



Affinity[®]
CELLULAR



CUSTOMER SUPPORT INFORMATION

FROM YOUR PHONE: 611

PHONE: 833-679-1090

EMAIL: help@affinitycellular.com

WEB: www.myaffinitymobile.com

CUSTOMER SUPPORT HOURS

M-F: 8am-10pm

SAT: 8am-8pm

SUN: 10am-7pm

Customer Support Hours are Central Time.

Thank You

Dear Affinity Customer,

Thank you for choosing Affinity Cellular.
Our team has been providing low cost
cellular service for over 25 years.

We promise to provide excellent service
and offer plans that fit your needs, with
more minutes included. It pays to belong.

We value your business!

Affinity Cellular

MY ACCOUNT

As an Affinity Cellular customer, you have access to your account by clicking the My Account button on our website and signing in to your account.

Once logged in, you can:

- Check current usage
- Make payments, view payment history, and update your credit card
- Restore a suspended service
- View and download call records, statements, receipts, and device manuals
- Update your account information
- Submit your port-in and change your plan or SIM card

BILLING & YOUR CREDIT CARD

- 1) At the time of your order you were informed of your billing cycle and billing date. You can contact Customer Support if you have any questions about your billing cycle. Your device was activated before being shipped, and billing begins at the time of shipment.
- 2) The credit card you provided at the time of your order will be automatically billed each month. The amount to be charged covers your selected monthly rate plan plus any overage and taxes. It is simple, and a great way to earn credit card points and discounts. Failure to update your credit card information may result in late fees or interruption of service.

If the credit card on file fails, we will attempt to charge your card again two days later. If payment fails, your line will be suspended and we will retry payment for you weekly for up to 40 days. If no payment is collected during this time, your service will be disconnected and your number will be lost. If successful payment is received at any point during the billing process, your service will be restored.

- 3) It is important that you let us know if you have any changes on your credit card account, such as expiration date, change of address, or change of credit card number. You can update this information directly by clicking on the My Account button on our website and signing into your account. You may also make us aware of these changes by dialing 611 from your cellphone or by dialing 833-679-1090 from another phone. Both options are toll-free.

BILLING & YOUR CREDIT CARD

- 4) A copy of your bill will be sent each month to the email address you provided at the time you placed your original order. If you did not provide an email address or do not have an email address you may access your account by clicking the My Account button on our website and signing into your account. You may also request a copy of your bill by dialing 611 from your cellphone or by dialing 833-679-1090 from another phone.
- 5) Usage alerts will be sent out via text and email as you reach certain threshold amounts of your selected rate plan. For example, when you have consumed 75% of your data bucket. This is your opportunity to review your current plan and make plan changes if you choose, so that you can avoid overage charges.

If you find that you are using more minutes, text, or data than expected, you may change your plan at any time during the billing cycle. Your account can be changed retroactively within the same cycle to a plan that reduces or eliminates overage charges within the same billing cycle.

Likewise, if you are not using as many minutes, text or data as you expected, you may call to change your plan. Your new plan will be effective at the beginning of your next billing cycle, so that you can avoid paying for minutes you are not using.

You can see your usage, pay your bill and more by clicking the My Account button on our website and signing into your account. You may also dial 611 from your cell phone or call 833-679-1090 from any phone for assistance.

- 6) If you do not have a username and password to log into your account on our website, please click on the forgot password link and enter your account number or mobile number. A reset code will be emailed to the email address on file and texted to your mobile number. If you still have issues accessing My Account, call Customer Support by dialing 611 toll free from your cell phone, or dialing 833-679-1090 from another phone and we can set one up for you.
- 7) See terms and conditions online for overage detail and fair use policy. This is located under the support tab.



UNDERSTANDING YOUR STATEMENT

Account Summary: This section gives an overview of all charges, credits, or adjustments.

- **Previous Bill:** Total for the last month's statement
- **Recent Payments:** Shows amounts paid and any adjustments during the current cycle
- **New Wireless Charges:** Total you are billed for the current month
- **Total:** The total amount due

Auto Pay Date	Amount Paid
06/01/20	\$23.07

<u>Summary</u>	
Previous Bill	0.00
Recent Payments	-\$64.84
New Wireless Charges	87.91
Total	\$23.07

Payments and Adjustments: This will show payments made by you and adjustments applied to your account during the current cycle, and the date these transactions occurred.

Payments And Adjustments

Description	Date	Amount
Credit card payment	03/24/2020	-47.17
Payments and Adjustments Subtotal		-47.17

One time and Monthly Recurring Charges: This will display your normal monthly charges and all purchases made by you in the last month.

Summary Of One Time And Monthly Charges

Monthly	Qty	Cost
BASIC PHONE - UNLIMITED TALK, TEXT	1	\$30.00
One Time And Monthly Charges Subtotal		\$30.00

UNDERSTANDING YOUR STATEMENT

Taxes and Surcharges: Taxes are based on your billing zip code. Administrative Charge is a charge associated with payment of government fees for compliance with government imposed regulatory requirements.

Summary Of Taxes And Surcharges By Jurisdiction

Federal		Cost
Federal TRS Fund		\$0.23
Federal Universal Service Fund		\$1.62
State		Cost
State 911 Tax		\$0.56
State Franchise Fee		\$0.00
State Sales Tax		\$3.59
Universal Service Fund		\$1.56
City		Cost
City Sales Tax		\$1.15
Other Telecom		Cost
Administrative Charge		\$1.49
<hr/>		
Total Taxes And Surcharges Subtotal		\$10.21

Usage Summary: This will reflect the number of minutes, messages and data units used on your account for this billing period. Any overages for voice, data, or messaging occurring in this billing cycle will be reflected here.

Summary Of Usage Charges

Voice	Calls	Minutes	Cost
Peak	32	216	\$21.00
Messaging	Messages	Messages	Cost
MMS	6	6	\$0.00
SMS	29	29	\$0.00
Data	Sessions	Megabytes	Cost
4G	73	511	\$4.50
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Usage Subtotal			\$25.50

IMPORTANCE OF A VALID EMAIL ADDRESS

It is important that we have a valid email address on file. We will not only be sending your monthly statement to this email address, but also updates on account changes, payment receipts, usage alerts, payment reminders, and credit card expiring alerts. If you don't have a valid email on file, you will miss out, and we strongly encourage an email address to get the best Affinity Cellular experience. You can update your email address on the My Account page. You can call Customer Support to update your email address by dialing 611 toll-free from your cell phone, or dialing 833-679-1090 and we can get it updated for you.

BATTERY

Smartphone Users: Be aware that your battery life will be affected by how you use your phone. Many applications and features of your smartphone will utilize your battery life and may quickly drain your battery.

Applications and features that can have an impact on daily battery life:

- Applications using location-based services
- Keeping Wi-Fi on at all times
- Keeping Bluetooth on at all times
- Utilizing a very bright screen at all times

For questions or concerns, please feel free to contact Customer Support directly.

Important Message: You may contact Customer Support by dialing 611 from your Affinity Cellular phone or from any other phone by dialing 833-679-1090. When dialing 611 from your Affinity Cellular phone you will not use minutes from your plan. Be aware that if you dial 833-679-1090 from your cellular phone you will use minutes from your plan which may cause you to incur overage fees.

KEEP MY NUMBER

Customers wanting to keep their existing number on our new service or “porting”:

- If you are keeping your existing number, please wait until you receive your new device and SIM. Or, if using your existing device, wait until you receive your SIM to complete the port process.
- You can submit your port by clicking on the My Account button on our website and signing into your account. Then, click on the number transfer option.
- You may also call Customer Support to submit your port by dialing 611 from your cellphone or by calling 833-679-1090 from any phone. Both options are toll-free. Please have your previous carrier account number, carrier name, and PIN/Password so that we can complete the port of your number quickly and efficiently.
- Do not cancel your account with your previous carrier until we complete the porting process.

VOICEMAIL

You can check your voicemail from your cell phone or from a landline phone.

To check from a landline phone: Dial your Affinity Cellular mobile number. Once your greeting starts playing, press #, enter your PIN, and then press # again to access messages.

Note: When you use your cell phone to check voicemail, you use minutes from your plan. If you check your voicemail from a landline phone, you do not use plan minutes.

WI-FI

Understand your wireless data needs and usage to minimize cost:

To reduce wireless data usage and cost, your best bet is to connect your phone to WiFi service in your home, or where available at shops and restaurants. When on WiFi, you can browse, stream videos, download apps ... anything you desire on-line, without using any of your wireless data allowance!

Below are examples of how easy it is to consume wireless data:

- 5 minutes of high definition video viewing per day, can exceed 2GB of data in a month. We are not just talking about searching videos on YouTube or the internet. When you're browsing Facebook or Instagram and see a video you like, you're using data.
- See an app you want to download? A 50MB app will use 50MB of data. (Each time you download a new one, they continue to add up.)
- Streaming 30 minutes of music per day will add up to nearly 1GB of data.
- One hour of online game play a day will exceed 1.5GB of data.
- Do you upload your pictures to the cloud? 50 of these per month will consume roughly 250MB of data. (Varies based on picture quality.)
- Sending pictures via text? That takes data.

Should you need help connecting to WiFi, our support team will be happy to assist you.

WHAT TO DO IF YOUR SCREEN FREEZES

- **Smartphone:** Perform a hard reset. On most phones this involves holding the power button and home or volume button. Consult your phone manual for more details.
- If your screen is still frozen, call Affinity Customer Support at 833-679-1090. Please call from another line so that we can troubleshoot your cell phone.

IF YOU CAN MAKE BUT CANNOT RECEIVE CALLS

- Power cycle. (Turn phone off and back on.)
- Dial *73 to remove call forwarding.
- If you are in a good coverage area, please power cycle your device (turn phone off and back on). Once the phone is completely powered back on, please place an outbound call to ensure the phone is active.
- If you still cannot receive calls, call Affinity Customer Support at 833-679-1090. Please call from another phone, so we can troubleshoot your cell phone.

IF YOU CANNOT MAKE OR RECEIVE CALLS

- Check your signal strength on your phone. If it is less than 2 bars, you may be out of the coverage area. Signal may also be affected by obstructions such as buildings, tunnels, weather, etc. Our coverage map can be found at www.affinitycellular.com/support/coverage
- **Smartphone Users:** Verify that Airplane mode or Do Not Disturb is not enabled on your device.



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