



Activating your new phone:

If you are using your damaged phone or a temporary handset, you must turn off that phone or programming may be unsuccessful.

1. Charge your replacement phone's battery according to the instructions in the user's manual received with your replacement phone.
2. Power on your replacement phone once the battery is fully charged.
3. Dial toll-free 1-877-807-4646 from a landline phone or from a phone other than your replacement phone.
4. Enter the information as requested at each prompt. You will be asked to enter one or more of the following:
 - a. The 10-digit mobile number
 - b. The 5-digit billing ZIP code
 - c. The account password (if applicable) or last 4 digits of the account holder's social security number or Federal Tax ID (if applicable)
 - d. Press 1 to activate your insurance equipment replacement. Wait for confirmation that your account has been updated with the new phone information.

You will now be ready to program your replacement device.

5. Dial *228 and press send from your replacement phone. There is no charge for this call.
6. Listen for the prompt, and "Press 1 to program your phone."
7. Remain on the call while your phone is programmed (could take up to 2 minutes). Do not hang up until you hear, "*Your phone has been programmed successfully.*"

If your phone does not program successfully, and you will need further assistance, please contact Verizon Wireless at 1-800-922-0204. Please notify Asurion at 866-677-2540 within 7 days of receiving your replacement equipment to report any problems with your shipment, including damage, incorrect equipment or missing items.