

# ACTIVATE YOUR DEVICE TODAY

## YOUR DEVICE HAS A SIM CARD

### Same SIM card:

Move your existing SIM card from your old phone into your new phone & turn it on.



### New SIM card:

Slide your new SIM card into your phone and call customer service.



## OR YOUR DEVICE DOESN'T HAVE A SIM CARD

### By Phone:

Using your replacement phone, Dial \*228, option 3.



### Online:

Go to [verizonwireless.com](http://verizonwireless.com), click on "My Account," then "Change ESN."



### In Person:

Please contact your nearest Verizon Wireless location.



# READY, SET, GO!

## To Return a Device:

- Please place the broken device in the provided return envelope, attach the included USPS label, and drop the sealed envelope in any US Postal Service mailbox.
- Make sure you return your defective unit with all the required components to eSecuritel to avoid incurring additional fees.
- If the broken device is not returned within 45 days, you may be subject to \$100 in equipment and processing fees.

**Important Note:** Please note that eSecuritel will appear as the payee on your banking statement or credit card statement by which you paid your deductible. This will appear on your next statement.

## About Your Replacement:

- Your eSecuritel replacement device comes with a 90 day warranty. If your replacement malfunctions during this time period, please call (877) 412-5188 to file a defective claim. Upon approval, you will be shipped a replacement via overnight delivery.
- Please keep the receipt, original box, manual, and all packaging materials in a safe place. In the event that you experience problems with your replacement device, you must have these items for future exchanges with eSecuritel.

## QUESTIONS ABOUT YOUR SERVICE?

Contact eSecuritel:  
(877) 412-5188

