Overview

Perform the following steps to activate a new Boost Mobile handset and port-in the phone number from an external carrier. This port-in process consists of 9 primary steps:

- Initiate the Activation Process
- Identify Your Phone
- Choose Your Plan
- Choose Your Phone Number
- Set Up Your Account
- Review Your Selections
- Make a Payment
- Complete the Activation
- Post-Activation Steps

Initiate Activation Process

**Important:** Ports between Sprint, Boost Mobile and Virgin Mobile cannot be processed through the Sales Portal. Please call Customer Care to process the transaction.

2. Move your cursor over **Activate** and select **Boost Activation** at the top of the Sales Portal homepage.

**NOTE:** If you are logged in using a Door Manager profile, you will not be able to perform this function. Only Individual User accounts are able to perform an activation using the Sales Portal.
3. The activation landing page appears.

4. Enter the equipment identifier information:
   - Enter the ESN or MEID (for iPhones MEID can be entered in HEX format)
   - Devices with a removable UICCID SIM will require the 20 digit UICCID entry
5. Click the **Start Activation Process** button.

**NOTE:** When activating a previously active Boost Mobile device, the following message will appear.

**Important notice**

Your handset has been previously activated. You will need to pay a $15 reactivation fee. Your service will not be active until the fee is paid. You will be able to pay this fee on the Make a Payment step.

Additionally, if you are activating a non-Boost brand or configured phone, please be advised that only voice, data, and SMS text messaging services are compatible on Boost. Other services/features, including MMS and some preinstalled applications may not function or be available on Boost Mobile.

To continue, click ‘agree.’
Choose Customer's Phone Number

Check Port-In Eligibility

6. Click **Transfer Your Number** to begin the Port Eligibility Check.
7. Enter the phone number that your customer wishes to port over.
8. Click **Check Eligibility**. A success message appears, indicating that the number can be transferred to Boost and the user is prompted to provide the customer’s information from the other service provider.

**Important:** Ports between Sprint, Boost Mobile and Virgin Mobile cannot be processed through the Sales Portal. Please call Customer Care to process the transaction.

9. Enter the following information regarding the customer’s current account with the other Carrier:
   10. First Name on Account
   11. Last Name on Account
   12. SSN/Tax ID
   13. Address Line 1
   14. Address Line 2
   15. City
   16. State
   17. Zip Code
   18. Account Password (Required for Metro PCS)
   19. Verify Password
20. Click the **Continue** button.

**Note:** The customer will know that the port-in request has been completed when their previous service stops working. At this point, the customer should turn their handset off and on.
21. Click to select the tab corresponding with the desired payment frequency (pay by the month or pay by the day). The plan options are displayed below.

**Choose Customer's Plan**

At this point in the activation process you may receive a message letting you know that the handset is available for handset insurance.

Provide your customer with the insurance brochure and select the corresponding options if the customer chooses the insurance.

22. Click the radio button corresponding with the desired plan. The available add-ons are displayed below.

23. Click the radio button(s) corresponding with any add-on(s) that the customer would like to include.
Choose Customer’s Plan

24. When processing the customer’s activation in the Choose Plan Screen the **You May Be Eligible for Handset Insurance popup** screen appears.

![You May Be Eligible for Handset Insurance Popup](image)

**Note:** Exiting the popup will allow the customer to select the phone insurance if desired.

25. If selected the **Phone Insurance Selected** popup screen appears.

![Phone Insurance Selected Popup](image)

26. Click the **Continue** button. The **Set Up Your Account** screen appears.
How To Port-In Boost Mobile Devices via Sales Portal

Set Up Customer’s Account

Enter the following information in the Personal Information section:

27. First Name
28. Last Name
29. Address Line 1
30. Address Line 2
31. City
32. State
33. Zip Code
34. Email Address
35. Confirm Email Address

36. In the Preferences section, select the desired language from the Language drop-down menu.

Note: When customers dial 233 to replenish or 225 for their balance, they will hear prompts in the language they selected. Additionally, the customer will receive texts from Boost Mobile in the selected language.
37. In the **Create Your Account PIN** Section, type the account PIN in the **Account PIN** field.

![Create Your Account PIN](image)

**Note:** The PIN should not have repeating or consecutive digits or be easy to guess.

38. Type the account PIN again in the **Confirm PIN** field.

39. Click the **Continue** button.

- Skip the next section and proceed to the **Review Your Selections** section.
40. Click the **Continue** button. The **Review Your Selections** screen appears.

41. Review the information to confirm its accuracy.

### Review Your Selections

Please review your selections and the results from your selection. If you are happy with your selections, review and agree to the Boost Mobile General Terms and Conditions below.

If you would like to update your selections, use the available links on the left to return to the appropriate section.

Once you agree to the terms and conditions you will receive your Boost Phone Number. However, you won’t be able to make or receive calls until you add the “Minimum Amount Necessary to Start Service” displayed below.

Once you complete your activation, you will be able to print your information to keep as a record of your transaction.

#### Financial Summary

<table>
<thead>
<tr>
<th>Charges</th>
<th>Credits:</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Time Charges:</td>
<td>Activation Credit: $5.00</td>
</tr>
<tr>
<td>- Reactivation Fee:</td>
<td></td>
</tr>
<tr>
<td>Total One Time Charges:</td>
<td>$10.00</td>
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<tr>
<td>- Recurring Charges:</td>
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<tr>
<td>- Daily Unlimited Subscription:</td>
<td>$5.00/day</td>
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<td>- Text/MMS/Web:</td>
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<tr>
<td>Total Recurring Charges:</td>
<td>$2.50/day</td>
</tr>
<tr>
<td>Total Charges:</td>
<td>$12.50</td>
</tr>
</tbody>
</table>

**Minimum Amount Necessary to Start Service: $7.50**

(You will be able to make a Payment to your account to start service in the next step)

**Note:** If any of the information is incorrect, you can click the applicable link(s) on the left side of the page to go back and make any corrections.
42. The customer must click the check box indicating **I Have Read and Agree to the Terms and Conditions.**

![Terms and Conditions](image)

**Note:** Click the Print Terms and Conditions link if desired.

43. Click the **Continue** button. The **Make a Payment** screen appears.
44. Click one of the following payment options:

If Credit or Debit Card is selected:

The user is prompted for the following information:

a. Payment Amount
b. Card Number
c. Expiration Date
d. Card Verification Number/Value
e. First Name on Card
f. Last Name on Card
g. Billing Address 1
h. Billing Address 2
i. City
j. State
k. Zip Code
l. Billing Phone Number
m. Click the **Save Card Information** check box if the customer would like to save their card information for future use.

n. Click the **Auto Re-Boost Enrollment** check box if the customer would like to enroll in Auto Re-Boost.
How To Port-In Boost Mobile Devices via Sales Portal

Make a Payment, continued

If Re-Boost Card/PIN is selected:

- Enter the 14-digit Re-Boost card number.

If Make a Payment Later is selected:

- A prompt appears indicating that the customer has selected to skip payment and that they may not be able to make or receive calls if they do not have sufficient funds in their account.

45. Click the Continue button. A summary of the payment information appears.

**Note:** If any of the information is incorrect, the customer can click the Edit Payment Information hyperlink.

46. If the customer wants to sign up for Auto Re-Boost, they should select the Yes, Sign Me Up For Auto Re-Boost radio button:

- If Yes, sign me up for Auto Re-Boost is selected, Terms and Conditions appear. The customer needs to read the Terms and Conditions, click the I Agree to the Auto Re-Boost Terms and Conditions check box, and click the Submit button. The congratulations screen appears.

- If No thanks, sign me up another time is selected, click the Submit button to continue. The congratulations screen appears.
How To Port-In Boost Mobile Devices via Sales Portal

47. Review the summary of information provided included Account Information and Service Status.

48. Have the customer complete steps listed on the screen:

- **If the customer has sufficient funds to start service:**
  You are done! Turn off your handset and turn it back on and your handset will be good to go! Please review key Account and Service Information below.

- **If the customer does not have sufficient funds to start service:**
  You are almost done. Please Make a Payment to your account to make or receive calls. Make sure you review key Account and Service information below.

49. If the customer is activating a BlackBerry, refer to the BlackBerry Provisioning Steps Step Action Guide for additional information.

50. To keep a record of the transaction, click the **Print this Page** link.

51. **iPhone:** This device may be eligible for **AppleCare+ Protection** for iPhone. Please contact Boost Care at 888-266-7848 within 24 hours of activation or visit your local Apple Retail Store within 30 days of activation to purchase AppleCare+ Protection.
Post-Activation Steps

*Very Important* To begin processing a new activation, you will need to close out the browser window and repeat the complete process starting with Step 1.

Once you have closed the browser window, move your cursor over **Activate** and select **Boost Activation** to activate additional handsets.