

ACTIVATE YOUR DEVICE TODAY

YOUR DEVICE HAS A SIM CARD

Same SIM card:

Move your existing SIM card from your old phone into your new phone & turn it on.



New SIM card:

Slide your new SIM card into your phone and call customer service.



OR YOUR DEVICE DOESN'T HAVE A SIM CARD

By Phone:

Using your replacement phone, Dial *228, option 3.



Online:

Go to verizonwireless.com, click on "My Account," then "Change ESN."



In Person:

Please contact your nearest Verizon Wireless location.



READY, SET, GO!

To Return a Device:

- Please place the broken device in the provided return envelope, attach the included USPS label, and drop the sealed envelope in any US Postal Service mailbox.
- Make sure you return your defective unit with all the required components to eSecuritel to avoid incurring additional fees.
- If the broken device is not returned within 45 days, you may be subject to \$100 in equipment and processing fees.

Important Note: Please note that eSecuritel will appear as the payee on your banking statement or credit card statement by which you paid your deductible. This will appear on your next statement.

About Your Replacement:

- Your eSecuritel replacement device comes with a 90 day warranty. If your replacement malfunctions during this time period, please call (855) 309-8345 to file a defective claim. Upon approval, you will 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 eSecuritel.

QUESTIONS ABOUT YOUR SERVICE?

Contact eSecuritel:
(855) 309-8345

