



Reliable Wireless Solutions at Affordable Prices

IMPORTANT- Your service is 100 risk-free. You can cancel your service anytime without paying any cancellation fees. In the unlikely event that you are unhappy for any reason and decide to return your phone, please call me BEFORE you return the phone so I can provide you with a return authorization code. This is imperative to help us track your phone return.

Please take a moment to review the following useful tips and information that is provided for your convenience.

A few phone tips:

- Your phone comes slightly charged out of the box. We recommend you initially charge your phone overnight. This will help your battery be able to work at its highest capacity.
- Please take a few minutes to read through your manual or quick guide and become familiar with your phone. As with any new phone, it will take a little getting used to but soon you will be using it like a pro! If you have any questions on how to use your phone; please don't hesitate to give us a call and we will gladly answer any question you have over the phone.
- To power on your phone hold down the END key/button (on most phones) for a few seconds; you will see the phone screen light up and your phone power on.
- Once your service is activated, to make a call simply dial the number, like you would on your home phone, and hit the SEND (or green) key/button. To hang up the call simply press the END (or red) key/button.
- Voicemail is a free feature that is available to you. By the default this feature is turned off. If you would like to turn on this feature and use voicemail; please give me a call. I will add this optional feature to your mobile number at no additional charge and it will be ready for immediate use.
- To set up your voicemail, from your cell phone press *86 send, listen to the phone and follow the prompts. To access your voicemail messages press *86 send, listen to your phone, when asked enter your password followed by # key/button (keep in mind, this will be treated as a regular call and will use your plan minutes). You can also access your voicemail from your home phone or any landline by calling your own cell phone number, as soon as the answering message starts, interrupt it by pressing the # key/button, after listen to your phone, when asked enter your password followed by # key/button. By calling your voicemail from your home phone or any landline you will not be using any

of your monthly allowance minutes. You can also access your voicemail alternatively by holding down the number 1 key/button for a few seconds on your phone.

A few billing tips and additional services:

- Your first bill normally should come within a few weeks of your phone activation.
- As with any post-paid cellular phone company, you are charged a month in advance for your monthly access charge, this allows your phone to remain active for the upcoming month. Because you started service in the middle of the billing cycle your first month will include a partial month's access charge and the upcoming month's access charge. This could cause your statement to be as much as double the normal charges, depending on your activation date. Please do not be alarmed, your next bill will be normal.
- Your Monthly access is a set amount based on your contract. However, as with any utility company there are additional taxes and fees which are regulated by the FCC and Public Utilities Commission. These additional taxes and fees are a percentage of your monthly charges and may fluctuate slightly from time to time based on the tax notices that we receive.
- In an attempt do our part to help the environment we offer and encourage paperless billing for customers that have an email account. If you choose paperless billing we simply email your statement to you each month. Not only does this help the environment but it provides a quick and convenient way to receive and file your bills and you still have the opportunity to print them if you need to. *If you sign up for paperless billing, you will also receive a \$1.00 per month credit for 12 consecutive billing cycles as our "Thanks" to you for choosing to go paperless.* You may switch to regular paper billing at any time.
- For your convenience we offer auto-pay. When you enroll in this program we will automatically charge your monthly statement amount to a debit (with a visa or master card logo on it) or any major credit card. This is ideal because you do not have to remember to make the payment each month and you can avoid unnecessary late fees, save on postage and trips to the post office.

- We also have cell phone insurance available for only \$4.99 per month. You can insure your phone for up to a value of \$250.00 against accidental damage or theft with a small deductible.
- If you need additional accessories (leather case, pouch, car charger, etc.) for your phone; please call me and I will give you a special 25% discount off of our retail prices along with free shipping.
- We have a generous referral program. You will receive a \$20.00 anytime you refer a friend or family member to us and they sign up on a \$7.99 plan or higher per month! You will see this \$20.00 credit on your account after they sign up and make the first payment!

We always look forward to hearing from you and providing assistance anytime.