

WELCOME GUIDE

To activate your new device with your promotional service
visit www.simplyactivate.com

- You will need your order number (found on your packing slip) and zip code associated with your order.
- You must activate within 60 days from order date in order to redeem your promotional airtime.
- For clarification regarding the promotion included with your purchase, check the product listing or contact The Wireless Center.

To activate by phone, call [1-888-238-0828](tel:1-888-238-0828)

*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:

- Existing minute balance will add to each allotment of talk/text/data + service days will transfer to your new device.
- Existing minute balances will not triple within each allotment (talk/text/data).
- Tracfone Android minutes will not transfer back to a non-Android device. Only service days will transfer.
- Certain wireless numbers/balances cannot be transferred such as SafeLink, Lifeline, or Straight Talk.

**see reverse for
additional information!*

The **WIRELESS** Center
by **Simply Wireless**
making communication simple™

TRACFONE[®]

For questions or concerns regarding your order

1-888-238-0828

email: wirelesscenter@simplywireless.com

For questions or concerns regarding your wireless account

1-800-867-7183

www.tracfone.com

IMPORTANT INFORMATION

Please Read This!

- You must activate within 60 days from order date in order to redeem your promotional package. Activation requests received after this period will not qualify for the promotional package.
- Promotional minutes are non-transferrable. Promotional package is guaranteed only when added to the device on your order.
- 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 over-the-air programming by calling *22890 (do not forget the asterisk) from your new Android device.
- 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.
- No refunds on any funds paid to Tracfone.
- Additional restrictions may apply.
- Claims for missing items must be made within **30 days** of receipt.

Helpful Hints!

- Please read all the enclosed collateral- it will answer many of your questions! For additional phone operation information, visit www.tracfone.com and select 'SUPPORT'. Under the 'HOW TO' section, select 'LEARN MORE ABOUT YOUR PHONE'. Choose your phone model. This site will walk you through various features of your new device.
- You can also check your airtime balance online at www.tracfone.com. Select 'CHECK YOUR BALANCE'.
- Your phone is already programmed with TRIPLE MINUTES! No promo codes are needed for your future minutes to triple.
- When making a call after activation: if you receive a message stating there are no funds or your phone is not operational, dial *22890 (don't forget the asterisk) from your device.
- The My Account Downloader icon does not work. To download the Tracfone My Account App, select the 'PLAY STORE' icon on your device and search "Tracfone My Account". You must have a Google/Gmail account to access the Google Play Store.
- To replenish your service, please review the enclosed Tracfone Services Guide.

** see reverse for activation information!*