

5

MUST-HAVES TO BECOME A NEW FLASH WIRELESS CUSTOMER



Flash SIM Card*



A credit card for billing



An unlocked phone**



**Account #, PIN # and
Billing Address from
existing provider -**
For phone # transfers only



Customer information
(email required)

PRO TIPS:

- Help the customer download the Flash App on their current phone and create a FREE cloud back-up of all their contacts, data, etc., before attempting to change mobile service providers. This will help prevent any data loss if anything out of the ordinary occurs during the transition.
- If the customer is buying a new phone, help them download the Flash Wireless app on both their old and new phones, and walk them through the process to easily transfer all of their content to the new phone.

*Refer to the Flash Yellow Playbook Training document in your Back Office for the Flash Yellow SIM Card Matrix.

** Phones purchased through Flash Wireless or our Marketplace partner websites are always unlocked and come with the correct SIM Cards. If the phone was not purchased through Flash Wireless or our Marketplace partners, it must be a multi-network device or compatible with the Flash network the customer is trying to activate their service with.

Exception: If you are bringing a device purchased from Verizon to Flash Green you don't need to unlock the phone.

FLASH WIRELESS ORDER HELPER

Version 2.0



Instructions: Complete **Sections 1-3** (where applicable) before going online to place an order. Complete **Sections 4-5** after placing the order online.

Section 1: General Information	
Are you buying a new device from Flash Wireless, or Bringing Your Own Device (BYOD)?	<input type="radio"/> Buying New <input type="radio"/> BYOD
Do you need a new phone number, or are you transferring your current number?	<input type="radio"/> New <input type="radio"/> Transfer (Port)
Section 2: Bring Your Own Device (BYOD)	
Is your BYOD phone a 4G LTE-capable smartphone? <i>If your phone is not a 4G LTE-capable smartphone, it may only be used for Talk & Text plans or as a companion line on a Family Plan. It will not be eligible to sign up as the primary line on a Data plan.</i>	<input type="radio"/> Yes <input type="radio"/> No
Have you called your existing mobile service provider to confirm that your device is unlocked? <i>Only unlocked devices can be brought to Flash Wireless. *Exception: If you are bringing a device purchased from Verizon to Flash Green you don't need to unlock the phone.</i>	<input type="radio"/> Yes <input type="radio"/> No
Are you ordering a Flash Wireless SIM card, or do you have one?	<input type="radio"/> Ordering <input type="radio"/> Already Have One
If you already have a Flash Wireless SIM card, is it the right SIM for your device model? <i>Remember, the Flash Wireless SIM color must also match your desired Flash network color.</i>	<input type="radio"/> Yes <input type="radio"/> No
For BYOD orders, you need the IMEI or MEID from the device. To get the number, dial *#06# from the BYOD phone and write down the number that appears on the screen. You'll need it when verifying the network compatibility of the phone.	
Section 3: To transfer your current mobile phone number to Flash Wireless you will need:	
Your phone number to transfer to Flash Wireless:	
Your existing mobile service provider (e.g., AT&T, Boost, Tracfone):	
Your account number from existing mobile service provider:	
Your account PIN from existing mobile service provider: <i>Typically 4-6 digits. Not the same as your online account password.</i>	
Your billing address of your account with your existing mobile service provider (Street, City, State, Zip): <i>Formatting and spelling must match exactly what your existing provider uses on your bill!</i>	
Section 4: Order Completion Checklist - Complete this section after the order is placed online	
New phone number (if applicable):	
Customer Order Number:	
Plan Selected:	
Place a test call to confirm your voice service is working.	<input type="checkbox"/>
Send a test text message and multimedia message (picture).	<input type="checkbox"/>
Connect your phone to your home Wi-Fi network.	<input type="checkbox"/>
Try surfing the web to confirm the Internet is working.	<input type="checkbox"/>
Download the Flash Wireless App from the Google Play or App Store.	<input type="checkbox"/>
Section 5: Smartphone Set Up	
Is the most recent iOS / Android version installed? <i>Keeping your phone up-to-date ensures you have access to the highest data speeds!</i>	<input type="radio"/> Yes <input type="radio"/> No
Flash Wireless Self-service Username Flash Wireless Self-service Password	
(iPhone) Apple ID (iPhone) Apple ID Password	
(Android) Gmail account (Android) Gmail password	