From Mint IVR Starting Flow

From SelfServe Menu

Unknown Customer Welcome

UnknownSimActivation

I see that you have a new Mint mobile SIM card installed. Nice. Let's get that activated for you.To activate with a new number, press 1. Or to transfer an existing number, or if this is a replacement SIM, press 2.

| 1 |
| 2 |
| Timeout (Repeat 2x, 5 sec) |

1

2

PortOptions

To transfer your existing number you will need full account number, pin and zip code currently on file with Current Service provider. If are unsure of any information please reach to them prior transfering ensure is a success. Once have the can submit online at https://my.mintmobile.com/activation or if assistance submitting all press 1. go back activate new *

| 1 |
| * |
| Timeout (Repeat 2x, 5 sec) |

ZipCodeActivation

To activate your new number please enter 5 digit zip code, if you meant to port in, press * go back the previous menu

| * |
| Timeout No Repeat , 2 sec |

Number prompt

The number you entered was…

Play Number

Verification

If this is correct, Press 1 to confirm or Press 2 to re-enter.

| 1 |
| 2 |
| Timeout (Repeat 2x, 5 sec) |

NewNumberSuccess

Congratulations, Your new number is ###-###-####, You can manage your account online at my.mintmobile.com where you check data balance, purchase aditional or international roaming long distance all from account.

Activation successful?

Yes

No

MintCallRecorded

FYI Your call may be monitored or recorded for training purposes.

Known number

Unknown number

Open

ClosingFlow5

To go back to the main menu please press 1 or if done simply hang up

| 1 |
| Timeout (Repeat 2x, 5 sec) |

To Known Number Flow

Dynamic Queue Transfer - Mint Universal

AfterHoursOptions

We are currently closed, You can find answers to most questions and manage your account on our handy website MintMobile.com, if you would like go back main menu use automated system please press 1

| 1 |
| Timeout (Repeat 2x, 5 sec) |

To SelfServe Menu

HOOPUnknownNumber

We are currently closed. You can find answeres to most questions and manage your account on our handy website. If you need further assistance, please call back during normal business hours – 5AM to 7PM every day.

Goodbye

Thank you for calling Mint Mobile. Goodbye

Disconnect

Goodbye

Thank you for calling Mint Mobile. Goodbye