



POCKET GUIDE TO ACQUIRE FLASH MOBILE CUSTOMERS IN PERU

As a Flash Brand Leader in Peru, it is important that you have all the tools at your disposal to acquire new Flash Mobile customers. That is why, apart from all the trainings available in your Back Office, we have generated this pocket guide that will help you through the most important processes.

Activation

Peruvian Customers

If your customer is from Peru with a Peruvian ID, you can start the activation process in the *Activa tu Flash Perú* app by following the steps in the application.

As a Brand Leader, the app will allow you to activate your new customer in less than 5 minutes.

Always remember to have a new SIM Card Flash on hand to do the process.

Enter your customer's DNI and personal data, scan the barcode, and perform the biometric process of fingerprint scanning.

This process requires practice; check the tips video to achieve an effective biometric process [here](#).

Remember that each customer (DNI) will have a maximum of 5 attempts to carry out the biometric process in one number. If after 5 attempts your customer does not finish this process satisfactorily, the app will not allow you to continue and you must carry out the manual activation process at www.flashmobile.pe, in the **Atención al cliente-Información para abonados y usuarios** tab filling the form:

- Exclusive activation rejections of the *Activa tu Flash Perú* app

Important

Keep in mind that for each DNI you have a maximum of 5 active mobile numbers. Each number will have up to 5 attempts to complete the biometric process.

Foreign or disabled customers

If your customer is a foreigner with a passport or immigration card, has a disability or is a company, you must activate it by entering www.flashmobile.pe, in the **Atención al cliente-Información para abonados y usuarios** tab, and fill out the form according to each case:

- Activation with immigration card (CE) and/or passport
- Activation for people with disabilities
- Activation with RUC (exclusive for companies)

Always remember to have a new SIM Card Flash on hand to do the process.

It is also important that your customer attach all the documents required for each case.

Please note that this process may take up to 3 business days.

Important

Once the activation is completed, the customer will receive an email from our Customer Service team.

Portability

We are the first operator in Peru that implements the PIN process for portability. Keep in mind that, as for now, the portability PIN will always be 0000.

From the app

If from the activation process your customer selects that they want to carry their line, once the SIM Card has been activated, a message will appear to continue the portability.

- Your customer must have the SIM of their current operator inside their cell phone, because there they will receive the portability PIN. The PIN will be **0000**
- If the text message does not arrive, do not worry. The PIN will be **0000**
- Without closing the app, enter the PIN and finish the process. If the PIN is accepted a message will appear confirming that the process was successful
 - If you close the app, the process will be lost and you must start from Your Flash Account logging in www.flashmobile.pe
- Consider that portability will take up to 24 hours to process
- When the previous operator's SIM stops working it means that the portability was successful and your new Flash Mobile SIM Card must be inserted in your device.
- Now you are ready to do your first top-up

From Your Flash Account

If you have a customer who activated their Flash line through the forms (foreigner with a passport or immigration card, a disabled person or a company) or is a customer with a Flash line without cover, you must carry out the following process to port-in with us:

- Insert the active Flash Mobile SIM Card into the mobile device
- Your customer will receive a text message with the new Flash number
- Now they must enter www.flashmobile.pe and create their Flash Account by clicking on the **Sign In** button
- When your customer creates their Flash Account, a link will appear that says **Port your number to Flash** and there you can do the portability process
- Your customer must have the SIM of their current operator inside their cell phone, because there they will receive the portability PIN. The PIN will be **0000**
- If the text message does not arrive, do not worry. The PIN will be **0000**
- Enter the PIN (**0000**) and then finish the process
- Consider that portability will take 24 hours to process
- When the other operator's SIM stops working, you must insert the Flash Mobile SIM Card

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Top-ups

From our public website with a credit or debit card for multiple lines

- You have to enter www.flashmobile.pe
- Then, enter the *Top-ups* section
- Your customer must type all the information of the Flash number they want to top up and enter the amount
- In addition, they must enter all the information to receive an invoice or ballot

Important fact!

This option is important if you want to top up for your customers.

From your personal Flash Account with a credit or debit card for your personal line

- Access the Flash Account at www.flashmobile.pe
- Then, enter the *Top-ups* section
- Type the amount to top up and voila!

Important fact!

It is proven that customers who top up from their Flash Account and who schedule their top-ups automatically every certain period are more loyal and last longer using the Flash Mobile service.

With the top-up managers

- You have to enter www.flashmobile.pe and check the *Top-ups* section; the customer may *check* the list of available top up managers
- Then the customer can go to one of those points and top up in cash

Important fact!

The name Flash Mobile may not appear at some points yet. The customers can ask for Inkacel or Virgin, and the top-up will be made to their Flash number.

Plan Purchase

Keep in mind that **if you or your customers do not pick a Plan or Bundle**, the balance of the top-up will be consumed in Pay-as-you-go tariffs.

Plans and Bundles are a cheaper way to use your data and minutes resources.

From you new new Flash line (with the Flash SIM Card inside)

- Your customer must dial *555# from their Flash Mobile line
- The options available for purchase will be displayed
- The customer must select the option they like best and validate the purchase
- You or your customer will receive a SMS confirming the Plan purchased

Important

Remember, it is essential that the Flash line have balance before buying any Plan or Bundle.

From the Flash Account

- Access the Flash Account at www.flashmobile.pe
- Then you must enter the Plans section
- The customer must select the option they like best and validate the purchase

Important

It is essential that the Flash line have balance before buying any Plan or Bundle.

Flash Customer Service

Chat online at www.flashmobile.pe

From Monday to Sunday
from 7 am to 9 pm.

Dialing *555 from a Flash line

From Monday to Sunday
from 7 am to 9 pm.

Dialing 080078555/13913616 from a landline phone

From Monday to Sunday
from 7 am to 9 pm.