



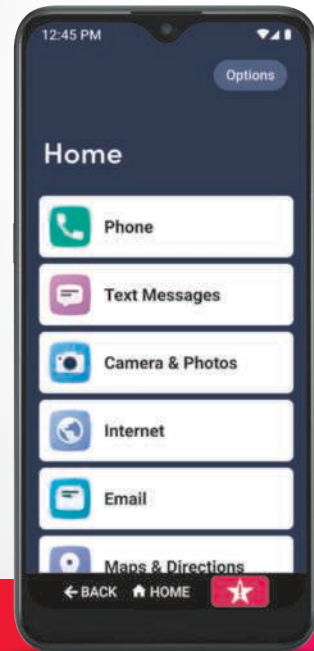
Activation Guide

IMPORTANT!

Before turning on your new Lively™ Smart, you must activate your phone.

To activate your new phone, call **1.888.900.1368**.

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.

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

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 **1.888.900.1368**.

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 Lively Smart 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