

ACTIVATE YOUR PHONE TODAY

ONLINE

1. Visit www.boostmobile.com.
2. Click on “My Account” and log in.
3. Go to the “Update Handset” tab.
4. Enter new equipment information (ESN or MEID) and submit*.



* To locate on Android devices, go to the “Settings” app and “About Phone.” For Apple devices, go to Settings>General>About.

OR BY PHONE

NOTE: You must call from a different phone than the Boost phone currently on the account.

Call Boost Mobile at 1-888-BOOST-4U (1-888-266-7848).

1. Enter a valid Boost Mobile phone number when prompted.
2. Select Option 3 to make changes to your account.
3. Select Option 2 to swap your current phone for a new one.
4. Follow the instructions to complete the swap.

READY, SET, GO!

If You Have a Broken Phone:

- Please place the broken phone in the provided return envelope, attach the included label, and drop the sealed envelope in the appropriate mailbox.
- Make sure you return your broken phone with all the required components to Brightstar Device Protection to avoid incurring additional fees.
- If the broken phone is not returned within 10 days, you may be subject to equipment and processing fees of up to \$200.

Important Note: Brightstar Device Protection will appear as the payee on your banking statement or credit statement by which you paid your claim deductible. This will appear on your next statement.

About Your Replacement:

- If you received a new SIM card with your replacement materials, please place it in your new phone.
- Your Brightstar Device Protection replacement phone comes with a 90 day warranty. If your replacement malfunctions during this time period, please call 1-844-534-3099 to file a defective claim. Upon approval, you'll 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 phone, you must have these items for future exchanges with Brightstar Device Protection.