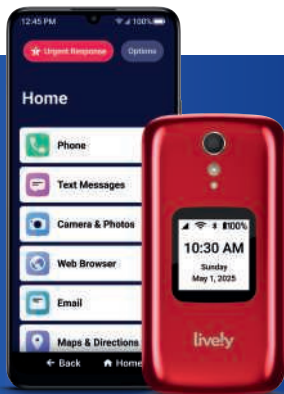


jitterbug[®] Quick Start Guide

Important steps for Jitterbug phone setup.



Need to activate or have a replacement?

See Step 1.

Already activated (not a replacement)?

Skip to Step 2.

1) Three ways to activate.

If you are a new customer:

Option 1 – Activate Online*

SAVE \$10!

Visit lively.com/activate and follow instructions to select your phone plan and activate your phone.

Option 2 – Call a Live Agent**

From another phone, speak with an agent to select your phone plan and activate your phone.

- Jitterbug Flip2: Call 1.888.900.1367
- Jitterbug Smart4: Call 1.888.900.1368

*\$25 online activation. **\$35 activation over the phone.

If you have a phone replacement or upgrade:

Option 3 – Activate a Replacement Phone or Upgrade†

Need to activate?

Call 1.800.733.6632 to speak with a Care Advisor.

Already activated?

Power on your new phone and follow the on-screen instructions.

Care Advisors can update contacts in your new Jitterbug with names and numbers we have on file. To expedite service, have your existing account information on hand when you call.

Phone return required?

Use the return envelope and shipping label to return your old phone within 14 business days of receiving your replacement phone.‡

Phone return not required?

Recycle your old phone at one of many supporting locations. Original accessories should work with your replacement phone.

†For info on our Standard Warranty, visit lively.com/legal/warranty.

‡Save any important information before returning the old phone.

2) Transfer your phone number.

You may be able to transfer your existing cell phone or home phone number to your new Jitterbug.

- Make sure activation of your new Jitterbug is complete.
- Visit lively.com/keep-number for information on how to transfer your phone number.

- Wait until the transfer is complete to cancel your previous phone service.§
- If you need additional help, call 1.866.233.3436.

§Ability to transfer your number depends a.) on whether your number is eligible to be transferred and b.) upon your old phone carrier's approval.

3) Create an online account.

Register at lively.com/myaccount for easy self-serve account management and info at your fingertips.

- Update Personal Emergency Profile
- Securely view and pay bills
- Check monthly usage
- Manage your profile

4) Complete your Personal Emergency Profile.



If you subscribed to Urgent Response, update your Personal Emergency Profile (PEP) as soon as possible.

- At lively.com/myaccount you can enter the personalized details you choose, from emergency contacts to medications, doctors, vehicle info and more, so we can provide you the best service.
- If you cannot access a computer, complete the enclosed PEP form and mail it back in the provided return envelope.



5) Learn about your new phone.

Visit lively.com/support to view user guides, how-tos and FAQs at your convenience. Our knowledgeable and caring team is also here to help with your product and service questions, at customercare@lively.com or 1.800.733.6632.

6) Love Lively? Refer a friend.

Earn a one-time \$25 credit on your Lively bill for every friend who activates a Jitterbug phone or Lively device based on your referral, and they will receive a \$25 credit on their new account, too!



- Simply have your referral call 1.800.670.7240 to activate their phone or device and mention your name and Lively account number or phone number.
- The \$25 credit will appear on your future Lively bill.

Your referral must activate and maintain a new account with Lively for 60 days and be current in payments for you to receive the \$25 credit. Your account must also be current in payments to receive the credit. The credit cannot be refunded and has no cash value. You may refer up to 10 friends per year.

live!^{ly}

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