365 days of service are added once your new phone has been activated with your existing wireless number.

## STEP 2. REDEEM YOUR AIRTIME

Your Tracfone must be activated BEFORE you submit your request!

Call [1-888-238-0828](tel:1-888-238-0828)

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

- Go to Menu > Prepaid > My Phone Number to retrieve your number
- Allow up to 24 hours for your promotional minutes to be added
- 365 service days are added PRIOR to adding your promotional package
- Promotional airtime must be added **within 60 days from order date**

If your display does not reflect the promotional minutes and 365 days of service within 24 hours after you submit your request, please power your phone off then back on. Wait 5 minutes for your phone to receive the over-the-air update.

## KNOW THE FACTS

- Double Minutes Benefit (already programmed into your device): For every airtime minute you purchase – you will receive 1 extra minute at no additional charge. Promotional or bonus minutes do not qualify.
- 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
- Your device is preprogrammed with 365 service days. Upon initial activation, you device will register the 365 service days on the device BEFORE your request or receive the promotional minutes.
- When your device receives the promotional minutes, you will receive a message on your device similar to: *200 units + 200 Bonus + 90 service days have been added*. Please note that the 90 service days are additional/bonus service days and are not to be confused with the promoted 365 service days already programmed into your device.
- Existing TracFone Customers: We recommend that you note your existing minute and service day balance PRIOR to transferring your number to your new device. If there are any discrepancies with your existing minute/service day balances, please contact the Wireless Center with your original balance information. We will escalate this to TracFone on your behalf.



For questions or concerns regarding your wireless account:

call: 1-800-867-7183

go online: [www.tracfone.com](http://www.tracfone.com)

## THE WIRELESS CENTER

For questions or concerns regarding your order:

call: 1-888-238-0828

email: [wirelesscenter@simplywireless.com](mailto:wirelesscenter@simplywireless.com)