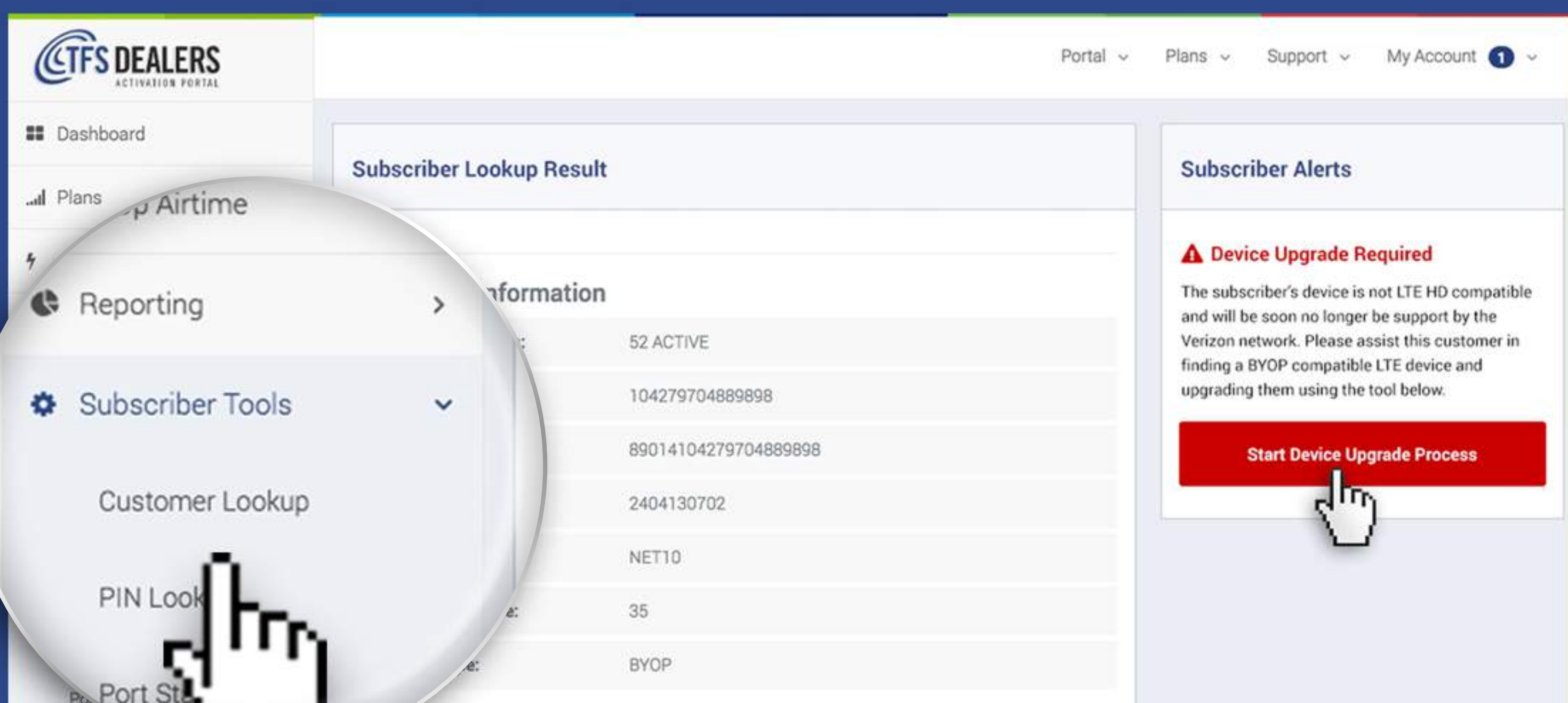


VERIZON NETWORK ALERT

Non-VoLTE Devices will Soon Stop Working

The Verizon network is discontinuing support for Non-VoLTE Devices. Customers on non-VoLTE compatible devices must upgrade soon. Good News - the Tracfone Dealer Portal has three new tools to help you identify unsupported active customers, check for BYOP eligibility for their new devices, and an easier-than-ever upgrade tool.



VoLTE CUSTOMER UPGRADE TOOLS

How to Support Your Customers

Dealer can follow the 3 steps below to help their non-VoLTE customers upgrade to a new, compatible VoLTE Device.



STEP 1

New VoLTE Customer Lookup Tool

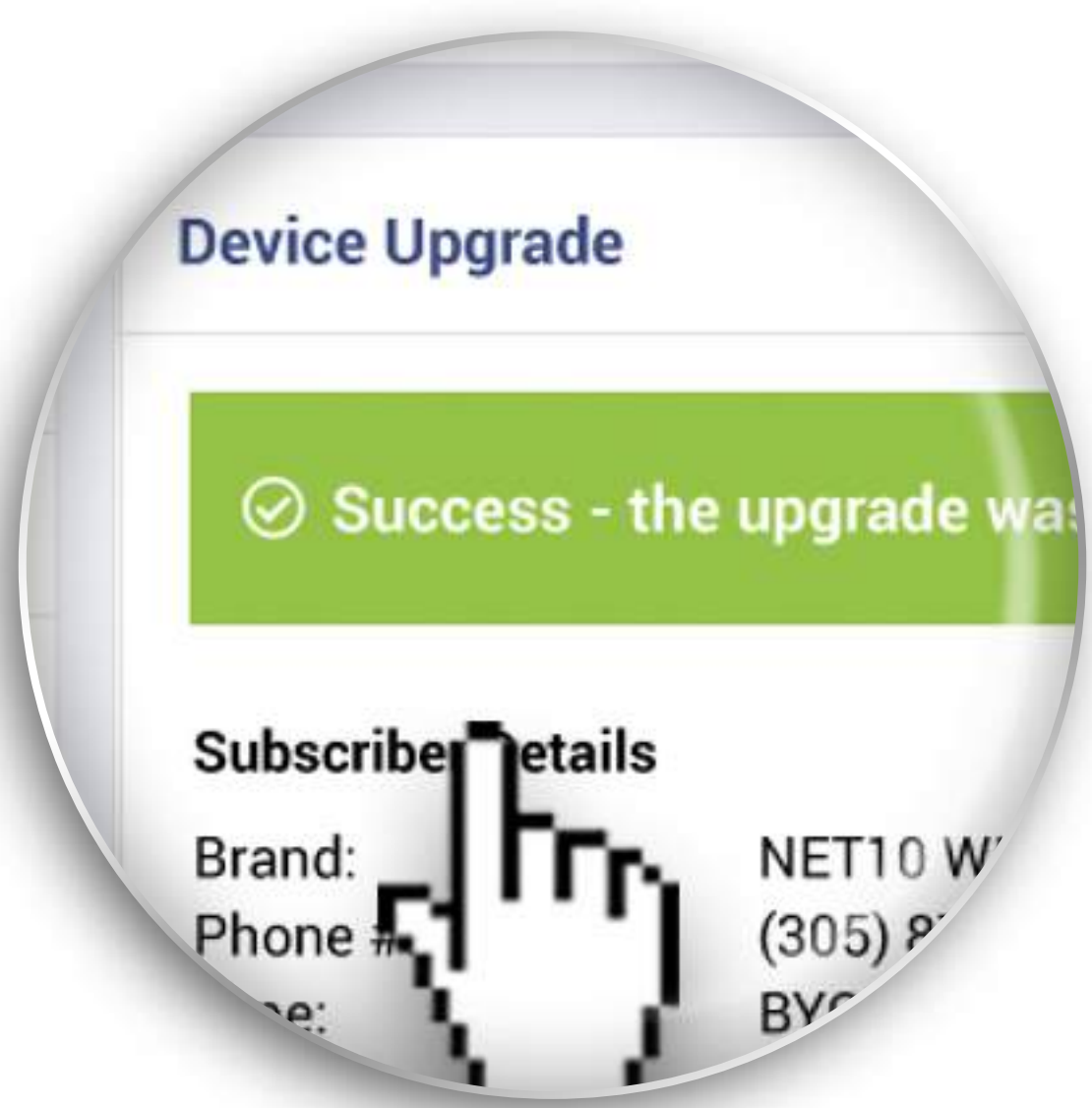
The customer lookup tool will now alert dealers if a device is Non-VoLTE Compatible. Dealers can easily start an upgrade from the lookup page.



STEP 2

New VoLTE BYOP Eligibility Tool

Now you can check a BYOP device for VoLTE eligibility prior to attempting an upgrade. Available from the Customer Lookup Tool.



STEP 3

New VoLTE Device Upgrade Tool

Dealers can submit the upgrade in one easy final step to transfer service from the old device to the new VoLTE compatible device. Customers will now have their same service on the new VoLTE device.

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