

# ACTIVATE YOUR DEVICE TODAY

## ONLINE

1. Visit [www.virginmobileusa.com](http://www.virginmobileusa.com).
2. Click "Activate" on the top right menu.
3. Select "I'm a current customer and want to swap Virgin Mobile phones."
4. Click "Next" and follow the activation steps.



## BY PHONE

Call Virgin Mobile at:  
**1-888-322-1122**



## QUESTIONS ABOUT YOUR SERVICE?

CALL VIRGIN MOBILE AT  
**1-888-322-1122**

# READY, SET, GO!

## If You Have a Broken Device:

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

**Important Note:** 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 device comes with a 90 day warranty. If your replacement malfunctions during this time period, please call 1-844-534-3098 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 device, you must have these items for future exchanges with Brightstar Device Protection.

Brightstar **Device Protection**

