



Flash Purple Transition FAQs for IBOs

BIG PICTURE

What is happening?

At this time, we've decided to stop offering Flash Wireless Services on the Purple network. Customers will not be able to place any new orders or make any change requests on the Flash Purple network after November 20, 2017. Your customer's current Flash Purple cell phone service will continue to work through at least December 31, 2017.

Why is this happening?

We are always looking for ways to find the best rates, plans and quality of service for our customers. While we've decided to stop offering Flash Wireless on the Purple network, we will continue to offer service on two of the top nationwide 4G LTE networks. This allows us provide the best coverage, plans and calling features in the marketplace.

What are my customer's options? What is going to happen with their Flash Purple cell phone service after November 20, 2017?

To avoid service disruptions and ensure your customers can keep their wireless number, please encourage all Flash Wireless Purple customers to transfer their service to Flash Green or Flash Yellow as soon as possible. While we have not determined the exact last day of service for the Flash Purple network, it will occur within the first few months of 2018.

Will my customer's service continue to work after November 20, 2017?

Yes.

Will my customer's International Long Distance continue to work after November 20, 2017?

Yes.

How long will my customer's service continue to work after November 20, 2017?

Our targeted date to have all customers migrated to other Flash Network options is December 31, 2017.

What happens if my customer has not transferred their number to a new network by December 31, 2017?

Services will be automatically disconnected shortly thereafter.

What happens if my customer has not transferred their number before the last day of service in 2018?

Services will be automatically disconnected. Flash is offering great specials on phones this holiday season, making it affordable and easy for Flash Purple customers to switch to Flash Green or Flash Yellow!

What do I do if my customer doesn't want to transfer their number to Flash Yellow or Flash Green?

If the customer would like to move to another provider, we will be glad to assist with their account number and PIN.

What happens if my customer has not transferred their phone number by December 31, 2017?

Their services will be automatically disconnected shortly thereafter.

On December 31st, if my customer is in the middle of their billing cycle, will they receive any money back?

Please have your customer speak with Customer Care to determine the appropriate credit amount; they will also explain the refund process.

On the last day of service, if my customer is in the middle of their cycle, will they receive any money back?

Please have your customer speak with Customer Care to determine the appropriate credit amount; they will also explain the refund process.

My customer is a Puerto Rico customer. What are their options?

Unfortunately, Flash Yellow and Flash Green do not currently provide coverage options for Puerto Rico. Please encourage your Puerto Rico customers to find an alternative service provider as soon as possible.

How can we and our customers get updates in the future if something changes or if we have additional questions?

Flash Wireless will publish information that is available at Flashwireless.com on November 20th. Please be on the lookout for additional emails and announcements from us regarding Flash Wireless.



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SWITCHING SERVICE QUESTIONS

My customer is not in a strong Yellow or Green Market. What should they do?

There are no strong Flash Purple markets that are not Flash Green markets.

How does my customer transfer their service?

Instruct your customer to place a new order for Flash Green or Flash Yellow. Tell them to select **Transfer your number** and most importantly, have them select **Flash Wireless** as their current carrier. Finally, they will need to input their current account information for Flash Purple to complete the transfer. If your customer needs assistance, we would be happy to help them during the transfer process.

Can my customer transfer their Flash Purple number to Flash Green or Flash Yellow under a different Customer name?

Yes, as long as name on the billing credit card matches the name on the new account.

When my customer transfers their number to Flash Yellow or Flash Green, will they need a new SIM card?

No; they can begin the transfer process and request a SIM to be sent to them when they place a BYOD order.

When my customer transfers their number, will they lose service?

No.

What if my customer doesn't want to keep their number and wants a new number from Flash Yellow or Flash Green?

When placing the order on the new network (Flash Yellow or Flash Green), have them select the option that indicates they would like a new number.

What if my customer doesn't want to transfer their number to Flash Yellow or Flash Green?

If the customer would like to move to another network, we will be glad to assist with their account number and PIN.

Can my customer transfer their number to T-Mobile retail and keep their plan?

Currently, T-Mobile's retail plans start at \$70/month for Unlimited service. If they would like to sign up with T-Mobile directly, please direct your customer to inquire with them on the process.

Can my customer keep their number if they close their Flash Purple account?

No.

Can my customer add their Flash Purple number to an existing account they have on Flash Yellow or Green?

Yes.

Does my customer's current device need to be unlocked first before going to Flash Green or Flash Yellow or another carrier?

Only multi-network models of the popular compatible phones listed can be moved over to Flash Yellow or Flash Green. If your customer wants to go to another carrier, we can provide them with their account number and PIN. They will then need to check with that carrier to determine if their current phone is compatible with their network.

Does my customer have to pay an activation fee to transfer their number to another Flash network?

We waive all activation fees for Flash Wireless to Flash Wireless transfers.

When my customer transfers their number to Flash Yellow or Green, will they need a new SIM card?

For Flash Green, your customer may request to have a SIM card sent to them when they complete their order. If they are placing an order on Flash Yellow, please instruct them to have a SIM card prior to the start of the order.



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PLANS & FEATURE QUESTIONS

My customer is thinking about switching to Flash Green and/or Flash Yellow. What are the differences between the two networks?

If the customer is transferring to Flash Green and the transferring device is not HD Voice capable, the customer will lose the ability to talk and surf the web at the same time. A list of HD Voice capable devices is available in Compass under Flash Green. The iPhone 6 and above as well as Samsung Galaxy S5 and above should be HD compatible devices.

If the customer is transferring to Flash Yellow, only a small number of devices support simultaneous voice and data. That is the biggest feature difference between the two networks.

My customer has been using an unsupported device on Flash Purple (like Mi-Fi/Tablet/Jetpacks) but can't add it on Flash Yellow/Green? What should they do?

Certain devices are not allowed on the Flash Green and Flash Yellow networks. In many cases, a Blackberry or tablet was designed to work on one particular network (e.g., T-Mobile) or one particular technology (e.g, Global Standard for Mobile or GSM). Mi-Fi devices are not yet supported on Flash Green or Flash Yellow. Blackberry devices are not supported on Flash Green or Yellow due to the technical support required for these device types. If a device was designed to work only on one network, it cannot be used across all three. Your customer may bring another device compatible with Flash Green or Flash Yellow, or they may purchase a new device from Flash Wireless.

Why does my customer have to pay to add hotspot on Flash Green while they received it for free on Flash Purple?

Each service through Flash Wireless may have unique features, services and applicable charges. Please make sure your customer understands what is included with their plan, and additional options available prior to completing their order for service.

Can my customer change their plan to another Flash Purple plan after November 20, 2017?

No; customers will not be able to change their plan to another Flash Purple plan after November 20, 2017.

Can my customer change their phone number with Flash Purple?

Flash Purple phone number changes will NOT be allowed after November 20, 2017.

Can my customer add or remove features?

Feature changes on a line of service will not be allowed beginning Nov 20, 2017.

My customer was planning on adding a family member/friend to their plan soon. What happens now?

No new family plan members will be able to be added to Flash Purple after November 20, 2017. Both Flash Yellow and Flash Green have true Family Share plans that include a shared pool of data.

My customer was planning to add a new individual plan to their account soon. What happens now?

No new individual plan orders will be able to be added after November 20, 2017.

BILLING QUESTIONS

My customer has automatic pay setup. Will that still work? Can they still go online or use IVR to pay?

Yes, automatic pay and the IVR payment process will both still work through until the last day of service for the Flash Purple Network, which will end in early 2018.

Can my customer still hear my balance/account information via the Flash IVR?

Yes, balance information will still be available via the Flash IVR.

My customer has already paid for a full month/rest of the month of service. Will they receive a refund?

Please have your customer speak with Customer Care to determine the appropriate credit amount; they will also explain the refund process.



Flash Purple Transition FAQs for IBOs

BILLING QUESTIONS

My customer paid their bill 3 months in advance. What happens to their service and their money?

Please have your customer speak with Customer Care to determine the appropriate credit amount; they will also explain the refund process.

My customer paid their bill 4 days ago and now they would like to port out. Are they eligible for a refund?

Please have your customer speak with Customer Care to determine the appropriate credit amount; they will also explain the refund process.

Does my customer get their money back for unused Flash Purple service if they switch to Flash Green or Yellow?

Encourage your customer to start their port 5 days before their current bill is due. This will prevent them from having to wait for a refund. If they desire to make the switch prior to their bill date, please have them speak with Customer Care to determine the appropriate credit amount; they will also explain the refund process.

Will my customer's billing date change? Can they change it if they aren't satisfied with that date?

Your customer's new billing date will become the date that their port completes and service is active on either Flash Yellow or Flash Green. It unfortunately can't be changed after service is activated, but to minimize financial impact, encourage your customers to start their port 5 days before their current bill is due.

What happens to the insurance that is covering my customer's phone?

If your customer continues with Flash Wireless service on another network, please have your customer chat with Customer Care to have the insurance manually added back onto their device. This must be completed within 7-days of activating their new Flash Wireless service.

What self-service features can still be used after November 20, 2017?

Your customer will still be able to update account information, view usage, and make payments online.

My customer has a pending service credit but they now want it refunded. Is that possible?

Please have your customer speak with Customer Care to determine the appropriate credit amount; they will also explain the refund process.

How does my customer know what their Flash Purple account number is?

Please have your customer speak with Customer Care to determine what their Flash Purple account number is. They can also locate their Flash Purple account number in self-care.

DEVICE & SIM QUESTIONS

My customer bought their Flash Purple phone from Flash two months ago and now that we're ending the service, they want to return it for a full refund. Can we provide them with a full refund?

We are not issuing device refunds at this time. Note: if the customer purchased their phone within the past month, they can return the device and exchange it for a compatible model.

How long will phones be available for Flash Purple to buy?

New phones on Flash Purple will be available for purchase up through November 20, 2017. We recommend that your customer purchase a multi-network model of their desired device (if it is available). They will have more flexibility to move between networks with a multi-network device.

Can my customer trade in their phone if it's not compatible with Flash Yellow or Flash Green?

While Flash Wireless does not currently offer a trade-in program, there are multiple companies online that do.

Can my customer order a SIM replacement or a new SIM?

SIM replacements and new SIM shipments will not be offered after November 20, 2017.

Can my customer swap their existing Flash Wireless Purple SIM for a new Flash Wireless Purple SIM?

SIM replacements and new SIM shipments will not be offered after November 20, 2017.



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DEVICE & SIM QUESTIONS

What happens to the insurance that is covering my customer's phone?

If your customer continues with Flash Wireless service on another network, please have them speak with Customer Care to have the insurance manually added back onto their device. This must be completed within 7-days of activating their new Flash Wireless service.

My customer is planning on purchasing a new device soon. Can they still swap devices?

Yes. Your customer can still swap their own devices on Flash Purple up December 31, 2017. We recommend that they purchase a multi-network model of their desired device (if it is available). They will have more flexibility to move between networks with a multi-network device. For Flash Purple, simply have them take the SIM card out of their old phone and place it into their new phone.

Can my customer change their device after November 20, 2017?

While new devices will not be available from Flash Wireless, your customer can change their device by simply inserting their existing Flash Purple SIM card into the new device.

What happens to my Flash App account?

Our Flash App works across all networks.

Can my customer transfer their account by using the Flash App?

That functionality is not available at this time.

How does my customer know if their device is compatible and thus would only require a SIM card swap?

Here are the compatible devices and model numbers. This list will be modified from time to time. Device models in black are not sold by Flash Wireless stores but can be acquired from the manufacturer or carrier. Device models in **red** are sold in the Flash Wireless store. This is not a complete list, other devices may work also.

Apple	Moto	Google	Samsung	Others
iPhone X (model A1865)	Moto E4 Plus (model XT1775)	Pixel 2 (USA Version)	Samsung Galaxy S7 Special Edition (SM-G930U)	Essential (model PH1PW)
iPhone 8 Plus (model A 1864)	Moto E4 (model XT1767)	Pixel 2 XL (USA Version)	Samsung Galaxy S7 Edge Special Edition (SM-G930U)	
iPhone 8 (model A1863)	Moto G5 Plus (model XT 1687)	Pixel (US Version)	Samsung Galaxy S8 Special Edition (SM-GP950U)	
iPhone 7 Plus (model A1661)	Moto G4 Plus (model XT 1644)	Pixel XL (US Version)	Samsung Galaxy S8 Plus Special Edition (SM-GP950U)	
iPhone 6S Plus (model A1687 or A1634)	Moto X Pure	Nexus 6P (US Version)	Samsung Galaxy Note 8 (SM-N950U)	
iPhone 6 Plus (model A1524)	Moto G4 (model XT1625)	Nexus 6 (model XT1108)		
iPhone 6 (model A1586)	Moto G4 Play (model XT1607)	Nexus 5X (US Version)		
iPhone SE (model A1723)				

My customer's device is not compatible. What should they do?

First, have your customer determine if they are in a strong Flash Yellow market using the Flash Yellow Strong Service Area Map. If they are, have them click here to view our Flash Yellow compatible devices and offers.

If they are not in a strong Flash Yellow market, they can click here to view our Flash Green compatible devices and offers.

My customer is not in a strong Yellow or Green Market. What should they do?

There are no strong Flash Purple markets that are not Flash Green markets.



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DEVICE & SIM QUESTIONS

How does my customer transfer their service?

Please instruct them to complete the following steps:

1. Place a new order on Flash Green or Flash Yellow
2. Select BYOD or new device
3. Choose their plan
4. Indicate that they want to transfer their phone number
5. Most importantly – select Flash Wireless as their current carrier
6. Check out as they normally would

IBO RELATED QUESTIONS

Will an email or message be going out to all Flash Purple customers?

We will communicate with each customer throughout November and December. Our first communication will be with the customer around November 20, 2017.

What is Flash Wireless doing to help me and my customers during this transition?

The Flash Wireless Customer Care team will begin to proactively contact Flash Purple customers to assist them with the transfer process to Flash Green or Flash Yellow. To make the transition easier, Flash Purple customers that choose to transfer their phone number to Flash Green or Flash Yellow will receive a free SIM card, waived activation and great offers on new multi-network phones.

How does this affect my points, commissions, or qualifications?

Flash Purple Customers that switch to a new plan on Flash Green or Flash Yellow will continue to count toward IBO and Customer Strive for 5, as well as toward IBO points and commissions. Customers that do not switch will still count toward your points and commissions for a window of time - we will communicate these details once we have them. Our goal is to ensure IBOs have time to replace customers that do not switch without impacting commissions or qualifications.

If I still sell orders between November 1, 2017 - November 20, 2017, will I receive points?

Yes

My customers are happy with Flash Purple. What do I tell them now?

You should begin reaching out to your Flash Wireless Purple customers now and assist them with the transition to Flash Green or Flash Yellow. If they like Flash Purple, they will love Flash Green! Our pricing for products and services are identical (2GB for \$39, 3 GB for \$49, 6GB for \$64 and even unlimited), Flash Green network performance is broader and, in many cases faster than Flash Purple, and call quality is superior.

How will I know if my customer has decided to leave Flash Wireless, or to transfer their number to a new Flash network?

Flash Wireless Purple customers are indicated with an asterisk (*) on your Personal Customer List (PCL), making it simple for you to quickly identify these customers.

My customer doesn't live in a strong Flash Yellow or Flash Green Market. How can I still sell them Flash?

There are no strong Flash Purple markets that are not Flash Green markets.

First, have your customer determine if they are in a strong Flash Yellow market using the Flash Yellow Strong Service Area Map. If they are, have them click here to view our Flash Yellow compatible devices and offers.

If they are not in a strong Flash Yellow market, they can click here to view our Flash Green compatible devices and offers.



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IBO RELATED QUESTIONS

Should I be concerned and stop selling Flash Green and Yellow?

We think that our new product lineup, headlined by competitive Unlimited offers, creates more, not less attraction. Given the improvements we have made to systems and training over the past six months, we think that our results speak for themselves.

What can I do with my bulk Flash Purple SIM cards?

Swap them for Flash Yellow and/or Flash Green at the next convention in Phoenix, AZ

I don't want to trade in my Flash Purple SIM cards. Can I return them for a refund?

We are not currently offering refunds at this time.

Will Flash be bringing on another network to replace Flash Purple?

Flash Wireless constantly works to provide the best quality service to our customers. If/when the right opportunity presents itself, then another network will be added.

I've already reached the maximum number of orders at my address for Flash Yellow and/or Flash Green. What do I do?

Place an order utilizing an alternative address with a credit card matching the alternative address.

What will happen to my Strive for Five?

Customers who switch to a new plan on Flash Green and/or Flash Yellow will continue to count toward both the IBOs' and the Customers' Strive for 5 enrollees.

Customers who switch to a new plan on Flash Green and/or Flash Yellow will continue to count toward IBO points and commissions.

Customers who do not switch will still count toward your points for a window of time. We are finalizing this timeline and will communicate details once we have them. Our goal, as always, will be to ensure you have time to replace these customers without impacting your qualifications.