



# TRAINING – *ALL OUTLINES*

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## MODULE A: Benefits for You and Your Customers

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### Benefits for you:

- **Earn points and services** (See ACN Compensation Plan for more details.) for each person who signs up and each time they pay their monthly bill.
  - Up to 3 customer points for an individual plan
  - Up to 9 points for a family plan
- **Receive residual income** every month as your customers pay their monthly bill.
- **Get free service** once you sign up 5 people, your service is free!\*

### Benefits for both you and your customers include:

- **No more long lines:** Just sign up on your online storefront.
- **Personal service:** From a trusted person, you!
- **No annual contracts:** Try out service without commitments.
- **Phone choice:** Bring your own phone\*\* or buy a new phone from our selection of the most popular smartphones including Apple, Samsung, and Motorola.
- **Keep your phone number.** Simple enough!
- **Choose your network and service:**  
Choose the network and service plan that best suits your needs
  - America's fastest and most reliable network or The Nationwide Sprint 4G LTE network
  - Unlimited\*\*\*\* talk, text, and data plans available. Plans starting from \$39.00/month/line.\*\*\*
- **Your friends and family can get their service for free\*, too!**  
They do not have to be IBO, they can simply refer 5 of their friends and family to your online storefront
- **Feed a child in need:** While you are doing what you normally would do (pay for cell service), you will be helping to feed the approximately 12 million children right here in the U.S. that don't know how they will find their next meal. View the next video.

### Watch the next modules to get started right away.

*\*Excludes taxes and surcharges. Credit applies to Monthly Recurring Charge (MRC). Refer to the Terms and Conditions for complete details.*

*\*\* Phones must be compatible with chosen service.*

*\*\*\* Monthly rates shown. Excludes taxes and fees. Pricing may change without notice. Subject to Flash Wireless Terms and Conditions and Acceptable Use Policy. Visit [www.flashwireless.com](http://www.flashwireless.com) for complete details.*

*\*\*\*\* Plan allows high speed data access (up to 4G LTE speeds with compatible network and device) only up to 22GB per line, per billing cycle. After the 22GB limit is reached, Flash Wireless may slow data to as low as 128 kbps for the remainder of your billing cycle. Data speed reduction may severely impair your ability to use services or programs requiring data access, including everyday applications. International calling Plans ("ILD") and "unlimited" features: ILD plans are subject to the [\[Flash Wireless Terms and Conditions\]](#). Unlimited features, including voice and text, do not include unreasonable or abnormal use. These features are provided solely for dialogue between, and initiated by, individuals for personal use and not for commercial use or resale. Restrictions apply as reflected in, and all use is subject to, the [\[Flash Wireless Terms and Conditions\]](#) and [\[Acceptable Use Policy\]](#)*



## MODULE B: Part 1 - Overview of Flash Wireless

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**Goal:** Ensure a smooth and seamless experience for your customer.

**How:** Have a general understanding of Flash Wireless

**Why:** Happy Customers = Monthly residual income and referrals!

### **Step 1: Customer Chooses a 4G LTE Network**

**Flash Green** (America's Fastest and Most Reliable Network)

**Flash Yellow** (The Nationwide Sprint 4G LTE Network)

### **Step 2: Customer Chooses a Service Plan**

Choose from individual or family plans, including unlimited\* plans.

Check [www.flashwireless.com](http://www.flashwireless.com) for the most updated service plan offerings.

### **Step 3: Customer Chooses a Device**

Bring Your Own Device (BYOD)

**OR**

Buy a New Device

### **Step 4: Complete the Pre-Order Checklist – Must do!**

Go through the steps to make sure the phone is compatible and “ready” for activation and help your customer transfer his phone number (if desired).

Select an option on the online training menu, based on your customer's choices.

**+Flash Green:** Bring Your Own Device (BYOD)

**+Flash Green:** Buy a New Device

**+Flash Yellow:** Bring your Own Device (BYOD)

**+Flash Yellow:** Buy a New Device

### **Step 5: Order Online or by Phone**

Once the checklist is complete, have your customer complete the order process online or by phone.

Remember, you want a completed checklist before your customer places the order to make sure your customers have a smooth and seamless experience.

## Happy Customers = Monthly residual income and referrals!

\* Plan allows high speed data access (up to 4G LTE speeds with compatible network and device) only up to 22GB per line, per billing cycle. After the 22GB limit is reached, Flash Wireless may slow data to as low as 128 kbps for the remainder of your billing cycle. Data speed reduction may severely impair your ability to use services or programs requiring data access, including everyday applications. International calling Plans (“ILD”) and “unlimited” features: ILD plans are subject to the [\[Flash Wireless Terms and Conditions\]](#). Unlimited features, including voice and text, do not include unreasonable or abnormal use. These features are provided solely for dialogue between, and initiated by, individuals for personal use and not for commercial use or resale. Restrictions apply as reflected in, and all use is subject to, the [\[Flash Wireless Terms and Conditions\]](#) and [\[Acceptable Use Policy\]](#)



## MODULE B: Part 2 - Sell and Engage Your Customers

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### 1. Engage: Use the list of benefits in the previous Module A to engage your customers.

- No annual contracts
- Bring your own phone\* or buy a new phone
- Keep your phone number
- 4G LTE network
- No long lines
- Personal service
- Free Service for 5 referred customers who join Flash\*\*
- Help feed hungry children

### 2. Learn about your customer's needs.

- (1) Who is your existing carrier?
- (2) How much are you currently paying each month?
- (3) How many lines are on your plan?
- (4) How much data is on your plan?
- (5) Do you own your device, or are you making monthly payments on it through your carrier?

### 3. Match your customer's needs with a Flash Wireless solution.

#### Example 1:

**Need:** Family, lots of data use, current unlimited\*\*\* plan.

**Solution:** Flash Wireless has several family plan options to make sure everyone in the family stays connected and keeps enjoying what they like to do!

#### Example 2:

**Need:** Single line, small data usage (uses wi-fi), doesn't want to pay for unlimited data.

**Solution:** We have a variety of plans for people that use less data and don't need an unlimited\*\*\* plan. Let's look at our current service plans and find one that would best fit your needs and budget.

### 4. Reiterate the Added Value: Yes, Flash has a great plan for every budget and lifestyle, but the added value of being a Flash Customer includes:

- Go through the benefits in #1 above
- Flash Wireless stands apart from the rest because of ACN's partnership with Feeding America (share the 1:31 video – <https://www.youtube.com/watch?v=A7dttAnoFdQ>)
- Refer-a-Friend Program: When you refer 5 friends, and those friends become Flash customers, your service will be FREE\*\*. It's as simple as that!

### 5. Next:

**#1 Priority:** Ensure customer's smooth and seamless transition

**How:** Watch: Module C: The Order Process (*Compatibility/eligibility check*)

**Why:** Help secure customer, commission, and residual income

\*Phones must be compatible with chosen network.

\*\*Excludes taxes and surcharges. Credit applies to Monthly Recurring Charge (MRC). Refer to the Terms and Conditions for complete details.

\*\*\*Plan allows high speed data access (up to 4G LTE speeds with compatible network and device) only up to 22GB per line, per billing cycle. After the 22GB limit is reached, Flash Wireless may slow data to as low as 128 kbps for the remainder of your billing cycle. Data speed reduction may severely impair your ability to use services or programs requiring data access, including everyday applications. International calling Plans ("ILD") and "unlimited" features: ILD plans are subject to the [Flash Wireless Terms and Conditions]. Unlimited features, including voice and text, do not include unreasonable or abnormal use. These features are provided solely for dialogue between, and initiated by, individuals for personal use and not for commercial use or resale. Restrictions apply as reflected in, and all use is subject to, the [Flash Wireless Terms and Conditions] and [Acceptable Use Policy]



# MODULE C: The Order Process

## Step 1 & 2: Choose a Network and a Service Plan

Main Page: [www.Flashwireless.com](http://www.Flashwireless.com)

### STEP 1: Customer Chooses a 4G LTE Network

<p><b>Flash Yellow</b>  <i>The Nationwide 4G LTE Network</i>          Online coverage map:  <a href="https://shop.flashwireless.com/fwire/yellow/en/misc/coverage">https://shop.flashwireless.com/fwire/yellow/en/misc/coverage</a></p>	<p>Make sure your customer is in a Strong Flash Yellow area. We constantly update the map of strongest service areas, so check it often.</p>
<p><b>Flash Green</b>  <i>America's Fastest and Most Reliable Network</i>          Online coverage map:  <a href="https://shop.flashwireless.com/fwire/green/en/misc/coverage">https://shop.flashwireless.com/fwire/green/en/misc/coverage</a></p>	<p>Flash Green is also a great option, especially for customers who do not live in a strong service area for Flash Yellow.</p>

### STEP 2: Customer Chooses a Service Plan

Choose from individual or family plans, including unlimited\* plans.

**The Flash Advantage:** Flash offers more than just unlimited\* plans. We offer plans for customers that use less data and don't need an unlimited plan.

<p><b>Flash Yellow</b>          SINGLE LINE PLANS:  <a href="https://shop.flashwireless.com/fwire/yellow/en/bundle/view-plans/SLP">https://shop.flashwireless.com/fwire/yellow/en/bundle/view-plans/SLP</a>          FAMILY PLANS:  <a href="https://shop.flashwireless.com/fwire/yellow/en/bundle/view-plans/FAMILY">https://shop.flashwireless.com/fwire/yellow/en/bundle/view-plans/FAMILY</a></p>	<p>If your customer chose the Flash Yellow Network, here are the links to the Flash Yellow service plans. Guide your customer based on usage and budget needs.   <i>Pricing shown does not reflect applicable taxes, surcharges, and fees.</i></p>
<p><b>Flash Green</b>          SINGLE LINE PLANS:  <a href="https://shop.flashwireless.com/fwire/green/en/bundle/view-plans/SLP">https://shop.flashwireless.com/fwire/green/en/bundle/view-plans/SLP</a>          FAMILY PLANS:  <a href="https://shop.flashwireless.com/fwire/green/en/bundle/view-plans/FAMILY">https://shop.flashwireless.com/fwire/green/en/bundle/view-plans/FAMILY</a></p>	<p>If your customer chose the Flash Green Network, here are the links to Flash Green service plans. Guide your customer based on usage and budget needs.   <i>Pricing shown does not reflect applicable taxes, surcharges, and fees.</i></p>

\* Plan allows high speed data access (up to 4G LTE speeds with compatible network and device) only up to 22GB per line, per billing cycle. After the 22GB limit is reached, Flash Wireless may slow data to as low as 128 kbps for the remainder of your billing cycle. Data speed reduction may severely impair your ability to use services or programs requiring data access, including everyday applications. International calling Plans ("ILD") and "unlimited" features: ILD plans are subject to the [Flash Wireless Terms and Conditions]. Unlimited features, including voice and text, do not include unreasonable or abnormal use. These features are provided solely for dialogue between, and initiated by, individuals for personal use and not for commercial use or resale. Restrictions apply as reflected in, and all use is subject to, the [Flash Wireless Terms and Conditions] and [Acceptable Use Policy]



## MODULE C: The Order Process

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### Step 3: BYOD or New Phone

#### Bring Your Own Device (BYOD)

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**Reasons:** I know how my phone works.  
All my content is on my device.  
I own it, no monthly payments.

**IBO:** **Two critical pieces of information:**

1. Under contract?
  - a. If yes, pay full balance or finish lease AND check compatibility (2-step process)
  - b. If no, run 2-step compatibility check.
2. Run the 2-step compatibility check (instructions to follow).

#### Buy A New Device

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- To ensure compatibility with Flash Wireless, purchase a new device from Flash Wireless or an authorized Flash Marketplace provider (instructions to follow).
- Newer devices provide an optimum performance experience.
- Older devices, even if compatible, may not run at optimum performance.
- Older 3G devices will only allow talk and text, no data and will not work on the Flash Green Network.
- Contents such as contacts, pictures, and phone number can be transferred to new devices with the Flash App.

#### Two-step Compatibility Check

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The compatibility check is part of the Pre-Order Checklist and varies depending on the customer's choices. You have completed the 3 decision making steps, now choose the Pre-Order Checklist step based on your customer's choices.

**Step 1:** Customer Chooses a Network

**Step 2:** Customer Chooses a Service Plan

**Step 3:** Customer Chooses a Phone: BYOD (Bring your Own Device) or Buy a New Device

**Step 4:** Complete the Pre-Order Checklist – Must do!

**+Flash Yellow:** BYOD (Bring Your Own Device)

**+Flash Yellow:** Buy a New Device

**+Flash Green:** BYOD (Bring Your Own Device)

**+Flash Green:** Buy a New Device



# Pre-Order Checklist

**Instructions:** ACN Independent Business Owners should visit ACN Compass to view detailed training instructions on helping customers prepare for new Flash Wireless orders. Then provide this checklist to the customer and help the customer complete this list prior to the customer placing the order online or by phone. Once all items are complete, have your customer proceed with placing the order. **Remember:** IBOs should **never** enter an order, or any part of an order, on behalf of a customer.

ACN Independent Business Owner's #: \_\_\_\_\_

Which Network: Flash Yellow or Flash Green? \_\_\_\_\_

Which service plan? \_\_\_\_\_

## For Bring Your Own Device (BYOD):

<b>1</b>	<p><b>Is the phone compatible?</b></p> <p><b>Model Check</b> Phone type: _____ (e.g. iPhone 8) Model #: _____ (e.g. A1863)</p> <p style="text-align: right;"><b>List of Supported Devices?</b></p> <p><input type="checkbox"/> YES</p>	Must be on list
	<p><b>IMEI Check</b> IMEI/MEID #: _____</p> <p><b>Dial *#06#</b></p> <p style="text-align: right;"><b>Cleared with online checker?</b></p> <p><input type="checkbox"/> YES</p>	Must be cleared
<b>2</b>	<p>Did the customer confirm that customer is not under any financial obligation through a contract or lease? If unsure, customer should contact their current carrier.</p> <p style="text-align: right;"><b>Did customer confirm?</b></p> <p><input type="checkbox"/> YES</p>	Must confirm
<b>3</b>	<p>Is the phone already unlocked? If not, has the customer called the carrier with their personal PIN number and requested the phone be unlocked?</p> <p><input type="checkbox"/> YES</p>	Phone must be unlocked.
<b>4</b>	<p>Does the customer have their own SIM card that is compatible with Flash Wireless or do they need to order one?</p> <p><input type="checkbox"/> Have own      <input type="checkbox"/> Need to order</p> <p><b>Flash Yellow:</b> Check SIM Chart for compatibility <b>Flash Green:</b> Will need to order free Flash Green SIM card</p> <p><input type="checkbox"/> YES</p>	If "have own" SIM, it must be compatible with Flash Wireless.
<b>5</b>	<p>If the customer wants to transfer their existing phone number, make sure the customer fills out the following info from their current carrier's bill statement so they're prepared to enter their order (<i>remember, IBOs should not take this information from the customer</i>):</p> <p>Current Carrier Name: _____</p> <p>Primary Account Holder First/Last Name as it appears on the bill statement: _____</p> <p>Account Billing Address: _____</p> <p>Account Number: _____</p> <p>Phone # to Transfer: _____</p> <p>PIN # w/ Current Carrier: _____</p>	<p>This info will be required during the order process.</p> <p>All info can be found on current bill (except PIN#).</p>
<b>6</b>	<p>Does the customer have credit card information handy in order to process the order?</p> <p><input type="checkbox"/> YES</p>	

## For New Phones/Devices:

<b>1</b>	<p>Go to Flashwireless.com and choose a phone. All devices sold by Flash Wireless are guaranteed to activate on the Flash Network.</p>	<input type="checkbox"/> COMPLETED
<b>2</b>	<p>If customer is transferring current phone number to Flash Wireless, have the customer enter the information from Step (5) above.</p>	<input type="checkbox"/> COMPLETED
<b>3</b>	<p>Have the customer download the Free Flash App and upload the content of current phone to the cloud.</p>	<input type="checkbox"/> COMPLETED
<b>4</b>	<p>Have the customer ready with credit card information handy (Step (6) in the above list).</p>	<input type="checkbox"/> COMPLETED

**Reminder:** The customer must enter their own order, including all of the above information, and you should not take that information from the customer, retain or store any of that information, or enter any of the information on behalf of the customer.



## MODULE C: The Order Process

### Step 4: Option 1 – Flash Green – Bring Your Own Device (BYOD)

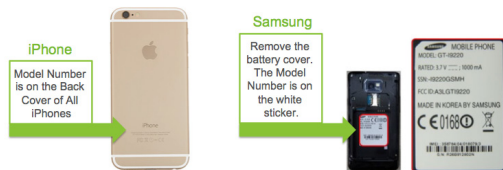
Help your customer prepare the Pre-Order Checklist to ensure a smooth and seamless order process. Open/print the Pre-Order Checklist (*link to document is on the training portal*) and follow along with the video.

#### 1 Check phone's compatibility with the Flash Green network.

Check **BOTH** phone and model compatibility:

##### MODEL:

##### 1. Locate model number by:



*Or Android:* Go to Settings, About Phone

*Or iPhone:* Go to Settings, General, About (*click on "part number"*)

##### 2. Check if model number is listed in the List of Supported Devices – Flash Green.

- Check all pages (*listed by phone manufacturer name*).  
Newer models of those listed are generally supported (*unless otherwise specified*).
- If model is not listed, you may want to check the List of Supported Devices for Flash Yellow. If the customer's model number is on the Flash Yellow list, then your customer will need to activate on Flash Yellow and choose a Flash Yellow service plan.
- Otherwise your customer can stay on Flash Green by purchasing a new phone on flashwireless.com.

##### IMEI:

##### 1. Find IMEI (also called MEID) number.

Dial \*#06# and the IMEI number will appear.

Alternative method: See document "Locating the IMEI"

##### 2. Have your customer enter the IMEI number online:

Go to: <https://shop.flashwireless.com/fwire/green/en/Byod/b/byodcomp>

If not compatible, encourage your customer to try again in case of a typo.

#### 2 Confirm no contract or lease with current carrier.

Before moving forward, confirm with your customer that he or she is not currently under a phone or service contract or lease with the current carrier. If unsure, customers can check their online account for information or ask their carrier.

#### 3 Unlock phone.

- An unlocked phone is a phone that is not bound to a particular carrier. This unlock step is critical for a phone to be released from the current carrier and brought over to Flash Wireless.



- If the customer is coming directly from Verizon to Flash Green, the phone does not need to be unlocked.
- To unlock phone:

Some online account profiles allow customers to unlock their phone online.

If not:

- (a) Customer calls current carrier to request phone be unlocked.
- (b) Carrier will ask customer for current PIN number.

This PIN number is the number the customer created at the time the account was set up. It's a personal PIN that helps the carrier confirm the account owner's identity. If the customer does not remember the PIN, the customer can work with the carrier to reset it.

- (c) Carrier will provide customer with a code to enter into the phone to unlock phone.

## 4 Identify Flash Green SIM card needed.

Have customer obtain a Flash Green SIM card to ensure a smooth transition.

- In majority of cases, a new Flash Green SIM card is needed.
- Best to advise customer to order the Free SIM card while placing the order for Flash Wireless service.
- It's FREE to the customer.
- IBO's can keep a selection of SIM cards on-hand by ordering from the IBO Back Office, so customer does not have to wait to receive the SIM card.

Instruction on how to activate with the new SIM card will be in the email confirmation that the customer receives.

## 5 Transfer customer's phone number (if desired).

Even though the customer is keeping own phone, if s/he wants to keep the same phone number, the customer needs to transfer the phone # from the old carrier to Flash Green. Flash Wireless will do this for the customer, but Flash Wireless will need this information from the customer:

1. Name of Current Service Provider
  2. First and Last Name of Account Holder
  3. Account Billing Address
  4. Account Number
  5. Phone # to be transferred
- } Can be found on current phone bill
6. Pin number: Created at time of account set up  
*Not the online password. If unknown, customer can call current carrier to reset it.*

The customer is ready to place the order! Now that the Pre-Order checklist is complete, see the next video on Ordering Online or by Phone!

### Provide More Amazing Customer Service

Help your customer back up all current content (*contacts, photos, etc.*) to the cloud using the free Flash app.

- Available in Apple App Store or on Google Play
- Or text: FLASH APPLE or FLASH ANDROID to 67076 for a download link
- Follow the instructions for uploading content to the cloud



## MODULE C: Option 2 - Flash Green – New Phone

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**GOAL:** Ensure a smooth and worry-free experience for your customer.

**HOW:** Help your customer through the steps on the bottom of the Pre-Order Checklist for New Phones.

**WHY:** Customers who are active and in good standing = monthly residual income and potential referrals.

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Open and/or Print the Pre-Order Checklist and go to the bottom of the page.

### STEP 1:

Customer Chooses a Flash Green “ready” phone. Customer purchases phone from [www.flashwireless.com](http://www.flashwireless.com) to ensure the phone is “ready” for activation on Flash Green.

*If new phone purchased from Flash Marketplace (banner at bottom of flashwireless.com), customer should choose “Flash Green” SIM card.*

*If new phone purchased from Flash Marketplace or any other place (other than flashwireless.com), help customer go through the steps for Bring Your Own Phone.*

### STEP 2:

Customer prepares to transfer phone number, if desired. Flash Wireless will process the request to transfer the customer’s phone number, but will need this information from the customer:

1. Name of Current Service Provider
2. First and Last Name of Account Holder
3. Account Billing Address
4. Account Number
5. Phone # to be transferred



Can be found on current phone bill

6. Pin number: Created at time of account set up

*Not the online password. If unknown, customer can call current carrier to reset it.*

### STEP 3:

Back up content from old phone to the cloud

Help your customer back up all current content (contacts, photos, etc.) to the cloud using the free Flash app for later retrieval onto the new phone. See video for instructions.

- Available in Apple App Store or on Google Play
- Or text: FLASH APPLE or FLASH ANDROID to 67076 for a download link
- When new phone arrives, download the Free Flash App and retrieve content from the cloud. Or customer can do a “live” transfer See video for instructions.

Go to the next video placing the order online or by phone.



## MODULE C: The Order Process

### Step 4: Option 3 – Flash Yellow – Bring Your Own Device (BYOD)

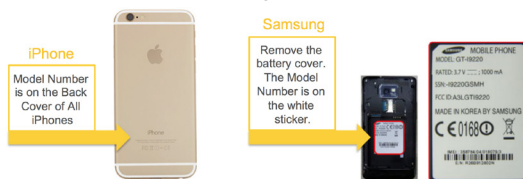
Help your customer prepare the Pre-Order Checklist to ensure a smooth and seamless order process. Open/print the Pre-Order Checklist (*link to document is on the training portal*) and follow along with the video.

#### 1 Check phone's compatibility with the Flash Yellow network.

Check **BOTH** phone and model compatibility:

##### MODEL:

##### 1. Locate model number by:



*Or Android:* Go to Settings, About Phone

*Or iPhone:* Go to Settings, General, About (*click on "part number"*)

##### 2. Check if model number is listed in the List of Supported Devices – Flash Yellow.

- Check all pages (*listed by phone manufacturer name*).
  1. Newer models of those listed are generally supported (*unless otherwise specified*).
  2. Sprint to Flash Yellow 3G phone may support talk & text only, no data (*and supported only through 2019*).
  3. Any 4G phone model that Flash supports can have talk & text only (*but no data, unless it is a supported model listed in the document*).
- If model is not listed, you may want to check the List of Supported Devices for Flash Green. If the customer's model number is on the Flash Green list, then your customer will need to activate on Flash Green and choose a Flash Green service plan.
- Otherwise your customer can stay on Flash Yellow by purchasing a new phone on flashwireless.com.

##### IMEI:

##### 1. Find IMEI (also called MEID) number:

Dial \*#06# and the IMEI number will appear.

Alternative method: See document "Locating the IMEI"

##### 2. Have your customer enter the IMEI number online:

Go to: <https://shop.flashwireless.com/fwire/yellow/en/Byod/b/byodcomp>

If not compatible, encourage your customer to try again in case of a typo.

#### 2 Confirm no contract or lease with current carrier.

Before moving forward, confirm with your customer that he or she is not currently under a phone or service contract or lease with the current carrier. If unsure, customers can check their online account for information or ask their carrier.

### 3 Unlock phone.

- An unlocked phone is a phone that is not bound to a particular carrier. This unlock step is critical for a phone to be released from the current carrier and brought over to Flash Wireless.
- If the customer is coming directly from Sprint to Flash Yellow, the phone does not need to be unlocked.
- To unlock phone: Some online account profiles allow customers to unlock their phone online.

If not:

- (a) Customer calls current carrier to request phone be unlocked.
- (b) Carrier will ask customer for current PIN number.

This PIN number is the number the customer created at the time the account was set up. It's a personal PIN that helps the carrier confirm the account owner's identity. If the customer does not remember the PIN, the customer can work with the carrier to reset it.

- (c) Carrier will provide customer with a code to enter into the phone to unlock phone.

### 4 Identify Flash Yellow SIM card needed.

Have customer obtain a Flash Yellow SIM card to ensure a smooth transition.

- In majority of cases, a new Flash Yellow SIM card is needed.
- Best to advise customer to order the Free SIM card while placing the order for Flash Wireless service.
- It's FREE to the customer.
- IBO's can keep a selection of SIM cards on-hand by ordering from the IBO Back Office, so customer does not have to wait to receive the SIM card.
  - Make sure SIM card # matches the chart.
  - Flash Yellow has different SIM card #'s which are dependent on the model of the phone (*as listed on the chart*).

Instruction on how to activate with the new SIM card will be in the email confirmation that the customer receives.

### 5 Transfer customer's phone number (if desired).

Even though the customer is keeping own phone, if s/he wants to keep the same phone number, the customer needs to transfer the phone # from the old carrier to Flash Yellow. Flash Wireless will do this for the customer, but Flash Wireless will need this information from the customer:

1. Name of Current Service Provider
  2. First and Last Name of Account Holder
  3. Account Billing Address
  4. Account Number
  5. Phone # to be transferred
- } Can be found on current phone bill
6. Pin number: Created at time of account set up  
*Not the online password. If unknown, customer can call current carrier to reset it.*

The customer is ready to place the order! Now that the Pre-Order checklist is complete, see the next video on Ordering Online or by Phone!

### Provide More Amazing Customer Service

Help your customer back up all current content (*contacts, photos, etc.*) to the cloud using the free Flash app.

- Available in Apple App Store or on Google Play
- Or text: FLASH APPLE or FLASH ANDROID to 67076 for a download link
- Follow the instructions for uploading content to the cloud



## MODULE C: Option 4 - Flash Yellow – New Phone

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**GOAL:** Ensure a smooth and worry-free experience for your customer.

**HOW:** Help your customer through the steps on the bottom of the Pre-Order Checklist for New Phones.

**WHY:** Customers who are active and in good standing = monthly residual income and potential referrals.

---

Open and/or Print the Pre-Order Checklist and go to the bottom of the page.

### STEP 1:

Customer Chooses a Flash Yellow “ready” phone. Customer purchases phone from [www.flashwireless.com](http://www.flashwireless.com) to ensure the phone is “ready” for activation on Flash Yellow.

*If new phone purchased from Flash Marketplace (banner at bottom of flashwireless.com), customer should choose “Flash Yellow” or “Flash Sprint” SIM card.*

*If new phone purchased from Flash Marketplace or any other place (other than flashwireless.com), help customer go through the steps for Bring Your Own Phone.*

### STEP 2:

Customer prepares to transfer phone number, if desired. Flash Wireless will process the request to transfer the customer’s phone number, but will need this information from the customer.

1. Name of Current Service Provider
2. First and Last Name of Account Holder
3. Account Billing Address
4. Account Number
5. Phone # to be transferred



Can be found on current phone bill

6. Pin number: Created at time of account set up

*Not the online password. If unknown, customer can call current carrier to reset it.*

### STEP 3:

Back up content from old phone to the cloud

Help your customer back up all current content (contacts, photos, etc.) to the cloud using the free Flash app for later retrieval onto the new phone. See video for instructions.

- Available in Apple App Store or on Google Play
- Or text: FLASH APPLE or FLASH ANDROID to 67076 for a download link
- When new phone arrives, download the Free Flash App and retrieve content from the cloud. Or customer can do a “live” transfer See video for instructions.

Go to the next video placing the order online or by phone.



## MODULE C: Step 5: Order Online

Now that your customer has completed the Pre-Order Checklist, ordering online is simple.

Have your customer follow these steps:

1. Go to your IBO personal website, choose Services, Wireless, Shop Now!
2. Go to PLANS to choose Flash Green or Flash Yellow.
3. Choose the plan.
4. Choose Bring Your Own Device or New Phone.

Instructions for <b>New Phone</b>	Instructions for <b>Bring Your Own Device</b>
Click on Shop Devices	Click on Bring Your Own Device
Select desired device Select color (if applicable) Add to cart  <i>Reminder: New phones purchased on flashwireless.com are Flash "ready." See the convenient "Interactive Device Support" tab.</i>	Type in IMEI number (from Pre-Order checklist) Click on Check Compatibility Read message carefully. If device passed, click on continued Click on SIM card need (yes or no) (Enter SIM ID# if applicable)

From this point, the process is the same for BYOD or New Phone:

**5. Additional Services: IBO's should pre-read these to help advise customer. Further information:**

- Device Protection: [https://www.youtube.com/watch?v=cb\\_aTld2HOA](https://www.youtube.com/watch?v=cb_aTld2HOA)
- Data boost: <https://www.youtube.com/watch?v=7ydY-hL5g-I>

**6. New Phone Number or Transfer (Port Your) Your Number to Flash Wireless**

- If new phone number, click on new, then continue.
- If click on transfer, customer fills in data, read/accept Terms and Conditions, click continue.

**7. Go through the checkout process. Have your customer:**

- a. Create account – customer should write down all info!
- b. Capture IBO Team# or referring phone number (for Refer-A-Friend)
- c. Choose Shipping Method
- d. Payment Info:
  - "Name on Card" will be the name on the account.
  - Billing address must match credit card statement address and is location where SIM card and/or new phone will be mailed.
- e. Review and submit: Read/accept Terms and Conditions and Place Order.

*Reminder: The customer must enter their own order, including all of the above information. IBO should not take that information from the customer, retain or store any of that information, or enter any of the information on behalf of the customer.*

**8. Customer should look for and save the email from Flash Wireless which contains the confirmation and activation instructions.**

**9. Backup or Transfer Data with the Flash APP:**

- Help your customer back up all current content (contacts, photos, etc.) to the cloud or perform a "live" transfer of data using the free Flash app. See video for instructions.
- Available in Apple App Store or on Google Play
  - Or text: FLASH APPLE or FLASH ANDROID to 67076 for a download link

Go to the Module D.



## MODULE C

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### STEP 5 – ORDER BY PHONE

- Before your customer contacts Flash, be sure he/she has the Pre-Order Checklist filled out completely.
- The Flash Activation Representative on the phone cannot assist without that information, which means your customer will need to gather the information and call back at another time.
- An IBO can be with the customer on the phone, however, the customer must be present to place the actual order and provide his/her personal details and credit card information.
- Once ready, your customer can call the Flash Toll Free number and follow the Activation prompts.  
**Toll Free Number: 1-888-226-2141**

#### **Phone Orders can be placed**

**Mon-Fri:** 10am - Midnight (U.S. Eastern Time)

**Saturday:** 10am - 10pm (U.S. Eastern Time)

**Sunday:** Closed



## MODULE C: Flash Wireless App

The Flash App! It's available to you and your customer. Be sure to walk them through the steps.

### 1. Download the free Flash Wireless App

Available on Apple App Store or Google Play: Search for Flash Wireless  
Or text: Flash APPLE or FLASH ANDROID to 67076 for a download link

### 2. Install and Open the App

Follow the instructions on the APP (*or follow video*) to install, open, and get started, then create an account.

### 3. Cloud Backup

- Choose Cloud Backup from the menu.
- Choose which content you want backed up. Note that as soon as you move the switch to the right, the content will start to backup immediately.
- To view backed up content: Click on "View backup."
- To restore content from the cloud to your phone, click on Restore.

### 4. Content Transfer

Both old phone and new phone must:

- Be turned on.
- Have Flash App installed.
- Be on the same secure Wi-Fi (*personal content is traveling on the Wi-Fi – use a secure Wi-Fi*)

Instructions for <b>Old Phone</b>	Instructions for <b>New Phone</b>
Choose Content Transfer	Choose Content Transfer
Click on Old Device View Old Device model name View pairing code	Click on New Device Click on name of Old Device when it appears Type in pairing code as seen on old device
Wait for data to transfer	Wait for data to transfer
Receive confirmation message	Receive confirmation message

### 5. Check out other menu items in the Flash Wireless APP.





## MODULE D: After the Order & Follow Up

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### Activation

1. Customer will receive an email with instructions on how to Activate. Customer needs to save it!
2. Assist customer with Flash Wireless App, if needed.
3. Assist customer with the instructions in the email.
4. Place a few test call and texts to and from customer.

### Follow Up

#### 1. Provide resources: Help ensure residuals and referrals by providing resources to your customer.

- Flash Wireless YouTube channel: <https://www.youtube.com/channel/UCq2czQOT2m0PPLBcAOfjemA/videos>  
Info on databoost, international roaming, HD Voice, managing your account online, and much more!
- FAQs:  
Flash Green FAQs: <https://shop.flashwireless.com/fwire/green/en/support/faq>  
Flash Yellow FAQs: <https://shop.flashwireless.com/fwire/yellow/en/support/faq>  
Info on online account management, billing, adding/removing features, and more.
- Interactive Device Support: <https://flashwireless.sds.modeaondemand.com/portal/>  
Select a phone type/model - shows how to use and troubleshoot that specific device.

#### 2. Thank Your Customer

Thank your customer for the opportunity to help him/her switch to a great service, avoid long lines, and help feed children right here in the U.S. through our Feeding America Partnership, etc.

#### 3. Check In!

In a week or two, check in with your customer. e.g.

- a. How's it going? How is the new service and/or phone?
- b. Is there anything I can help you with?
- c. Would you like to get free service? Remind him/her about our Refer-A-Friend program. Refer 5 friends who join Flash Wireless and your customer's service is free as long as the 5 friends stay connected. It's that simple! Get 5, Get Free\*!  
*(\*Excludes taxes and surcharges. Terms and Conditions apply.)*

### Continue!

**Congratulations!** These 3 steps can help secure and propel your business! Now, that you know Flash, go talk to your other friends and family members about switching to Flash Wireless. Oh and also leap over to other modules to learn about selling other great products and services.