



Preparing for Your Trilight Mobile Transition -

- **Device Status:** Your device must be fully paid off and not under contract to ensure eligibility.
- **Unlocked Device:** Confirm with your current carrier that your account is unlocked and ready to switch networks.
- **Port PIN:** You will need a Port PIN from your current provider:
 - o Port PINs vary in expiration depending on your current carrier—they are generally valid for a limited time (typically 7 days).
 - o You may obtain your Port PIN by dialing #PORT or *PORT (depending upon your current carrier) from your current mobile device, logging in to your current account portal and submitting a request, or by contacting their customer support team directly via phone.
 - o Important: Do not disconnect or cancel your current service prior to the transition. Your mobile number must remain active with your current provider in order to be successfully ported to Trilight Mobile.
- **Fully Charged Device:** Please ensure your phone or device is fully charged prior to your transition.
- **Transferring Your Number:** Please bring a recent statement from your current mobile provider, or be prepared to provide:
 - o Your mobile account number
 - o The Port PIN
 - o The exact name and address on the mobile account
- **Paperless & AutoPay:** All Trilight Mobile statements will be paperless billing and managed through AutoPay (Credit or Debit Card) for your convenience.
 - o Please bring your credit or debit card information to set up AutoPay for your ATC + Trilight Mobile account during the transition. Additionally, we would be happy to assist you with enrolling in AutoPay and Paperless Billing for your broadband service, should you wish to do so.