

Flash Wireless Ordering Guide

Who is your existing cell phone provider/carrier?	Existing Provider:
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Are you wanting to buy a new device or keep your existing device?	Buy New	Keep Existing
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Do you have an Android or iPhone?	Android	iPhone
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What is the MEID/IMEI Number of your device?	Go to Settings > About Device > Status:	Go to Settings > General > About:
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What is the Model Number of your device? (This is needed if switching from one provider to another.)	Go to Settings > About Device:	Look on the back of device or in SIM Card slot for a Model Number that starts with "A" in very small print:
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Are you switching to a completely NEW PROVIDER? (e.g., T-Mobile to Flash Sprint, Sprint to Flash Verizon, Verizon to Flash Sprint, Flash Sprint to Flash Verizon, AT&T to Flash Verizon etc.)	
No	Yes

If you are staying with the same provider (e.g., Sprint to Flash Sprint) only 1 thing is REQUIRED: The device you are bringing is paid off & UNLOCKED (Instructions can be found in this packet). You do not need to check the model number.

If YES, 2 things are REQUIRED: 1) The device you are using is compatible on the NEW network (check by using the model number & model number guide in this packet) and 2) The device must be UNLOCKED (instructions also mentioned in this packet).

Is your device FULLY paid off? (Verizon Phones do not need to be paid off prior to switching to Flash.) IMPORTANT: All other provider's devices MUST be paid off before switching to Flash.	
YES	NO

Have you called your provider & asked for your device to be UNLOCKED? (*See notes in this packet on how to unlock your device)	Yes	No
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Please call your provider & pay off any remaining balances/fees. We cannot switch you to Flash until this step is completed.

Please call your provider & request for your device to be UNLOCKED. We cannot switch you to Flash until this step is completed.

What is your Account Number with your current carrier?	Account Number:
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What is your PIN NUMBER with your current carrier? (If you do not have one, please call your carrier & create one.)	PIN NUMBER:
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How much do you pay for your cell phone plan each month?	Monthly Bill Amount:
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How many Gigabytes of data do you use each month?	GB Used Per Month:
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Are you in a Family Plan?	Yes	No
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How many lines are on the Family Plan?	# of Lines:
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Device Details on Family Plan:	# of Tablets on Plan	# of Cell Phones on Plan
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UNLOCKING PHONES:

All BYOD Phones must be UNLOCKED in order to transfer to Flash Wireless.

How to Test to see if a phone is Unlocked:

1. Power down device
2. Remove current carrier's SIM Card
3. Put in a Flash Wireless SIM Card
4. Power on device
5. If the phone gives any notification about a "Network Error", "Network Code Needed", "Enter Unlock Code", "SIM Card Not Detected", etc. All of these notifications mean the phone is LOCKED.
6. If you get a notification that says "No SIM Card", that means the SIM card you are testing is defective. Try another SIM card.

VERIZON: All Verizon phones come UNLOCKED.

SPRINT: How to Unlock a Sprint Device:

1. The Sprint device must be active on Sprint for a minimum of 50 days.
2. Physically go to a Sprint Store
3. Pay off device at a Sprint Store (do not pay off over the phone)
4. Ask to unlock device. They may require you to call customer service. Request they connect you to customer service while you're in the store.
5. Provide Sprint Customer Care with your account number, your account password or last 4 digits of your SSN #, the IMEI/MEID number of the device, & the device phone number.
6. Have them type "Financial obligation has been met" in their system in front of you.
7. If you pay over the phone, or you do not see them type in the above statement in front of you, Sprint has 30 days to keep the device locked even though it has been paid off.

T-MOBILE: How to Unlock a T-Mobile Device:

1. The T-Mobile device must be active on T-Mobile for a minimum of 40 days.
2. Call T-Mobile & pay off any fees associated with the plan and/or device.
3. Contact T-Mobile Customer Service and provide them with the account number, the account holder's password or last 4 digits of their SSN, the IMEI/MEID Number for the device, and the phone number.
4. Request the UNLOCK CODE.
5. **The Unlock Code will be needed during activation of phone. **

AT&T: How to Unlock an AT&T Device:

1. BACK UP PHONE (save photos, contacts, etc.) This is just for precaution as customer will most likely NOT lose their information.
2. The AT&T Device must have had active AT&T service for at least 6 months.
3. Call AT&T & pay off any fees associated with the plan and/or device.
4. Wait until the AT&T system accepts the device (may take up to 48 hours).
5. Go Online to <https://www.att.com/deviceunlock> and check that the system has accepted the device.
6. Select UNLOCK YOUR DEVICE.
7. Type in phone number, MEID, & email address of customer.
8. Customer will receive an email within 48-72 hours saying they have a 24-hour window to switch their device to another provider.
9. If email sent by AT&T has confusing instructions, find the device/model number here and follow the unlocking instructions:
<https://www.att.com/ecms/dam/att/consumer/help/2016/pdf/ATTMobilityDeviceUnlockCodeInstructions.pdf>
10. Proceed with the order on flashwireless.com within that 24-hour window or else you will have to submit another unlock request.

Virgin Mobile: How to Unlock a Virgin Mobile Device:

1. Contact Virgin Mobile Customer Care.
2. Have the phone model number & MEID/IMEI Number.
3. Pay off any fees attached to your plan and/or device.
4. Virgin Mobile will provide you with a network unlock code and steps to enter this code on your device.
5. Once the code is entered, it can take from 15 minutes to 48 hours for your device to complete unlock.

Metro PCS: How to Unlock a Metro PCS Device:

1. The Metro PCS device must have had active service for a minimum of 90 consecutive days.
2. Contact Metro PCS Customer Service or walk into a Metro PCS Store.
3. Pay off any fees attached to your plan and/or device.
4. Provide Metro PCS with your phone number, full name on the account, the Account PIN and the account email address.
5. Metro PCS will send you an email with the unlock code for the device.
6. Put in the new Flash Wireless SIM Card into the phone, follow the instructions and enter the provided code.

Boost Mobile: How to Unlock a Boost Mobile Device:

1. The Boost Mobile device must have been active on a Boost Mobile account for at least 12 months and must also be active at the time of the UNLOCK request.
2. Contact Boost Mobile Customer Care.
3. Pay off any fees attached to your plan and/or device.
4. Provide Boost Mobile with your phone number, the name on the account and the account-billing PIN.
5. Boost Mobile will provide an unlock code.

Cricket: How to Unlock a Cricket Device:

DO NOT PLACE ORDER ON FLASH UNTIL CRICKET DEVICE IS UNLOCKED (or else device will remain unlocked for 4+days)

1. The Cricket device must have been active for at least 6 months of paid service.
2. Contact Cricket's Customer Service or visit a Cricket Store.
3. Pay off any fees attached for your plan and/or device.
4. Provide Cricket with your phone number, name on the account, and the account-billing PIN.
5. Cricket will provide an unlock code.

USE THIS GUIDE WHEN TAKING A BYOD CUSTOMER FROM ONE PROVIDER TO A DIFFERENT PROVIDER

<u>The device is currently on the following Network</u>	<u>Type of Device</u>	<u>Model Number</u>	<u>This device will work on the following Flash Wireless Network</u>
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Device Compatible Tool: <https://www.flashwireless.com/BYOD/BYODApprovalTool/tabid/1877/ctl/ByodApproval/mid/4721/Default.aspx>

<u>The device is currently on the following Network</u>	<u>Type of Device</u>	<u>Model Number</u>	<u>This device will work on the following Flash Wireless Network</u>
<p>Verizon</p> <p>*Verizon customers must pay off their device before becoming a Flash Wireless customer.</p> <p>*All Verizon devices come unlocked</p>	Iphone 5c	A1532	Verizon or Sprint
	Iphone 5c	A1507 or A1529	None
	Iphone 5c	A1456	Verizon or Sprint
	Iphone 5s	A1533	Verizon or Sprint
	Iphone 5s	A1457 or A1530	None
	Iphone 5s	A1453	Verizon or Sprint
	Iphone 6	A1549	Verizon or Sprint
	Iphone 6	A1586	Verizon or Sprint
	Iphone 6 Plus	A1522	Verizon or Sprint
	Iphone 6 Plus	A1524	Verizon or Sprint
	Iphone 6S	A1688 or A1633	Verizon or Sprint
	Iphone 6S Plus	A1687 or A1634	Verizon or Sprint
	Iphone 7	A1660	Verizon or Sprint
	Iphone 7	A1778	None
	Iphone 7 Plus	A1661	Verizon or Sprint
	Iphone 7 Plus	A1784	None
	Iphone SE	A1662 or A1723	Verizon or Sprint
	Iphone 8	A1863	Verizon or Sprint
	Iphone 8	A1905	None
	Iphone 8 Plus	A1864	Verizon or Sprint
	Iphone 8 Plus	A1897	None
	Iphone X	A1865	Verizon or Sprint
	Iphone X	A1901	None
	Samsung	A1869	Verizon
	Samsung	A1870	Verizon or Sprint
	Galaxy S5	A1871	Verizon
	Galaxy S6	A1872	Verizon
	Galaxy S6 Edge	A1873	Verizon
	Galaxy S6 Edge+	A1874	Verizon
	Galaxy S7	A1875	Verizon
	Galaxy S7 Special Edition	A1876	Verizon or Sprint
	Galaxy S7 Edge	A1877	Verizon
	Galaxy S7 Edge Special Edition	A1878	Verizon or Sprint
	Galaxy S8	A1879	Verizon
	Galaxy S8 Plus	A1880	Verizon
	Galaxy Note Edge	A1881	Verizon
	Galaxy Note 4	A1882	Verizon
	Galaxy Note 5	A1883	Verizon
	Galaxy Core Prime	A1884	Verizon
	LG G4	A1885	Verizon
	LG G5	A1886	Verizon
	LG G6	A1887	Verizon
	LG V10	A1888	Verizon
	LG V20	A1889	Verizon
	HTC10	A1890	Verizon
HTC One M9	A1891	Verizon	
HTC One M8	A1892	Verizon	
Droid Maxx	A1893	Verizon	
Droid Maxx 2	A1894	Verizon	
Droid Mini	A1895	Verizon	
Droid RAZR M	A1896	Verizon	
Droid Ultra	A1897	Verizon	
Moto Z Droid Edition	A1898	Verizon	
Moto Z Force Droid Edition	A1899	Verizon	
Moto Z Play	A1900	Verizon	
Moto G4	A1901	Verizon or Sprint	
Moto G4 Plus	A1902	Verizon or Sprint	
Moto G4 Play	A1903	Verizon or Sprint	
Moto G5 Plus	A1904	Verizon or Sprint	
Moto X Pure	A1905	Verizon or Sprint	
Moto E (4th Generation)	A1906	Verizon or Sprint	
Pixel	A1907	Verizon or Sprint	
Pixel XL	A1908	Verizon or Sprint	
Nexus 5X	A1909	Verizon or Sprint	
Nexus 6	A1910	Verizon or Sprint	
Nexus 6P	A1911	Verizon or Sprint	

Sprint

*Sprint customers must pay off their device BEFORE becoming a Flash Wireless customer.

*Paying off the device does NOT guarantee that Sprint will unlock the device.

*If the device does not get unlocked, it cannot move to Flash Green.

Iphone 5c	A1532	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 5c	A1507 or A1529	None
Iphone 5c	A1456	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 5s	A1533	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 5s	A1457 or A1530	None
Iphone 5s	A1453	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 6	A1549	Sprint
Iphone 6	A1586	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 6 Plus	A1522	Sprint
Iphone 6 Plus	A1524	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 6S	A1688 or A1633	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 6S Plus	A1687 or A1634	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 7	A1660	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 7	A1778	None
Iphone 7 Plus	A1661	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 7 Plus	A1784	None
Iphone SE	A1662 or A1723	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 8	A1863	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 8	A1905	None
Iphone 8 Plus	A1864	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone 8 Plus	A1897	None
Iphone X	A1865	Sprint (& Verizon IF Sprint will Unlock the device)
Iphone X	A1901	None
Samsung	(Model Number ending in P)	Sprint
Samsung	(Model Number ending in U)	Sprint (& Verizon IF Sprint will Unlock the device)
Galaxy S5	G900P	Sprint
Galaxy S6	G920P	Sprint
Galaxy S6 Edge	G925P	Sprint
Galaxy S6 Edge+	G928P	Sprint
Galaxy S7	G930P	Sprint
Galaxy S7 Special Edition	SM-G930U	Sprint (& Verizon IF Sprint will Unlock the device)
Galaxy S7 Edge	G935P	Sprint
Galaxy S7 Edge Special Edition	SM-G935U	Sprint (& Verizon IF Sprint will Unlock the device)
Galaxy S8	G950P	Sprint
Galaxy S8 Plus	G955P	Sprint
Galaxy Note Edge	N915P	Sprint
Galaxy Note 3	N900P	Sprint
Galaxy Note 4	N910P	Sprint
Galaxy Note 5	N920P	Sprint
Galaxy Core Prime	G360P	Sprint
LG G4	LS991	Sprint
LG G5	LS992	Sprint
LG G6	LS993	Sprint
LG V10	NOT FOR SPRINT	N/A
LG V20	LS997	Sprint
HTC10	All Models except 2PS6500	Sprint
HTC One M9	All Models except 6535L	Sprint
HTC One M8	All Models except 6995L	Sprint
Droid Maxx	NOT FOR SPRINT	N/A
Droid Maxx 2	NOT FOR SPRINT	N/A
Droid Mini	NOT FOR SPRINT	N/A
Droid RAZR M	NOT FOR SPRINT	N/A
Droid Ultra	NOT FOR SPRINT	N/A
Moto Z Droid Edition	NOT FOR SPRINT	N/A
Moto Z Force Droid Edition	NOT FOR SPRINT	N/A
Moto Z Play	NOT FOR SPRINT	N/A
Moto G4	XT1607	Sprint (& Verizon IF Sprint will Unlock the device)
Moto G4 Plus	XT1644	Sprint (& Verizon IF Sprint will Unlock the device)
Moto G4 Play	XT1607	Sprint (& Verizon IF Sprint will Unlock the device)
Moto G5 Plus	XT1687	Sprint (& Verizon IF Sprint will Unlock the device)
Moto X Pure	All Models	Sprint (& Verizon IF Sprint will Unlock the device)
Moto E (4th Generation)	XT1021	Sprint (& Verizon IF Sprint will Unlock the device)
Pixel	USA Version	Sprint (& Verizon IF Sprint will Unlock the device)
Pixel XL	USA Version	Sprint (& Verizon IF Sprint will Unlock the device)
Nexus 5X	American Model	Sprint (& Verizon IF Sprint will Unlock the device)
Nexus 6	XT1103	Sprint (& Verizon IF Sprint will Unlock the device)
Nexus 6P	USA Model	Sprint (& Verizon IF Sprint will Unlock the device)

T-Mobile

*T-Mobile customers must pay off their device BEFORE becoming a Flash Wireless customer.

*Once the device is paid off, customer must request for the device to be UNLOCKED before becoming a Flash Wireless customer

Iphone 5c	A1532	Verizon or Sprint (once device is unlocked)
Iphone 5c	A1507 or A1529	None
Iphone 5c	A1456	Verizon or Sprint (once device is unlocked)
Iphone 5s	A1533	Verizon or Sprint (once device is unlocked)
Iphone 5s	A1457 or A1530	None
Iphone 5s	A1453	Verizon or Sprint (once device is unlocked)
Iphone 6	A1549	None
Iphone 6	A1586	Verizon or Sprint (once device is unlocked)
Iphone 6 Plus	A1522	None
Iphone 6 Plus	A1524	Verizon or Sprint (once device is unlocked)
Iphone 6S	A1688 or A1633	Verizon or Sprint (once device is unlocked)
Iphone 6S Plus	A1687 or A1634	Verizon or Sprint (once device is unlocked)
Iphone 7	A1660	Verizon or Sprint (once device is unlocked)
Iphone 7	A1778	None
Iphone 7 Plus	A1661	Verizon or Sprint (once device is unlocked)
Iphone 7 Plus	A1784	None
Iphone SE	A1662 or A1723	Verizon or Sprint (once device is unlocked)
Iphone 8	A1863	Verizon or Sprint (once device is unlocked)
Iphone 8	A1905	None
Iphone 8 Plus	A1864	Verizon or Sprint (once device is unlocked)
Iphone 8 Plus	A1897	None
Iphone X	A1865	Verizon or Sprint (once device is unlocked)
Iphone X	A1901	None
Samsung	(Model Number ending in T)	None
Samsung	(Model Number ending in U)	Verizon or Sprint (once device is unlocked)
Galaxy S4	M919	None
Galaxy S5	G900T	None
Galaxy S6	G920T	None
Galaxy S6 Edge	G925T	None
Galaxy S6 Edge+	G928T	None
Galaxy S7	G930T	None
Galaxy S7 Special Edition	SM-G930U	Verizon or Sprint (once device is unlocked)
Galaxy S7 Edge	G935T	None
Galaxy S7 Edge Special Edition	SM-G935U	Verizon or Sprint (once device is unlocked)
Galaxy S8	G950T	None
Galaxy S8 Plus	G955T	None
Galaxy Note Edge	N915T	None
Galaxy Note 3	N900T	None
Galaxy Note 4	N910T	None
Galaxy Note 5	N920T	None
Galaxy Core Prime	G360T	None
LG G4	H811	None
LG G5	H830	None
LG G6	H872	None
LG V10	H901	None
LG V20	H918	None
HTC10	All Models, but the 2P56500 will not work well	None
HTC One M9	All Models by 6535L will not work well	None
HTC One M8	All models by 6995L will not work well	None
Droid Maxx	NOT FOR T-MOBILE	N/A
Droid Maxx 2	NOT FOR T-MOBILE	N/A
Droid Mini	NOT FOR T-MOBILE	N/A
Droid RAZR M	NOT FOR T-MOBILE	N/A
Droid Ultra	NOT FOR T-MOBILE	N/A
Moto Z Droid Edition	NOT FOR T-MOBILE	N/A
Moto Z Force Droid Edition	NOT FOR T-MOBILE	N/A
Moto Z Play	NOT FOR T-MOBILE	N/A
Moto G4	XT1607	Verizon or Sprint (once device is unlocked)
Moto G4 Plus	XT1644	Verizon or Sprint (once device is unlocked)
Moto G4 Play	XT1607	Verizon or Sprint (once device is unlocked)
Moto G5 Plus	XT1687	Verizon or Sprint (once device is unlocked)
Moto X Pure	All Models	Verizon or Sprint (once device is unlocked)
Moto E (4th Generation)	XT1021	Verizon or Sprint (once device is unlocked)
Pixel	USA Version	Verizon or Sprint (once device is unlocked)
Pixel XL	USA Version	Verizon or Sprint (once device is unlocked)
Nexus 5X	American Model	Verizon or Sprint (once device is unlocked)
Nexus 6	XT1103	Verizon or Sprint (once device is unlocked)
Nexus 6P	USA Model	Verizon or Sprint (once device is unlocked)

AT&T

*AT&T customers must pay off their device BEFORE becoming a Flash Wireless customer.

*Once the device is paid off, customer must request for the device to be UNLOCKED before becoming a Flash Wireless customer

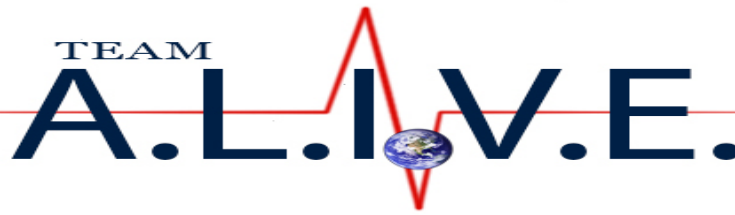
Iphone 5c	A1532	Verizon or Sprint (once device is unlocked)
Iphone 5c	A1507 or A1529	None
Iphone 5c	A1456	Verizon or Sprint (once device is unlocked)
Iphone 5s	A1533	Verizon or Sprint (once device is unlocked)
Iphone 5s	A1457 or A1530	None
Iphone 5s	A1453	Verizon or Sprint (once device is unlocked)
Iphone 6	A1549	None
Iphone 6	A1586	Verizon or Sprint (once device is unlocked)
Iphone 6 Plus	A1522	None
Iphone 6 Plus	A1524	Verizon or Sprint (once device is unlocked)
Iphone 6s Plus	A1634	Verizon or Sprint (once device is unlocked)
Iphone 6s	A1633	Verizon or Sprint (once device is unlocked)
Iphone 7	A1660	Verizon or Sprint (once device is unlocked)
Iphone 7	A1778	None
Iphone 7 Plus	A1661	Verizon or Sprint (once device is unlocked)
Iphone 7 Plus	A1784	None
Iphone SE	A1662 or A1723	Verizon or Sprint (once device is unlocked)
Iphone 8	A1863	Verizon or Sprint (once device is unlocked)
Iphone 8	A1905	None
Iphone 8 Plus	A1864	Verizon or Sprint (once device is unlocked)
Iphone 8 Plus	A1897	None
Iphone X	A1865	Verizon or Sprint (once device is unlocked)
Iphone X	A1901	None
Samsung	(Model Number ending in A)	None
Samsung	(Model Number ending in U)	Verizon or Sprint (once device is unlocked)
Samsung Galaxy S5	G900A	None
Samsung Galaxy S6	G920A	None
Samsung Galaxy S6 Edge	G925A	None
Samsung Galaxy S6 Edge+	G928A	None
Samsung Galaxy S7	G930A	None
Galaxy S7 Special Edition	SM-G930U	Verizon or Sprint (once device is unlocked)
Samsung Galaxy S7 Edge	G935A	None
Galaxy S7 Edge Special Edition	SM-G935U	Verizon or Sprint (once device is unlocked)
Samsung Galaxy S8	G950A	None
Samsung Galaxy S8 Plus	G955A	None
LG G4	H810	None
LG G5	H820	None
LG G6	H873	None
LG V10	H900	None
LG V20	H910	None
LG V20	H915	None
Samsung Galaxy S4	I337H	None
Samsung Galaxy Note 3	N900A	None
Samsung Galaxy Note 4	N910A	None
Samsung Galaxy Note Edge	N915A	None
Samsung Galaxy Note 5	N920A	None
Droid Maxx	NOT FOR AT&T	N/A
Droid Maxx 2	NOT FOR AT&T	N/A
Droid Mini	NOT FOR AT&T	N/A
Droid RAZR M	NOT FOR AT&T	N/A
Droid Ultra	NOT FOR AT&T	N/A
Moto Z Droid Edition	NOT FOR AT&T	N/A
Moto Z Force Droid Edition	NOT FOR AT&T	N/A
Moto Z Play	NOT FOR AT&T	N/A
Moto G4	XT1607	Verizon or Sprint (once device is unlocked)
Moto G4 Plus	XT1644	Verizon or Sprint (once device is unlocked)
Moto G4 Play	XT1607	Verizon or Sprint (once device is unlocked)
Moto G5 Plus	XT1687	Verizon or Sprint (once device is unlocked)
Moto X Pure	All Models	Verizon or Sprint (once device is unlocked)
Moto E (4th Generation)	XT1021	Verizon or Sprint (once device is unlocked)
Pixel	USA Version	Verizon or Sprint (once device is unlocked)
Pixel XL	USA Version	Verizon or Sprint (once device is unlocked)
Nexus 5X	American Model	Verizon or Sprint (once device is unlocked)
Nexus 6	XT1103	Verizon or Sprint (once device is unlocked)
Nexus 6P	USA Model	Verizon or Sprint (once device is unlocked)

Universal Devices

These devices work on any Flash Wireless Network

If paid off & unlocked by their current carrier (except Verizon)

Type of Device	Model Number
Iphone 5c	No Universal Model
Iphone 5s	No Universal Model
Iphone 6	No Universal Model
Iphone 6 Plus	No Universal Model
Iphone 6S	A1688 or A1633
Iphone 6S Plus	A1687 or A1634
Iphone 7	A1660
Iphone 7 Plus	A1661
Iphone SE	A1662 or A1723
Iphone 8	A1863
Iphone 8 Plus	A1864
Iphone X	A1865
Moto G4	XT1607
Moto G4 Plus	XT1644
Moto G4 Play	XT1607
Moto G5 Plus	XT1687
Moto X Pure	Any Model
Moto E (4th Generation)	XT1021
Pixel	USA Version
Pixel XL	USA Version
Nexus 5X	American Model
Nexus 6	XT1103
Nexus 6P	USA Model
Galaxy S7 Special Edition	SM-G930U
Galaxy S7 Edge Special Edition	SM-G935U
Samsung	(Model Number ending in U)



Flash Green (Verizon) Training

Important BYOD Must-Have's:

- 1) **Device Model Number:** If the 4G BYOD Device was on a network OTHER THAN Verizon, and they want to put the device on Flash Green, check the Model Number of the device & verify it is compatible on the Flash Wireless Green Network using the Flash Wireless Model Number Guide. If the device is a 3G device from a different network, it will not work on Flash Green. **If the device is currently on Verizon, it will work on Flash Green.*
- 2) **Unlocked Device:** If the device is coming from *another carrier other than Verizon*, verify the device is unlocked. All Verizon phones come unlocked (see notes in packet above for Unlocking instructions.)
- 3) **Paid Off Device/No Contract Fees:** Call current carrier and verify device is paid off completely and there are no other termination fees attached to their device or plan.
- 4) **Provider's Account Number & Account Pin Number:** This is needed if transferring a phone number.
- 5) **Credit Card:** Customer will pay for the first month's service, the activation fee and taxes at the time of the order.

Ordering Instructions

BYOD & Transferring Phone Number: (2 options)

1. Placing Order When Flash Needs to Mail SIM Card to Customer:

- a. If the device is not a Verizon device, check the model number to verify the model can activate on Flash Green
- b. If the device is not a Verizon device, verify the device is UNLOCKED by their current carrier.
- c. Type in the MEID* number of the compatible unlocked device to confirm there are no fees/contracts.
- d. Ask Flash Wireless to mail customer a Flash Wireless Green SIM Card (free).
- e. Continue with order by picking out plan.
- f. To transfer their phone number, type in the information on their EXSITING BILL, including their current account number, current pin number, current provider, phone number, and billing address.
- g. Once the order has been completed with credit card payment, wait for the Flash Wireless Verizon SIM Card to arrive.

ACTIVATION STEPS:

Once the SIM card has been received by customer, please do the following:

- a. Save any important voicemails.
- b. If the device is not a Verizon device, verify one last time that the device is UNLOCKED by their current carrier.
- c. **TEST THE SIM CARD FIRST:** Power down device, take out current carrier's SIM card, put in the Flash SIM card, power on the device and see if you get an error message of any kind:
 1. **NO SIM CARD-** Means the SIM card is defected. Do not port number if defected!
 2. **SIM CARD NOT SUPPORTED** – Means the device is LOCKED. Do not port number until the device is unlocked!
- d. Once SIM Card is tested and there is no error message: Power down the device.
- e. Log into their Flash Wireless Online Account.
- f. Port their phone number where instructed.
- g. Once port is successful, power on the device and do the following according to device:

1. iPhone 5 & newer: let it sit 3-5 minutes to activate. Phone will activate automatically. If device does not activate automatically: Go to Settings > General > Reset > Reset Network Settings and let the device reboot.
 2. Android: let it sit 3-5 minutes to activate automatically. If phone does not activate, type in activation code by dialing: *22890 Talk/Send
 3. 3G Devices: type in activation code by dialing: *22890 Talk/Send.
- h. Once activated, customer will see signal bars and can place phone calls.
- i. Dial *86 to set up new voicemail.

*If phone does not activate 1) the model of that device is not compatible on Flash Green or 2) the device is not unlocked.

2. Placing Order when you have a Flash Green SIM Card in Hand:

- a. Save any important voicemails.
- b. If the device is not a Verizon device, verify that the device is UNLOCKED by their current carrier.
- c. **TEST THE SIM CARD FIRST**: Power down device, take out current carrier's SIM card, put in the Flash SIM card, power on the device and see if you get an error message of any kind:
 - i. NO SIM CARD- Means the SIM card is defected. Do not place order if defected!
 - ii. SIM CARD NOT SUPPORTED – Means the device is LOCKED. Do not place order until the device is unlocked.

Once SIM Card has been tested & there is no error message:

- d. Type in the MEID* number of the compatible unlocked device to confirm there are no fees/contracts.
- e. Type in the Flash Wireless Green SIM Card Number.
- f. Continue with order by picking out plan.
- g. To transfer their phone number, type in the information on their EXISTING BILL, including their current account number, current pin number, current provider, phone number, and billing address.
- h. Once the order has been completed with credit card payment, the customer's phone number will immediately port to the Flash SIM Card you have in hand, so you must immediately activate device.

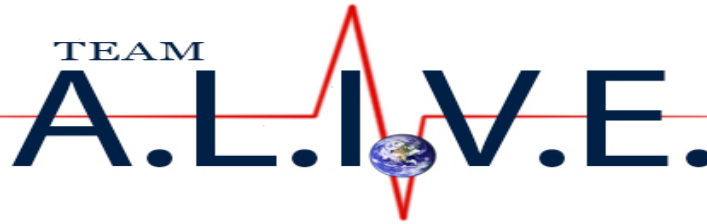
ACTIVATION STEPS:

- a. Power down device.
- b. Take out the existing Verizon SIM Card and put the new Flash Wireless Green SIM card inside the device (if you haven't done so already).
- c. Power on the device and do the following according to device:
 1. iPhone 5 & newer: let it sit 3-5 minutes to activate. Phone will activate automatically. . If device does not activate automatically: Go to Settings > General > Reset > Reset Network Settings and let the device reboot.
 2. Android: let sit 3-5 minutes to activate automatically. If phone doesn't activate automatically, type in activation code by dialing: *22890 Talk/Send
 3. 3G Devices: type in activation code by dialing: *22890 Talk/Send.
- c. Once activated, customer will see signal bars and can place phone calls.
- d. Dial *86 to set up new voicemail.

*If phone does not activate 1) the model of that device is not compatible on Flash Green or 2) the device is not unlocked.

*How to find the MEID Number:

1. Dial *#06# on your phone.
2. Check Settings:
 - iPhones: Settings > General > About
 - Androids: Settings > About Phone/Device > Status
3. Check under the device batter for MEID or DEC (either number may be submitted).



Flash Sprint Training

Important BYOD Must-Have's:

- 1) **Device Model Number:** If the 4G BYOD Device was on a network OTHER THAN Sprint, and they want to put the device on Flash Sprint, check the Model Number of the device & verify it is compatible on the Flash Wireless Sprint Network using the Flash Wireless Model Number Guide. If the device is a 3G device from a different network, it will not work on Flash Sprint. ***If the device is currently on Sprint, it will work on Flash Sprint (as long as it's unlocked).**
- 2) **Unlocked Device:** Call current carrier and verify the device is UNLOCKED. (See notes above in packet for Unlocking instructions).
- 3) **Paid Off Device/No Contract Fees:** Call current carrier and verify device is paid off completely and there are no other termination fees attached to their device or plan.
- 4) **Provider's Account Number & Account Pin Number:** This is needed if transferring a phone number.
- 5) **Credit Card:** Customer will pay for the first month's service, the activation fee and taxes at the time of the order.

Ordering Instructions:

BYOD & Transferring Phone Number: (2 options)

1. BYOD Coming From Sprint:

- a. Verify that the device is paid off by Sprint.
- b. Save important voicemails.
- c. Type in the MEID* number of the compatible UNLOCKED device to confirm there are no fees/contracts.
- d. Type in the ICCID* number (the current Sprint SIM card number) found in the settings.
- e. Continue with order by picking out plan.
- f. To transfer their phone number, type in the information on their EXISTING BILL, including their current account number, current pin number, current provider, phone number, and billing address.
- g. Once the order has been completed with credit card payment, the customer's phone number will immediately port to Flash Wireless via the existing Sprint SIM card that is already in the device. Device will need to activate immediately.

ACTIVATION STEPS (for number transfer):

- a. Verify one last time that the device is PAID OFF by Sprint.
- b. Save any important voicemails.
- c. Log into their Flash Wireless Online Account.
- d. Port their phone number where instructed.
- e. Power down device.
- f. Power on the device, wait 3-5 minutes for phone to activate over the air automatically. If the device does not activate automatically, type in activation code by dialing (instructions are emailed to customer):
 1. ##72786# for Android
 2. ##873283# for iPhone (please connect to Wi-Fi first) or go to Settings > General > Reset > Reset Network Settings and let the device reboot.
- g. Once activated, customer will see signal bars and can place phone calls.
- h. Dial *86 to set up new voicemail.
- i.

ACTIVATION STEPS (for NEW Number)

- a. Power down device
- b. Power on the device and type in activation code by dialing (instructions are emailed to customer):
 1. ##72786# for Android
 3. ##873283# for iPhone (please connect to Wi-Fi first) or go to Settings > General > Reset > Reset Network Settings and let the device reboot.
- c. Once activated, customer will see signal bars and can place phone calls.
- d. Dial *86 to set up new voicemail.

2. BYOD Coming From Another Carrier:

- a. Verify the device is UNLOCKED by their current carrier.
- b. Save any important voicemails.
- c. Type in the MEID* number of the compatible UNLOCKED device to confirm there are no fees/contracts.
- d. Request that Flash Wireless sends a Flash Sprint SIM Card (if option is not on website, CHAT with Flash and ask them to send a SIM card).
- e. Continue with order by picking out plan.
- f. To transfer their phone number, type in the information on their EXSITING BILL, including their current account number, current pin number, current provider, phone number, and billing address.
- g. Once the order has been completed with credit card payment, wait for the Flash Wireless Sprint SIM Card to arrive.

ACTIVATION STEPS: Once SIM card has been received by customer:

- a. Save any important voicemails.
- b. If the device is not a Sprint device, verify that the device is UNLOCKED by their current carrier.
- c. **TEST THE SIM CARD FIRST:** Power down device, take out current carrier's SIM card, put in the Flash SIM card, power on the device and see if you get an error message of any kind:
 - i. **NO SIM CARD-** Means the SIM card is defected. Do not port number if defected!
 - ii. **SIM CARD NOT SUPPORTED** – Means the device is LOCKED. Do not port number until the device is unlocked.
- d. Log into their Flash Wireless Online Account.
- e. Port their phone number where instructed.
- f. Once port is successful, power down the device.
- g. Take out the existing SIM Card and put the new Flash Wireless SIM card inside the device (if you haven't done so already).
- h. Power on the device and let sit for 3-5 minutes to activate automatically over the air. If activation doesn't occur automatically, type in activation code by dialing (instructions are emailed to customer):
 1. ##72786# for Android
 4. ##873283# for iPhone (please connect to Wi-Fi first) or go to Settings > General > Reset > Reset Network Settings and let the device reboot.
- e. Once activated, customer will see signal bars and can place phone calls.
- f. Dial *86 to set up new voicemail.

*If phone does not activate 1) the model of that device is not compatible on Flash Sprint or 2) the device is not UNLOCKED.

***How to find the MEID & ICCID Numbers:**

1. Dial *#06# on your phone.
2. Check Settings:
 - iPhones: Settings > General > About
 - Androids: Settings > About Phone/Device > Status



How to place a Strive For Five Flash Wireless Order:

1. Go to your online storefront
2. Select Your State
3. Select Flash Wireless
4. SCROLL DOWN and select "Start Here" under "Referred By An ACN Customer"
5. SCROLL DOWN and type in the Referring Phone Number & click Continue
6. Place order as normal
7. During the ordering process, verify the referring phone number is in the order and an IBO Number is not in the order.

***Ordering Notes:**

- You cannot have both an IBO Number and a Referring Phone Number in an order.
- The points for the order will show up under the IBO who has the referring phone number as a customer.

How Does Strive For Five Work? (The Basics):

- An IBO/Customer who acquires 5 Flash Wireless customers will receive a FREE Flash Wireless phone line.
- The 5 Flash Wireless Individual lines DO NOT have to be on separate accounts (e.g. If a customer has 4 individual lines on one account, this counts as 4 separate individual customers).
- One of the 5 Flash Wireless individual plans must be identical in price or more expensive than the individual line you want FREE.
- If an IBO is a Flash Wireless Customer & acquires 5 Flash Wireless Customers using their IBO number (not a referring phone number), all 5 Flash Customers are automatically applied to the IBO's Flash Wireless Cell Phone and the IBO will get FREE service.
- To get a Family Plan FREE: An IBO/Customer must acquire 5 Flash Wireless Family Plans (one plan must be identical in price or more expensive than the Family Plan you want FREE.)

For SPECIFIC Details on Strive For Five Terms & Conditions, visit:

<https://www.myacn.com/en/strive5/terms-and-conditions.html>