



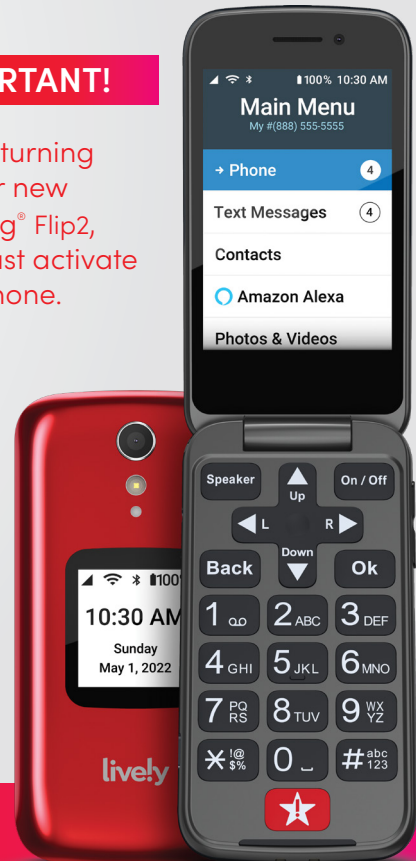
# Activation Guide

## IMPORTANT!

Before turning on your new Jitterbug® Flip2, you must activate your phone.

To activate your new phone, call **1.888.900.1367**.

For general customer service or existing account-related questions, please call **1.800.733.6632**.



# Activation Guide

## OPTION 1 - ONLINE

Activate without phone number transfer.

**Step 1:** Visit [lively.com/activate](https://lively.com/activate).

**Step 2:** Follow instructions online to select your plan and activate your phone.

Refer to the side of your Jitterbug® Flip2 box for the IMEI number.



*Discounted \$25 activation charge.*

## OPTION 2 - PHONE CALL

Connect to a live agent for activation:

- **with** phone number transfer see Steps 1 - 4.
- **without** phone number transfer see Steps 2 - 3.

**Step 1:** If you want to transfer your phone number, fill out the Phone Number Transfer Worksheet. *(You can find this information on past bills or by contacting your previous service provider.)*

**Step 2:** From another phone, call **1.888.900.1367**.

**Step 3:** The agent will help you select your plan and activate your phone.

**Step 4:** The agent will collect the information on your Phone Number Transfer Worksheet.

*Standard \$35 activation charge.*

*No additional charge to transfer number.*

# Phone Number Transfer Worksheet

You can transfer your cell or home phone number to your new Jitterbug® Flip2 at no cost, as long as your number is still available. Write down your previous service information below and provide it to the friendly agent when you call to activate.

**IMPORTANT:** *Do not cancel your previous service until the number transfer is complete.*

Name of account holder:

Phone number you wish to transfer:

Service provider name:

Account number:

Account password or pin:

Last 4 digits of account holder's SSN:

Billing address on account:

*Typical time for phone number transfer:*

*cell phone = 1-3 business days*

*home phone = 5-7 business days*