



# NEED HELP?

*Here's some information to help you out.*



## Can I keep my current phone number?

*Yes, you can transfer your phone number from your current service provider if the number is currently active. You will need the current service account password or PIN if your number is currently active with a different company.*



## Can I transfer the days left in my current plan to my new phone?

*Yes. If you are currently enrolled in one of our service plans you can transfer your remaining days to your new phone. You will need to call us from a different phone number and have the IMEI for each phone available.*



## Can I change the service plan that I first selected once it runs out?

*Yes, you can change the service plan every month to accommodate your needs. If you just need extra data, you can buy an extra data card. You can also enroll in auto-refill to make sure you never run out of service days.*



## How do I transfer my phone's contents to my new phone?

*You can easily transfer your messages, pictures, contacts, and more by using the Transfer Wizard app available in your app store. Simply install the app on both phones, select what you want to copy, and enjoy your new phone!*



## How do I learn about all the features my new phone has?

*Your package includes the About Your Phone booklet that highlights some advanced features. You can also access the User Manual through your provider's website > Help > Tutorials and User Manuals > select device > About phone.*



## How do I reach a customer service agent?

*We're here to help. You can speak with a live agent via the chat bubble on our web page. You can also call us at 1-800-867-7183 from 8 AM to 11:45 PM (EST) 7 days a week.*



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