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

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** 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   } Can be found on current phone bill
4. Account Number
5. Phone # to be transferred

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.