PRE-ORDER CHECKLIST

Follow these 3 steps for a seamless experience!

1 Check Coverage

Visit www.flashmobile.com to check that Flash Mobile coverage is available in your area. Use our Coverage Check tools on the Flash Mobile website.

2 Check Device Compatibility

Your device must be 4G LTE and VoLTE compatible. Use our Bring Your Own Device tool to check if your device is compatible with the Flash Mobile Network.

Check Device Eligibility

Your device may be "locked" to function only on your existing carrier's network. It must be unlocked (eligible) to receive service from Flash Mobile.

iPhone

(iOS 13 or earlier must be updated to the newest iOS)

- Go to Settings > General > About.
- Scroll to the bottom. If you see "No SIM Restrictions," you're good to go!
- If your device says "SIM Restrictions" or you still aren't sure if it's unlocked, check out the How to Unlock Your Device guide in the New IBO Back Office.

Android

Check out the How to Unlock Your Device guide in the New IBO Back Office to ensure your device is unlocked.

3 Confirm Porting Information

DO NOT CANCEL YOUR SERVICE IN ADVANCE. **The process of transferring your number will automatically cancel your service with your current carrier.**

If you want to transfer (port) your existing number to Flash Mobile, please have this information ready at the time of enrollment:

- Current carrier account number.
- Current carrier account PIN/porting PIN/transfer PIN.
- Primary account holder First Name / Last Name as it appears on the bill.
- Billing address on current account.

To find information specific to your carrier, see Wireless Port Requirements.



Additional Helpful Tips!

Eligibility:

We can't unlock devices from other carriers. Please make sure yours is unlocked before you begin the enrollment process!

Best Practices for iPhone Users:

Confirm your Apple ID and password prior to enrolling. In some cases, you will need this personal data after activation.



Porting Tips:

- Customers bringing their number from Verizon, AT&T Wireless and T-Mobile will need to request or go online to generate a Number Transfer PIN that will only be valid for a limited time (3-7 days depending on carrier) before a new one is needed.
- Customers bringing their number from AT&T may receive a text message when porting to either approve or reject the porting request.

Check **Wireless Port Requirements** for other carriers.

Need a New Device?

- Make sure you get a non-carrier-specific device that is unlocked and compatible with all networks. See our Support FAQ for a list of popular, compatible devices.
- You can also visit **www.flashmobile.com** to shop for a wide selection of "ready to enroll" devices.

Other Tips:

- **Always Back-up Your Device**
  Back up your device to protect your data like pictures, music, videos and email. Use the **How to Back Up Your Phone** and **Transfer Data guide** to get started.
- **Choose Your Flash Mobile Plan in Advance**
  Get familiar with the available plans ahead of time. There are great options to fit your lifestyle.

Thank you for being part of the Flash Mobile Network!
Take these steps to experience Simple & Reliable wireless service.

Flash MOBILE