



## **GEN Phone Activation process: Verification hotline**

In order to better track usage history, and call activity we have set up an activation line. Please ensure all agents call this number to activate ALL enrollments:

1. All agents need to make a first call from the customer Gen Mobile phone
2. Dial 972-591-7285
3. They will hear a voicemail stating, "Thank you for calling the Gen Mobile Activation line. Please clearly state the customer's enrollment number after the beep."
4. The agent will hear a beep, then state the customer's enrollment number. They should clearly state the enrollment number 1 digit at a time. For example: Enrollment number 156293 should be read as One, Five, Six, Two, Nine, Three. NOT fifteen, sixty two, ninety three.
5. Then the agent can hang up.

(you don't need to share this part of the email with agents)

It is important that all agents know that the phone number they are calling from is also recorded. Any attempts by an agent to make these activation calls from their own phones will be obvious. If this happens the recording won't be suitable as proof to GEN that an enrollment was activated with a first call and won't be compensable if GEN says that the call was never made. With this call we will be able to record the call date/time, number called from, length of time of call, and enrollment number. Please make sure that all agents are familiar with this process.