



GEN MOBILE SUPPORT

1. genmobilesupport@emerios.com
2. GEN Agent Support: 855-436-4227
 - a. Pre-enrollment problems that require real-time assistance. 8 am to 11 pm ET Sunday through Saturday
 - b. examples: agent app accessibility problems, customer enrollment problems
3. GEN Dealer Support: 833-436-6624
 - a. post-enrollment problems. 8 am to 11 pm ET Sunday through Saturday
 - b. examples: IMEI/SIM swaps, phones not activating, can't make calls, etc.