| **Question** | **Answer** |
| --- | --- |
| Who is eligible for 5G? | 5G is available to anyone with a Mint plan–in fact, we offer [free 5G](https://www.mintmobile.com/features/5g-for-free/). You do need a 5G-capable phone to access the network. 5G coverage varies nationwide and may not be available in your area. |
| What is 5G? | 5G stands for fifth generation, since it is the fifth generation of wireless network technology. Compared to previous generations, it delivers enhanced reliability and connectivity and could transform the way we live, work and play as the 5G rollout continues. |
| What coverage will I receive with a new 5G phone? | [You can check our coverage via our coverage map](https://www.mintmobile.com/coverage/). If you’re a Mint user, when you get your new 5G phone, you’ll access the nation’s largest 5G network. |
| Who is eligible for 5G? | 5G is available to anyone with a Mint plan–in fact, we offer free 5G. You do need a 5G-capable phone to access the network. 5G coverage varies nationwide and may not be available in your area. |
| Which phones work with our nationwide 5G service? | Many newer phones are 5G-compatible, with even more devices on the way. Some examples include the Apple iPhone SE (3rd Generation) and the Google Pixel 6 Pro. For more 5G-compatible phones, check out our online phone store. And if you’d like to bring your 5G-capable phone to Mint Mobile, just make sure it’s unlocked and GSM compatible. |
| When will a 5G indicator appear on my phone? | It will appear when a 5G device is within range of a 5G signal, even if the phone is not currently in use. |
| How do I know if I have coverage in my area? | Check our coverage map to verify service in your area. The icons in green will show the expected coverage in that location (outdoors, indoor residential, etc.) for certain phones. Enter multiple addresses/ZIP codes to check all the areas where you live, work and play.  Please be aware that outside factors like terrain, building structures, weather and other conditions may also interfere with the actual service available.  Any doubts, then you can test us out with our See for Yourself Kit, available exclusively through the Mint Mobile app. You’ll get a 7-day trial to test where you live, work and play. When you love us then you can purchase a full plan directly from the app. |
| What network is Mint Mobile on? | Mint Mobile runs on the T-Mobile network, the nation’s largest 5G network |
| Can I get a new phone with Mint Mobile? | There aren’t many things you can treat yourself to that are as exciting as a new cell phone. And just because we don’t like locking you into long contracts here at Mint Mobile, doesn’t mean we don’t offer great deals on new phones. Whether you’ve been with Mint for a few years or you’re looking to join us for the first time and get a new phone while you’re at it, we have options for everyone. |
| What kinds of phones does Mint Mobile offer? | We carry the most popular models from Apple, Samsung, Google, OnePlus, LG, Nokia and more. We also know the camera is the most important phone feature for some people, while brand loyalty trumps anything else for others. Or maybe you’re on a budget but want that sweet, sweet 5G. The good news is we have something for everyone. |
| What kind of phone deals does Mint Mobile offer? | We’ve got phones for existing customers who just want an upgrade and we’ve got phones for new customers that come bundled with our premium wireless service. |
| What payment options does Mint Mobile offer on new phones? | Just as you purchase Mint Mobile service in bulk, paying the full amount for a new phone up front is always an option. However, if you’d prefer to break up the cost of your phone into monthly payments, eligible customers are able to finance a new cell phone purchase through Affirm as well. |
| What kind of warranty comes with each phone? | Any new phone that is purchased from our website includes a manufacturer’s warranty good from the date of sale, so you’re covered there. |
| Are new Mint Mobile phones locked? | All Apple iPhones and some Samsung phones that are purchased from our website will be locked to the Mint Mobile network for the first 12 months. This information can be found in the Device & Service Details section of each phone’s page. |
| What if I need help setting up my new cell phone? | We’re definitely here to help. Chat with us 24/7 at mintmobile.com/chat or hit us up at 1-800-683-7392 (preferably from a different phone that you’re not trying to set up, obvs) between 5 am and 7 pm PT to have someone walk you through getting that new phone just how you like it. |
| How does an Allstate Protection Plan work? | With an Allstate Protection Plan, your phone purchase is protected for mechanical/electrical breakdowns and accidental damage (does not include coverage for loss, theft or intentional damage). See Terms & Conditions. If something goes wrong, just file a claim online or over the phone, anytime 24/7.  After paying your service fee, Allstate will provide free shipping to and from their service center. In most areas, same-day repair options are available. If your phone can’t be repaired, it will be replaced with a new or refurbished phone (replacement value capped at the purchase price of the phone).  If your item can’t be repaired or replaced, you’ll be reimbursed its replacement cost capped at the cost of the purchase price of your original phone. |
| What are the details about Phone Protection from Allstate? | Allstate Protection Plans with Accidental Damage Coverage protects your phone against accidents and malfunctions during normal use.  Covers phone repairs, replacements, or reimbursement if Allstate Protection Plans can’t repair or replace the original device.  Examples of coverage include: drops, spills and other accidents during normal use, including liquid damage from immersion, and protection from mechanical and electrical failures, as well as product breakdowns.  For new customers Allstate Protection Plan coverage will start on the date the phone is activated with Mint Mobile service.  For existing customers and those who bring their own phone to Mint Mobile, on paid upfront Allstate Protection Plans, coverage begins at the time of purchase.  For existing customers and those who bring their own phone to Mint  Mobile, on monthly Allstate Protection Plans, coverage begins on the  monthly service renewal date following purchase.  For paid upfront Allstate Protection Plans, your Allstate Protection Plan provides coverage up to the original purchase price of your device. For monthly Allstate Protection Plans, your coverage allows up to two claims per year, capped at the original purchase price of the device.  Claims are subject to a service fee.  Service fee amounts vary by phone and the type of resolution needed. Below are service fee tiers of the Allstate Protection Plan purchased with phones on mintmobile.com  Customers may proactively cancel their Allstate Protection Plan at any time by logging into My Account or calling Mint Mobile Customer Care for guided assistance.  For paid upfront Allstate Protection Plans, customers who cancel their Allstate Protection Plan within the first thirty days of purchase are eligible for a full refund.  Customers who cancel the Allstate Protection Plan after the first thirty days of purchase are eligible for a partial, prorated refund.  For monthly Allstate Protection Plans, customers who cancel their Allstate Protection Plan within the first thirty days of purchase are eligible for a full refund. After thirty days, customers will have coverage through the end of the current month and then will no longer be charged. |
| How do I file a claim? | Claims are serviced by Allstate Protection Plans. File a claim anytime 24/7 at www.squaretrade.com/mintmobile or call 877-389-1563. |
| How does the service fee work? | Claims are subject to a service fee. A service fee is the amount you pay out-of-pocket per claim before Allstate Protection Plans begin to cover repair or replacement costs. Service fee amounts vary by phone and the type of resolution. Below are service fee tiers of the Allstate Protection Plan purchased with phones on mintmobile.com. |
| Can I cancel my Allstate Protection Plan after purchase? | Yes. Customers may proactively cancel their Allstate Protection Plan at any time by logging into My Account or calling Mint Mobile Customer Care for guided assistance. For paid upfront Allstate Protection Plans, customers who cancel their Allstate Protection Plan within the first thirty days of purchase are eligible for a full refund. Customers who cancel the Allstate Protection Plan after the first thirty days of purchase are eligible for a partial, prorated refund. For monthly Allstate Protection Plans, Customers who cancel their Allstate Protection Plan within the first thirty days of purchase are eligible for a full refund. After thirty days, customers will have coverage through the end of the current month and then will no longer be charged. |
| What if I have more questions about Allstate? | We’ve got answers. For full Terms & Conditions click here: Terms & Conditions. Or visit www.squaretrade.com/contact-us for answers to common questions or to chat with a specialist. You can also call the following toll-free number: 877-389-1563. |
| Why does my new phone come in a Mint-branded box and not the original manufacturer’s packaging? | Rather than the original manufacturer’s packaging, your new phone was shipped to you in a special Mint Mobile box because it’s minty fresh. All parts and accessories are still included–just like you ordered. |
| How do I return a phone purchased from Mint? | Easy-peasy. Return your phone inside its original box with all the parts, accessories and documentation within 7 days of the original request. And if your new phone came damaged, please submit a return request within 3 days of the phone’s delivery. |
| I’m trying to return a phone I bought through Mint but my login isn’t working. What can I do? | For phones purchased on phones.mintmobile.com, a new account was created at checkout (note: this password may be different than your normal Mint Mobile login when using the Mint Mobile app). Please use the login created at checkout to submit a return. If you’re having trouble remembering the password for your account, try submitting a new password request here. |
| What should I do if I’m having trouble with a phone I purchased from Mint? | Please contact our Care team to get everything up and running again. You can reach a live care agent at mintmobile.com/chat or by calling (800) 383-7392. Agents are available 7 days a week from 5 a.m.-7 p.m. PST. |
| Can I bring my current phone to Mint Mobile? | So you’re ready to ditch that big wireless bill but not quite ready to kick your phone to the curb with it? We get that. Today’s phones are built to last a lot longer than your patience with your big wireless carrier, and that’s why Mint Mobile lets you keep using your phone with our premium wireless service. It’s a feature we call Bring Your Own Phone (BYOP for short). |
| Can I bring any phone to Mint Mobile? | For a phone to work with Mint Mobile’s service, it has to be unlocked and compatible. Essentially any 5G or 4G LTE-supported phone that accepts a SIM card (or supports eSIM) will work with our service. If you previously used that phone with AT&T, T-Mobile, Cricket Wireless, Simple Mobile or Straight Talk, then it’ll probably work with Mint. You just might have to reach out to your previous carrier to have them unlock it for you. |
| How do I know if my phone will work with Mint Mobile? | You can check if your phone and our network are Mint to be right now using our nifty compatibility checker. You just need your phone’s IMEI number, which can be found by dialing \*#06# or by going into your phone’s settings. |
| What if my phone isn’t compatible? | If your phone isn’t a match for our network, that’s a bummer – but there are other options. We offer a wide variety of new cell phones for sale through our website, all of which are guaranteed to work with our service. Many also come with bundle deals that include our premium wireless service. You also have the option to purchase an unlocked phone from a third party or directly from a manufacturer, but we strongly urge you to verify that it’s compatible before purchasing and to make sure it has a warranty. After all, a new phone is a pretty big investment. |
| What about when I’m ready to upgrade my phone? | That wide variety of new cell phones for sale on our website is also available to existing customers ready to upgrade. If you prefer to upgrade your phone directly through the manufacturer or another third party, you’ll need to make sure your new phone supports our network first. Here’s a few things you should check for:  The phone needs to be GSM-network compatible  The phone needs to accept SIM cards (or support eSIM)  The phone must be unlocked  A phone that supports network bands 2, 4, 12 and 71 is ideal |
| How do I unlock my phone? | An unlocked phone is a phone that isn’t tied to a specific carrier’s network. To bring your own phone to Mint, you need an unlocked phone. To unlock your phone, you’ll most likely need to contact your current carrier so they can unlock it for you. If it hasn’t been paid off, you will probably need to do that first. |
| Can I use my Mint service in wearables (such as the Apple Watch)? | You can use Apple Watch with your iPhone via Bluetooth and Wi-Fi; but Mint does not currently support using the cellular features on Apple Watch or other wearables. |
| Can I bring my current phone number to Mint Mobile? | Yes. To transfer your current phone number to Mint, simply select the option ‘Transfer My Number’ when you activate your plan.  Here are a few things you will need from your old carrier:  Your current account number. This can be found on your billing statement, or just hit them up to get it  The corresponding password, pass code or PIN or Number Transfer Pin. You can find out what you need based on your specific carrier in our A to Z list.  The billing address associated with the account |
| Can I get a new phone number with Mint Mobile? | Yes, you can request a new number during the SIM card activation process. You will need to enter your ZIP code and choose “Get a new number.” A new number will auto-generate based on the ZIP code and availability in your particular area code.Any resemblance your new number bears to the geographical coordinates of the Lost City of Atlantis is purely coincidental. |
| Does Mint Mobile have stores? | Nope. We’re digital only—no expensive real estate to maintain or rent to pay, baby. That’s one big reason we can keep our costs down and pass the savings on to you.But that doesn’t mean you can’t ask for help if you need it. Our customer care humans are available 7 days a week 5AM-7PM PST at 800-683-7392 or chat with us |
| How do Mint Mobile plans work? | By eliminating unnecessary overhead and enabling you to buy as much data as you need, Mint Mobile helps save you money, simple as that.  All of our plans come with the features you need:  Unlimited talk & text  High-speed mobile data  Free 5G (depending on coverage and phone compatibility)  Free mobile hotspot (10GB hotspot on Unlimited)  Free calling to Mexico & Canada  What don’t they come with? Monthly bills. That’s because we don’t have you pay month-to-month here.  **Buying in bulk**  What sets us apart from other wireless companies is the fact that we offer service in bulk. You choose your plan length from 3, 6, or 12 months. And just like when purchasing groceries in bulk at your favorite store, the more months you buy, the more you save.  **Flexible data amounts**  Did you know the average cell phone user goes through less than 10GB of mobile data each month? That’s why we offer four different high-speed data amounts to choose from, so you don’t end up paying for more data than you need. And if you find yourself running low on data for the month, you can always add more.  **Start with our New Customer offer**  Once you’ve decided to make the switch to Mint, you get to kick things off with our new customer offer. This is a 3-month plan at the 12-month price (more on that in a minute). It allows you to purchase just three months of service at our lowest possible price to see which Mint Mobile plan is right for you.So how much data should you get? You can start “small” with 5GB of high-speed data or go all in with our Unlimited plan. Choose the plan you think makes the most sense for your data needs (we can even help you crunch the numbers if you like).By the end of your 3-month plan you’ll be in full Goldilocks mode, knowing if the data allotment you chose is too little, too much, or just right. And of course we’re happy to help you figure out the best option for you as well.  **Renew onto a full Mint Mobile plan**  As you approach the end of your 3-month plan, it’ll be time to prep for your renewal. By now you should know exactly the kind of plan you need.  **Choose your data amount**  Take a look at your data usage over those three months and decide how much data you’ll need going forward. Don’t worry, if you find yourself burning through data every month, you can always increase your data plan at any time by just paying the difference. And if you overestimated your data needs, you can switch to a lower plan when it comes time to renew your monthly data amount.  **Choose your plan length**  You can keep the lowest possible price from our new customer offer going by renewing onto a 12-month plan. This means purchasing a full year in advance, so if you’re on our 5GB plan for $15/mo, you’ll pay $180 to renew for 12 months (and then not have another phone bill for a year).Don’t want to buy a full year just yet? We also offer 6-month and 3-month plan options, but the monthly rate will increase a bit on those. You can log in to your account via either the Mint Mobile app or mintmobile.com/login to view available plans and pricing at any time. Like we said, the more you buy, the more you save. |
| How do I know if Mint Mobile’s service will work for me? | By eliminating unnecessary overhead and enabling you to buy as much data as you need, Mint Mobile helps save you money, simple as that.  All of our plans come with the features you need:  Unlimited talk & text  High-speed mobile data  Free 5G (depending on coverage and phone compatibility)  Free mobile hotspot (10GB hotspot on Unlimited)  Free calling to Mexico & Canada  What don’t they come with? Monthly bills. That’s because we don’t have you pay month-to-month here.  What sets us apart from other wireless companies is the fact that we offer service in bulk. You choose your plan length from 3, 6, or 12 months. And just like when purchasing groceries in bulk at your favorite store, the more months you buy, the more you save. |
| How do I know how much data I need each month? | Curious about your monthly data intake? Whether diving into a binge-worthy series or getting lost in social media scrolls, it’s good to know where you stand. Just check out this guide on how to find your monthly data usage, whether you use Mint Mobile or not.<https://www.mintmobile.com/blog/how-much-data-do-i-need/> |
| How do I track my data usage? | For Iphone  Go to your “Settings”  Tap “Cellular”  As you scroll, you’ll see how much data you’ve used for the “Current Period” (your current billing cycle), along with roaming and app-specific data usage  Note: These numbers do not reset each month like the data on your phone plan might, so you might want to check out the date listed after “Last Reset” and if it doesn’t look right, tap Reset Statistics.  For Android  Open the “Settings” app  Scroll down and tap “Network & Internet” then tap SIMS  Tap “Mobile data usage” or “Data usage”  Here you’ll see a graph of your data usage. You can adjust the dates if needed  To view app-specific data usage, scroll down  Note: From here, you’ll be able to see the data you’ve used, as well as the data used by your phone’s apps. |
| How do I pick the best plan? | Took a peek at your data habits and want to make some adjustments? Find a Mint Mobile plan that perfectly fits your needs. If you’re wanting to move to a plan with less data, you can do so at your next renewal. But if you’re wanting to switch to a plan with more data, you can make that change whenever you want.  Interested in learning which data plan is right for you? Check out our blog How much data do I need?<https://www.mintmobile.com/blog/how-much-data-do-i-need/> |
| What features come with Mint Mobile plans? | When shopping for a cell phone plan, there are a few different things you’ll want to consider when it comes to features. Having the ability to talk & text seems obvious enough, but what about international calling? What are the mobile data options? And, if you’re considering a big wireless carrier (ew) what streaming service that you didn’t ask for is also tacked onto the bill?  At Mint Mobile, we pride ourselves on having all the features you love, and none of the ones you hate. We don’t do gimmicks or unnecessary add-ons because we’d prefer to just charge you less. A novel idea…we know. But what features are included in a Mint Mobile plan? Let’s get into it:  Unlimited talk & text  Kinda weird that not everyone does this by now, but yeah…you’ll never run out of minutes or text messages.  The nation’s largest 5G network  Mint Mobile runs on the T-Mobile network, which covers over 90% of Americans with 5G and over 99% of Americans with 4G LTE.  5G for free  We don’t charge you extra for access to our 5G network (could you imagine?). All you need is to be in a 5G coverage area with a 5G capable phone.  Free calling to Mexico & Canada  Check in on our neighbors to the south & north at no additional cost. We also have super-low international calling rates to 160+ other countries around the world.  Mobile hotspot  Use your high-speed data however you like, including powering another connected device via mobile hotspot (max 10GB of hotspot with unlimited plans).  Mint Mobile app  View your data usage, pay your bill, modify your plan, build & manage your Mint Family, refer friends and more from our easy-to-use mobile app. You just can’t order sushi from it (the developers told us to stop asking).  Free Wi-Fi calling  If you ever find yourself in an area with Wi-Fi but no phone signal (like your friend’s gaming basement), you can make phone calls and send text messages via Wi-Fi at no additional cost.  Free 3-in-1 SIM card  Again, kinda weird that some wireless carriers charge extra for this thing that you need to use their service. Anyway, ours is included and comes with all three sizes to fit your phone.  eSIM  If your phone is compatible with Mint Mobile eSIM, you can activate your plan instantly right on your phone.  Data right-sizing  Many cell phone carriers are happy to upsell you to an unlimited plan, but not us. Not only will we help you find the right data plan to start, but if you end up using less data than you thought, we’ll also recommend switching to a lower-priced plan when your renewal comes around (to save even more money).  What features aren’t included? Unexpected overages when you use all your data, neverending contracts that get extended any time you change something on your plan, and subscriptions to things you never wanted to begin with. Like we said, none of the features you hate. Just premium wireless and savings |
| What are the fees and taxes associated with my Mint Mobile plan? | At Mint, we don’t hide our fees in our plans—we break them out so you know exactly what you are paying.  Subtotal: Cost of the plan chosen.  Recovery Fee: The Recovery Fee is assessed to help recover Mint Mobile’s administrative costs to comply with various federal and state programs. Please refer to our Terms and Conditions for additional details.  Telecom Tax: This includes any federal, state, county, city, or district taxes that are applicable to the retail sale of prepaid wireless communications services in your zip code.  Shipping & Handling: Dependent on shipping option selected at checkout. If you are eligible for eSIM, shipping won’t be necessary.  NY PSCS: The Public Safety Communications Surcharge is a state-imposed surcharge collected on the retail sale of prepaid wireless communications services in the state of New York.  CA MTS Surcharge: Between 1/1/2016 and 12/31/2018, the Prepaid Mobile Telephony Services (MTS) Surcharge was collected from California-based consumers on the purchase of prepaid wireless service. It included a combination of certain taxes, fees, and other surcharges, as mandated by the state of California. Effective 1/1/2019, it is no longer applicable. Please go to https://www.mintmobile.com/ca-mts/ for more info on the replacement of the Prepaid MTS Surcharge. |
| What is Mint Mobile’s 7-Day Money Back Guarantee refund policy? | All of our full phone plans and See for Yourself Kits feature a 7-Day Money Back Guarantee for all purchases made on mintmobile.com or using the Mint Mobile app. You can cancel your wireless phone plan service for any reason within 7 days of activation and we will refund you 100% of the purchase price, including any fees and taxes. Shipping is not refunded.  Got an unused SIM card? We’ll honor returns for these within 10 days of purchase. It must be returned in its original unopened packaging and the SIM card must not be activated (condition counts—we aren’t called Mint for nothing). This does not apply to SIM cards purchased from one of our national retail partners or any other store website. |
| I’m locked into a contract with my current provider. Can I buy now and activate later? | No. Your service must be active with your original carrier in order for them to release your number. Otherwise you could create a rupture in the space-time continuum and everyone will suddenly be walking around in platform shoes and polyester jumpsuits. |
| How do I return a phone purchased from Mint Mobile? | Need to return a phone you purchased from Mint Mobile? We’ve got you covered. Here’s a step-by-step guide to getting your phone back in our hands.  1. Make sure your phone is eligible for a return "Return your phone within seven days of delivery.  Make sure your phone has less than 25 minutes in total cumulative talk time, and doesn’t show any signs of use, like scratches or scuffs on the phone’s exterior, visible wear on buttons, ports, etc.  Please return with the complete original manufacturer’s packaging, in the same condition as sold, with all literature, accessories, instructions, blank warranty cards, documentation and any other items that came with the phone upon delivery.  Check the full policy at https://www.mintmobile.com/return-policy/"  2. Submit a return request If your phone meets the return criteria above, go ahead and submit a return request. Please note that phones must be sent back within 7 days of a return being initiated.  3. Prepare your phone for return "Once your return request is approved, follow the instructions below to prepare your phone:  Disable your password  For iPhone:  In Settings, tap Face ID & Passcode (or Touch ID & Passcode if you have a home button)  Tap Turn Passcode Off.  For Android phones:  In Settings, tap Lock Screen, then Screen lock type  If prompted, enter your current lock screen code  Tap None  NOTE: If we receive your phone locked, we can’t process your refund and will need to return it to you for unlocking.  Sign out of your iCloud, Samsung or Google account  To sign out of iCloud:  In Settings, tap your name and scroll to Sign Out  Enter your Apple ID password  Tap Turn Off  To sign out of a Samsung account:  In Settings, go to Accounts and backup or Cloud and accounts  Tap Accounts or Accounts & sync and select your account  Tap Remove account or Sign out from the menu  To sign out of a Google account:  In Settings, go to Accounts or Accounts backup  Select Google from the account list, then tap your account  Tap Remove account or Sign out from the menu  Perform a factory reset  This step helps protect your personal information. Resetting your iPhone or Android phone only requires a few clicks.  Remove your SIM card  If your phone has a physical SIM card, here’s how to easily remove it from iPhone or Android.  "  4. Repackage and return your phone "Once you’ve completed these steps and made sure your phone is unlocked and free of internal or external damage, just pack it up with all accessories in the original box and send it our way using the prepaid return label we provided. We’ll refund your phone payment to your card on file (minus shipping & handling) within 10 business days of receiving and processing the return.  If you have any questions or need further assistance, feel free to give our Care Team a call at 800-683-7392." |
| Can I purchase a plan in the Mint Mobile app? | You sure can. When you download the Mint Mobile app, you’ll be able to buy a new plan, activate a SIM you already have, or log in to see your account details. |
| Which plans can I purchase in the Mint Mobile app? | All of our 3-month plans are available to buy in the Mint Mobile app. |
| Can I get the Unlimited for $15 promotion in the Mint Mobile app when I purchase? | You sure can. You’ll see all of our plans for $15/mo for a limited time. Terms & Conditions apply. Learn more here: mintmobile.com/plans |
| Can I use a Refer a Friend link when I buy in the Mint Mobile app? | Unfortunately, no. If you want to use a referral link from a friend, you’ll need to make your purchase on our mintmobile.com site. |
| Can I use a coupon code or discount code when I buy my plan in the Mint Mobile app? | Unfortunately, no. If you want to use a coupon code or discount code, you’ll need to make your purchase on our mintmobile.com site. |
| How do I remove, insert and change a SIM card on iPhone? | Switching to Mint Mobile means ditching that old carrier’s SIM card and putting our shiny new one in your phone. The way to remove and insert a SIM card is pretty consistent across  most phones nowadays, but you may want to grab your user manual to confirm these steps for your phone, just in case.  **Before inserting a new SIM card into iPhone**  Make sure your phone is compatible with our network  Verify that your phone is turned off  Ensure your SIM card is activated  Once you’ve activated your plan, just follow the steps below to remove your old SIM card and insert your new Mint Mobile SIM card.  **How to remove and insert a SIM card – iPhone**  Locate the SIM tray on your iPhone  It should be a small slot along the edge of the phone with a very small hole in it.  Use the SIM ejector tool we provided to pop out your phone’s SIM tray and remove your old SIM card.  There should be a tiny hole in the SIM tray that you insert the tool into; just be careful not to accidentally stick it in the microphone  Punch out the appropriate SIM card size from your Mint Mobile 3-in-1 SIM kit  It may be easier to punch out the mini SIM first, then remove the excess plastic to get it down to a micro SIM or nano SIM, depending on the size of your phone’s SIM tray  Place your new Mint Mobile SIM card in the SIM tray with the logo facing up, and slide the SIM tray back into your phone until it clicks securely into place  Power on your iPhone, watch it connect to the Mint Mobile network, and you should be ready to roll |
| How do I remove and insert a SIM card on Android? | If you ever need to insert or remove your Mint Mobile SIM card from your current phone, you’ll need to first know how to do it. Here’s how you remove and insert a SIM on Android devices.  Before you insert your Mint Mobile SIM card:  Make sure your phone is compatible  Make sure you’ve activated your SIM card  Make sure your phone is turned off  **How to remove a SIM card from Android phones**  First things first, you’ll want to locate your SIM tray. Most Androids have a SIM tray located on the side or back of the device.  **How to remove and insert SIM card – back of Android**  Remove the back cover of your Android phone and remove the battery, revealing the SIM tray  Find the right size SIM using the printed diagram by the SIM tray, or you can also Google it. Then punch out the correct size SIM from your Mint Mobile SIM card  Insert SIM and replace battery and back cover of your phone  **How to remove and insert SIM card – side or top of Android**  If you have an Android phone with a SIM tray on the sides or top of the phone, like a Samsung Galaxy for example, here’s how to remove an old SIM and insert a new SIM.  Locate your SIM tray. Look for a small hole on the top side or bottom of the phone to find the tray  Insert a SIM ejector tool (or paperclip) into the tiny hole to eject the SIM tray  Remove SIM (if you need to). To insert a new SIM, first find out what size SIM your model takes by asking Google or popping out your 3-in-1 SIM card starting from the largest size, and working your way to the one that fits  Slide the tray back in |
| What is eSIM? | eSIM is an awesome technology that allows you to activate a cellular plan from your carrier without having to use a physical SIM. And best of all, we can walk you through the process of switching from physical SIM to eSIM in just a few steps.  **How do I switch from a physical SIM to eSIM?**  1. Check in the App Store or Google Play to verify that you have the most recent version of the Mint Mobile app  2. Open the Mint Mobile app and log in to your account  3. Tap on Account in the lower right corner  4. Scroll down to the SIM Card section and tap Order Replacement SIM  5. When the SIM delivery screen appears, select Get an eSIM  If you don’t see Get an eSIM as an option, your phone may not support eSIM  6. After selecting eSIM, the app will ask you to confirm if the phone you’re using is the one you’d like to install eSIM on. If yes, select This is my new device  7. Tap checkout to complete the order–and don’t worry, you won’t be charged  8. After completing your order, you’ll be prompted to install your eSIM  9. Once installation is complete, you should receive an email confirmation that the eSIM has been installed |
| How do I activate on iPhone? | Ready to activate your new Mint Mobile plan with iPhone? Use our helpful guide with our customizable, step-by-step instructions and how-to videos.  Link:<https://www.mintmobile.com/how-to-activate-your-mint-mobile-plan> |
| How do I activate on Android? | Ready to activate your new Mint Mobile plan with your Android? Use our helpful guide with our customizable, step-by-step instructions and how-to videos.  Link:<https://www.mintmobile.com/how-to-activate-your-mint-mobile-plan> |
| Why isn't my service working after activation? | **Having trouble activating your new Mint Mobile account? We’ve got a few tips you can follow that should help make things go smoother.**  Activation and Troubleshooting Link :<https://www.mintmobile.com/help/activation-troubleshooting-guide/> |
| Why isn't my eSIM activating? | Having trouble activating your new Mint Mobile account with eSIM? We’ve got a few tips you can follow that should help make things a bit easier.  Link :<https://www.mintmobile.com/help/esim-activation-troubleshooting-guide/> |
| How do I back up my phone? | How do I back up my phone?  When you switch carriers, your phone’s storage shouldn’t be impacted since that information is stored directly on your phone. However, it can be helpful to back up your data in case you’ll be switching phones (or maybe you just feel like backing up your data).  How to back up your phone will depend on what model you have (and where you want to keep the information you’ve just backed up). Read on to find out how to back up all of your contacts, music, photos and whatever else you want to keep. Also, it’s always a good idea to double-check your phone’s manual to see what the manufacturer says about backing up your data since phone models vary.  In addition, we also tell you how to restore your phone from a backup in the event that it’s ever needed if you have an issue with your phone (usually this happens after you need to factory reset your phone due to errors or glitches with your phone). |
| How do I backup my iPhone? | There are a few different ways to back up your iPhone depending on whether you want to back it up to an iCloud or to your computer (either Mac or PC). Read on for more<https://www.mintmobile.com/help/how-do-i-back-up-my-phone/> |
| How do I back up my iPhone to iCloud? | Here’s how to do an iCloud backup for your iPhone (this also works if you have an iPad):  Connect to Wi-Fi  Go to Settings  Tap iCloud  Tap iCloud Backup  Select Back Up Now (and make sure you stay on Wi-Fi so you don’t drain your data)  If you don’t have enough storage, you might be prompted to buy more  Here’s how to set it up so your iPhone automatically backs up to the iCloud every day:  Make sure iCloud Backup is turned on under Settings > [your name] > iCloud > iCloud Backup  Make sure your phone is plugged in and charging  Connect to Wi-Fi  Lock your screen  If you don’t have enough storage, you might be prompted to buy more |
| How do I back up my iPhone to Mac? | There are two different ways to back up your iPhone to your Mac–either via iTunes or Finder.  Here’s how to back up your iPhone via iTunes:  On your Mac, open iTunes  Connect your iPhone to your computer via USB cable  Select your iPhone  You may have to log in first  Click Summary  Select Back Up Now  If you want data from your smartwatch to be backed up, you’ll have to encrypt your data  Here’s how to back up your iPhone via Finder:  Open Finder  Connect your iPhone to your computer via USB cable  Select your iPhone  You may have to log in first  Select Back Up Now  If you want data from your smartwatch to be backed up, you’ll have to encrypt your data |
| How do I back up my iPhone to PC? | On your PC, open iTunes  Connect your iPhone to your computer via USB cable  Select your iPhone  You may have to log in first  Click Summary  Select Back Up Now  If you want data from your smartwatch to be backed up, you’ll have to encrypt your data |
| How do I restore my iPhone from backup? | You can restore your iPhone from backup either via iCloud or your computer, depending on where you backed up that data in the first place.  Here’s how to restore your iPhone from the iCloud:  Turn on your iPhone–you should see a Hello screen, but if not, you’ll have to erase your phone’s content again  Follow the steps until you get to the screen that says Apps & Data  Tap Restore from iCloud Backup  Sign into your account  Choose a backup–most likely, you’ll want to look at the date and size  The transfer begins once you’ve made your choice  To restore apps and purchases, sign into your Apple ID  Now all you have to do is wait for the transfer to finish–make sure you keep your iPhone plugged into its charger and on Wi-Fi so you don’t drain your data  Here’s how to restore it from your computer if you have a Mac:  If you’re on the operating system called Catalina, open Finder. If you’re running on Mojave, click iTunes  Plug in your iPhone using a USB cable  Select your iPhone  Select Restore Backup  Pick the backup you want to use (again, most likely based on date and size)  Click Restore  Here’s how to restore it from your computer if you have a PC:  Open iTunes  Plug in your iPhone using a USB cable  Select your iPhone  Select Restore Backup  Pick the backup you want to use (again, most likely based on date and size)  Click Restore |
| How do I use Google to back up my android phone ? | To back up your photos and images, you can use Google Photos. If you don’t have Google Photos, you can download it and make sure it’s set to automatically back up your photos.  Here’s how to sync your images to the app:  Open Google Photos  Tap on your profile image in the top right  Select Photo settings  Tap Back up & sync  Toggle Back up & sync on  You can also choose your preferred upload size under Upload size  You can use YouTube Music, which is Google’s way of backing up songs, if you want to back up your music. Here’s how:  Go to music.youtube.com  Click on your profile image  Select Upload music  Pick the songs you want to upload  For all other files, you can upload them to your Google Drive. For settings, apps, SMS, call history and more, Android phones have a native cloud backup solution for this information. To back it up to Google One, here’s what to do:  Open Settings  Tap Google  Tap Backup  Toggle on Backup by Google One  Go into Google Account data and sync whatever else you’d like to sync  Go back to Backup  Tap Back up now  You can also make it so your Android phone automatically backs up your data. Here’s how:  On your Android phone, open the Google One app  Tap Storage at the top  Find the phone backup section  If this is your first time backing up data, choose Set up data backup  If you’ve already done this before, tap View details  Tap Manage backup  Choose your settings (e.g. the data types you want saved)  You may be asked to allow permissions  A backup may take up to 24 hours and you’ll know your data is saved when the word On is below the data types you selected |
| How do I back up my Android to Windows ? | Here’s how to back up your files manually to your Windows computer.  Plug in your Android phone using a USB cable  A notification should show up on your phone that says Charging this phone via USB. Tap on the message.  Under Use USB for, select File Transfer/Android Auto  Open your PC, and click This PC in your folders  Look for your phone and double-click it  Select all of the files you want to transfer, right-click and select Copy  Create a folder where you want to store your files and open it  Paste all of the files into your folder  Alternatively, you can use the Android File Transfer:  Plug in your Android phone using a USB cable  Go to My Computer and click on your phone’s storage  Drag the files you want to back up into a new folder |
| How to back up my Android to Mac ? | Here’s how to back up your files to a Mac computer:  Plug in your Android phone using a USB cable  Open Android File Transfer  Drag the files you want to back up into a new folder |
| How to restore my Android phone from backup ? | When you log in to a new Android phone with your Google account, provided you’ve backed up your information, your phone should start downloading that information. Your photos should also be already available via Google Photos. |
| I’ve ordered – when will my SIM be delivered? | We offer different shipping options depending on how urgently you need your new phone service. Choose between 3-5 day shipping (for FREE), overnight or if you are in a rush we have same day delivery (CA ZIP codes only).  Any orders placed after 2pm CT will be processed and shipped the following business day. Unfortunately, we do not process and ship orders on Sunday or public holidays. Even foxes need a rest sometimes.  Once your order has been shipped we will send you a tracking number, which you can monitor obsessively by clicking the link in the email.  If your phone is eligible for eSIM, you will receive your SIM digitally immediately after you order. |
| Should I cancel my existing service before I transfer my number  to Mint Mobile? | No. Your service must be active with your original carrier in order for them to release your number. Otherwise you could create a rupture in the space-time continuum and everyone will suddenly be walking around in platform shoes and  polyester jumpsuits. |
| When does my Mint Mobile service start? | Your Mint service starts from the time that you activate your plan. Mint Mobile SIM cards and eSIMS can be activated up to 45 days after you receive your SIM. |
| How do I know when my data resets? | Your 5G • 4G LTE data resets every 30 days on the 3 and 6 month plans. For 12 month plans, your data resets on the 30th day of months 1, 2, 4, 5, 7, 8 and 11. It resets on the 31st day of months 3, 6, 9, 10 and 12. There are some older, 12 month plans which are based on a 360-day calendar cycle, in which data resets occur every 30th day of each month. That’s a lot to keep straight, so we’ll just text you whenever your monthly data has reset. |
| How do I set up and manage my Mint Mobile account? | How do I set up and manage my Mint Mobile account?  Your Mint Mobile account is set up during the SIM/eSIM activation process via the Mint Mobile app or mintmobile.com/login.  Once you set up your Mint Mobile account, you can manage your plan, check your plan balance, purchase data add-ons and more within the Mint Mobile app or website.  Visit this link for the instructions:<https://www.mintmobile.com/help/how-do-i-set-up-and-manage-my-account/> |
| What is auto renewal? | When you’re not paying a bill every single month, it’s easy to lose track of when your account is set to renew. Don’t worry, we’ll let you know – but that’s why we also have auto renewal. Pick your plan, verify your payment info, and enjoy the no-bill chill life for 3, 6 or 12 months depending on the wireless phone plan you choose. We give you a heads up prior to your renewal, so you have time to make any plan changes if needed. It’s super easy, super convenient, and super simple to set up. |
| How do I activate auto renewal? | 1. At checkout or when you activate your Mint Mobile plan, you’ll be given the option to enable auto renewal on your account. It will charge the same card you purchased your plan with once your current plan is up.  2. If your account is already active but auto renewal isn’t, you can log in to your account via the Mint Mobile app to switch the auto renewal toggle on in seconds. You can also log in to your account online at mintmobile.com/login and check the box to enable auto renewal at any time.  - If you don’t have an up-to-date method of payment on your account, you’ll be asked to add one here |
| How do I manage my auto renewal payment? | 1. We’ll notify you via text message & email a few days in advance of when your plan is about to renew, so you aren’t taken by surprise.  2. Use this time to make any plan or account changes before it renews, such as switching to a higher data plan if you need it, changing to a longer plan so you can lock in a lower monthly rate, or updating your payment info if you want to pay for your renewal with a different card.  3. You can turn off auto renewal by logging in to your account via the Mint Mobile app again and simply switching the auto renewal toggle off. You can also log in to your account at mintmobile.com/login and uncheck the box for auto renewal. This means your account will go into suspension after its final day if you don’t make a manual renewal payment.  - Any changes or auto renewal cancellations must be made at least 24 hours prior to your scheduled auto renewal date |
| How do I contact Mint Mobile? | If you have a question about your service, please call our Mint support team by dialing 611 from your Mint phone or 800-683-7392, or chat with us at mintmobile.com/chat. Our customer care humans are available 7 days a week 5AM-7PM PST. |
| What are the fees and taxes associated with my Mint Mobile plan? | What are the fees and taxes associated with my Mint Mobile plan?  At Mint, we don’t hide our fees in our plans—we break them out so you know exactly what you are paying.  Subtotal: Cost of the plan chosen.  Recovery Fee: The Recovery Fee is assessed to help recover Mint Mobile’s administrative costs to comply with various federal and state programs. Please refer to our Terms and Conditions for additional details.  Telecom Tax: This includes any federal, state, county, city, or district taxes that are applicable to the retail sale of prepaid wireless communications services in your zip code.  Shipping & Handling: Dependent on shipping option selected at checkout. If you are eligible for eSIM, shipping won’t be necessary.  NY PSCS: The Public Safety Communications Surcharge is a state-imposed surcharge collected on the retail sale of prepaid wireless communications services in the state of New York.  CA MTS Surcharge: Between 1/1/2016 and 12/31/2018, the Prepaid Mobile Telephony Services (MTS) Surcharge was collected from California-based consumers on the purchase of prepaid wireless service. It included a combination of certain taxes, fees, and other surcharges, as mandated by the state of California. Effective 1/1/2019, it is no longer applicable. Please go to https://www.mintmobile.com/ca-mts/ for more info on the replacement of the Prepaid MTS Surcharge. |
| What if my payment fails or I forget to renew? | Don’t worry, if your payment fails, we’ll let you know via SMS text alert. But you won’t be able to use your service until you make a payment by logging into your account through mintmobile.com/login or the Mint Mobile app.  Before your payment is due, Mint will also send text notifications and emails to remind you to make the payment or to remind you that Auto Renewal is turned on. If you haven’t done so already, we encourage you to set up Auto Renewal.  Note: You can also check your payment status or when the next payment is due by logging into your account via the website or the Mint Mobile app. |
| What is my Mint Mobile wallet? | **What is my Mint Mobile wallet?**  Unlike the standard canvas-and-velcro variety, the Mint Mobile wallet is a place to digitally store credit for your Mint Mobile service, and it can be used in a couple of different ways:  **Purchase extra 5G • 4G LTE**  If you run out of data before your data reset date, you can purchase more 5G • 4G LTE data using credit in your Mint Mobile Wallet.  **International calling**  Use your Mint Mobile wallet to make international calls at low per-minute rates.  You can add money to your Mint Mobile wallet by logging into your account management and selecting Load Wallet. Here, you can add $5, $10 or $20 to your wallet. This balance does not expire. |
| What is two-factor authentication? | Two-factor authentication is a security feature that gives a user access to their account after verifying their identity using two methods. Kinda like showing two pieces of identification at the DMV. Enabling two-factor authentication (also known as 2FA) keeps your account info extra secure. To access your Mint account with 2FA enabled, you’ll be asked to provide a security code from a third-party app to verify that you’re the one attempting to access your account, and not some other Joe Schmoe. |
| How do I set up two factor authentication? | You can set up two-factor authentication in the Personal Information section of the Mint Mobile app or mintmobile.com/login.  1. Log into your Mint Mobile account online or in the app  2. Navigate to the two-factor authentication section of your setting menu by going to Account Management > Personal Information  3. Select the two-factor authentication toggle and follow the steps to turn it on  BTW, you’ll need to have a verified email address on file to enable two-factor authentication. |
| How do I turn off two-factor authentication? | If you have two-factor authentication enabled on your account, you’ll first need to log in and provide a security code from a third-party app like Authy to access your account settings. From there you can simply slide the toggle to turn it off. |
| How do I log into my account once two-factor authentication is enabled? | Once you enable two-factor authentication on your account, you’ll log in like you normally do, then you’ll be asked to provide a security code from a third party app (we recommend Authy) to validate that you’re the person attempting to access your account. So just be yourself. |
| Why do I need to verify my email to enable authentication? | Providing a verified email address helps us get in contact with you just in case you get locked out of your account – fingers crossed you don’t. |
| When do I need to provide the security code to turn it on? | Once you enable two-factor authentication on your account, you’ll be asked to provide a security code every time you attempt to log in or contact our care agent. |
| What if I lose my phone while authentication is turned on? | If you lose your phone and no longer have access to the third party app you’ve been using to get your security codes, you can visit the third-party app’s help section. They’ll be able to restore access to the security codes you need to get into your account. |
| Can I use two-factor authentication with a new phone? | If you get a new phone, you can still use the service on your old device to provide the security code. To add the third-party app or service to your new device, just visit your preferred third-party’s website to download it onto your new device. For newer Apple devices, two-factor authentication can be set up using your device settings. |
| What third-party applications does Mint Mobile support? | Our two-factor authentication service is a TOTP, aka a time-based one-time password solution. We recommend using it with third-party apps like Authy or Google Authenticator. For newer Apple devices, you can set up two-factor authentication using your device settings. |
| How do I log in to my third-party application? | Logging into your third-party app will depend on the app; check out their websites to learn more about how they work. For users who set up two-factor authentication with their Apple operating system, you can visit the Apple Support section for login instructions. |
| Do I still need a password once it’s turned on? | Yep, you will still need to log in with your account number and password to access your account. |
| What features does the Mint Mobile app offer? | The Mint Mobile app lets you check your data usage, add more data or hotspot, refer friends to Mint, set up auto renewal, manage a Mint Family account, pay your bill and manage your payment method. Check out the video below for more information.  LINK:<https://www.youtube.com/watch?v=GJrMW3aNLj4&t=7s> |
| How do I reset my Mint Mobile password? | How do I reset my Mint Mobile password?  If you need to reset your Mint password, you have two solutions:  Reset your password in the Mint Mobile app  Open the Mint Mobile app  Select “Login” from the home screen  Choose “Forgot password?” in the top right corner  Enter your phone number and we’ll text you a one-time verification code  If you don’t receive it within a few minutes, try again.  Enter the SMS one-time verification code to verify that you are the owner of the account  Enter your new password twice  Click “Update”  Reset your password on the Mint Mobile website  Go to mintmobile.com/login  Click “Send Password.”  Enter your phone number and we’ll text you a one-time verification code  If you don’t receive it within a few minutes, try again.  Enter the SMS one-time verification code to verify that you are the owner of the account  Enter your new password twice  Click “Update”  Note: If you don’t have your physical phone with you, you won’t be able to reset your password on your own, but we’re definitely here to help.  Chat with us 24/7 at mintmobile.com/chat or hit us up at 1-800-683-7392 between 5 am and 7 pm PT to have a member of our Customer Care Team verify your account |
| How to change your Mint Mobile plan ? | You can change your plan via the Mint Mobile app (available for both iOS and Android) or by using our Account Management portal at mintmobile.com/login. Here are step-by-step instructions on changing your Mint Mobile plan:  Open up Account Management or the Mint Mobile app  Choose Manage Plan  Select which you need more of: months or data  If you need more data, you can switch immediately at the end of your current plan or at your monthly reset  If you need more months, you’ll switch at the end of your current plan  If you need less data, you can choose that option as part of your next plan  Pay the additional cost if you’re upgrading your months or data |
| I need more 5G • 4G LTE data each month; can I change my plan? | Yes. You can upgrade your 5G • 4G LTE data size mid-cycle by paying the difference between your current plan and the upgraded plan you need. You can also set the change to occur when your current plan ends. Unfortunately, you can’t switch to a smaller data plan mid-cycle. |
| When can I change the length of my plan? | Once your current plan has started, you can’t change its duration. You can, however, set up a new plan duration to automatically renew at the end of your current plan by logging into your account with the Mint Mobile app or via mintmobile.com/login. |
| How do I add more data to my Mint Mobile plan? | How do I add more data to my Mint Mobile plan?  While we do our best to help you find the right data plan for you, there may be a time when you’re away from Wi-Fi and using more data than you usually do, like when you’re on a trip posting pics or streaming music. Fortunately, you can always add more high-speed data to your plan anytime you need it until your next data recharge.  There are three ways to add more data to your plan:  Add data on the Mint Mobile app  1. Log into your Mint Mobile account  2. Click “Account” on the bottom right corner  3. Scroll down and select “Add More Data” in the menu  4. Choose from the data add-on options available with your plan:  If you’re on our 5GB, 15GB or 20GB plan, you can choose from 1GB for $10 or 3GB for $20  If you’re on our Unlimited Plan, you can choose 5GB for $15 or 10GB for $20  Add data in the Mint Mobile website  1. Log into your Mint Mobile account  2. Click “Add More Data”  3. Choose from the Data Add-On options available with your plan:  If you’re on our 5GB, 15GB or 20GB plan, you can choose from 1GB for $10 or 3GB for $20  If you’re on our Unlimited Plan, you can choose 5GB for $15 or 10GB for $20  Add data by texting 6700  Message UPDATA to 6700 and follow the instructions. FYI: you’ll need to have money in your Mint Mobile wallet to make this purchase  Additional data information  Data Add-Ons are applied immediately at the time of purchase  Add-Ons do not roll over and expire at the end of your current 30-day plan cycle  Check your balance at any time by texting “DATA” to 6700 |
| How do I keep track of my monthly data usage? | You can check your monthly data usage at any time in the Mint Mobile app or at mintmobile.com. If you are using less data each month than is included in your plan, you can dial down your data at the end of your current plan. If you find yourself maxing out each month, or adding additional data, then you can upgrade to the next data plan at any time. You just pay the difference. It’s that simple. |
| How do I renew my plan? | How do I renew my plan?  You can renew your plan through the Mint Mobile app or on the website at mintmobile.com/login.  Here are step-by-step instructions for renewing your Mint Mobile plan through the app:  1. Log into your account via the Mint Mobile app  2. Double-check that you have a card on file under My Account > Payment > Payment Method, then go to “My Plan”  3. Choose your plan  You can either change your plan at the top right of the screen or make a payment to your existing plan  4. Before proceeding, make sure you select the plan you’d like to renew.  From here, you can make your renewal payment or set up auto-renewal to ensure you never miss a payment.  Here are step-by-step instructions for renewing your Mint Mobile plan online:  1. Log into your account via the Mint Mobile app  2. Double check that you have a card on file under Account > Payment Method  3. Go to Manage Plan  4. Choose your plan  5. From here, you can make sure your renewal payment or scroll down to set up auto renewal to ensure you never miss a payment  Note:  Make sure you renew or turn on auto-renewal before your plan period ends so there’s no pause in your service/plan. If you have enough credit in your Mint Wallet, your plan will renew seamlessly.  Reminder:  If you forget to make a payment, you won’t be able to use your service. For more information, check out our article What if my payment fails or I forget to renew?  If you’re more of a visual learner, we run through how to renew your plan in the video below:  Link: https://www.youtube.com/watch?v=Yr9EIBfdZaY |
| How do I get a replacement SIM? | How do I get a replacement SIM?  Need a replacement SIM Card? Just follow the instructions below. A few reasons you might need a new SIM card:  You’ve changed your phone and your current SIM card no longer fits  Your current SIM card has been lost, stolen or damaged  FYI: If you have an iPhone 14 or newer, you will be eligible for an eSIM replacement only.  On the Mint Mobile App  1. Make sure you have the Mint Mobile app downloaded on your device and you are on the device you want to install the SIM on  2. Open the app and sign-in if you aren’t already  3. Click “Account”  4. Scroll down to SIM card and select “Order replacement SIM”  5. Select “Order a SIM card”  6. Select the SIM type you wish to order  • Note: For a replacement physical SIM it costs $9.95 and takes approximately 3-5 business days to receive, or you can switch to an eSIM in minutes if your device is compatible and unlocked  7.Click “Checkout”  8.Fill in the mailing address you would like your replacement SIM card shipped to and click “Continue”  9. Review the information to make sure it’s accurate and select “Buy now”  10. Once you receive the replacement SIM in the mail, follow the Activation instructions to begin using the new SIM card.  On the Mint Mobile Website  1.Go to mintmobile.com  2.Click “Log In”  3.Scroll down to “Support” and click “Replace SIM”  4.Fill out the mailing address you would like your replacement SIM card shipped to and then select “Continue”  • Note: a replacement SIM card costs $9.95 and takes approximately 3-5 business days to receive, or you can switch to an eSIM in minutes if your device is compatible and unlocked. Just follow the above App instructions.  • Note: ordering an eSIM can only be done from the app on the device you wish to install the eSIM onto.  For your payment method, either use an existing method or select “Add payment method” and fill in the corresponding details and click save. Click “Pay Now”  Once you receive the replacement SIM in the mail you’ll need to activate it to begin to use the new SIM card  Still having issues? Call our Care team at 800-683-7392 and they will assist you with ordering a new SIM card.  Wa |
| How do I return my phone? | Check out our full return policy: https://www.mintmobile.com/return-policy/ |
| What happens when I port my number out – do you block my phone? | If the phone is still locked, it will not be able to be used on other services. If unlocked, it can be used on any service with compliant hardware (eg. some devices are GSM or CDMA only). |
| How do I convert from a physical SIM card to eSIM? | What is eSIM?  eSIM is an awesome technology that allows you to activate a cellular plan from your carrier without having to use a physical SIM. And best of all, we can walk you through the process of switching from physical SIM to eSIM in just a few steps.  How do I switch from a physical SIM to eSIM?  1. Check in the App Store or Google Play to verify that you have the most recent version of the Mint Mobile app  2. Open the Mint Mobile app and log in to your account  3. Tap on Account in the lower right corner  4. Scroll down to the SIM Card section and tap Order Replacement SIM  5. When the SIM delivery screen appears, select Get an eSIM  If you don’t see Get an eSIM as an option, your phone may not support eSIM  6. After selecting eSIM, the app will ask you to confirm if the phone you’re using is the one you’d like to install eSIM on. If yes, select This is my new device  7. Tap checkout to complete the order–and don’t worry, you won’t be charged  8. After completing your order, you’ll be prompted to install your eSIM  9. Once installation is complete, you should receive an email confirmation that the eSIM has been installed |
| My service isn’t working – how can I resolve? | If you’re experiencing trouble with your service’s connectivity, maybe “SOS”, “No Service” or “Searching” is in the status bar. here are a few common fixes:  Turn your phone off and back on  The most common way to fix issues with data connection, text messages and domestic/international calling is by turning your phone off, waiting 30 seconds and turning it back on.  Remove and reinsert your Mint Mobile SIM card  If you have a physical SIM card, doing this essentially re-registers your phone in the mobile network. (This only applies to a physical SIM card; never delete or try to remove your eSIM). This will help you with problems related to data connection, text messages and domestic/international calling.  Check out How do I remove and insert a SIM card on iPhone and How do I remove and insert a SIM card on Android for more information.  Turn your Mint Mobile eSIM off and on  Since you can’t remove or reinsert your eSIM like you can a physical SIM card, you can try turning it off and on to help solve problems related to data connections, text messages and domestic/international calling.  Check your coverage map  If you’re in a rural area, deep inside a building or underground, your signal strength might be reduced or even cut off. Refer to our coverage map to help determine the coverage strength in your area.  Make sure airplane mode is off  Most phones display an airplane icon on the homescreen when airplane mode is enabled.  Make sure your software is up-to-date  Sometimes not using the latest software update on your phone can affect your service.  Make sure no other eSIM is installed  Different models of phones and Operating Systems have limitations on the number of eSIMs allowed on each device.  Do a soft reset  Also known as a force restart. This will allow the restart of a device without losing any data.  Change the network mode  Turn automatic off and select the networks available. Sometimes the automatic network selection may have trouble connecting to a priority network. This will force a connection and allow the automatic network selection to work again.  Wi-Fi Calling Feature  Wi-Fi calling may in some cases interfere with your service if the Wi-Fi signal is not strong. Turn it off and attempt to connect with cellular.  Reset network settings  Resetting network settings is the final step in the self-troubleshooting process because you’ll lose all previous network related data (Wi-Fi passwords, Networks saved, etc).  If you continue to experience issues even after all steps, call our Care Team at (800) 683-7392  Visit this link for few common fixes:<https://www.mintmobile.com/help/my-service-is-not-working-what-should-i-do/> |
| What can I do if I receive a defective phone? | If knocking on wood when you hit “buy now” doesn’t work, just visit https://www.mintmobile.com/return-policy/ and fill out the refund request form. From there, our Care Team will make things right. |
| My one-time passcode (OTP) isn’t working or has expired. What do I do now? | Try following the prompts on the screen. If the code is expired, please retry for a new code. Friendly reminder: passwords are case sensitive and you have limited tries before the code expires. |
| Why is Mint asking me confirm my identity? | We take security and customer information seriously. In order to keep your account secure, we sometimes need to make sure that you are…well, you. |
| I’ve exceeded my attempts to enter my code. What do I do now? | It happens to the best of us. If you’ve received a note that you’ve exceeded your attempts to verify your identify, you’ll need to wait a few minutes and try again. Follow the instructions you see on your screen. |
| What happens if I didn’t receive the code? | Codes expire around 10 minutes after being sent. Wait a few minutes and if you still don’t receive an SMS code, try again to receive a new one and follow the prompts you see on the screen. |
| Mint Mobile sent me a text about blocking an IP address. Is it legit? | Very legit. We take security and customer information seriously and there are several reasons you could have received this text, including if an IP address was previously blocked for various reasons. |
| I got a text saying someone tried to access my account. It wasn’t me, so what now? | If this wasn’t you, no further steps are needed. We have blocked that IP address from getting into your account. You can continue using your Mint service and account. |
| Should I change my password if I received a text from Mint Mobile? | We definitely encourage you to change your password and help strengthen your account security. Really go wild with those special characters, too. |
| How do I regain access to my account? | Mint Mobile always wants to make sure it’s you accessing your account. We’ll occasionally ask you to confirm your identity by following our prompts to verify your identity on your phone or computer. If you still need help and can’t access your account, please call our Customer Care Team at 800-683-7392. |
| What is the 2G Network Shutdown? | **2G Network Shutdown**  Older 2G networks will be shutting down soon to open up valuable space for the faster 4G LTE and 5G networks. This network upgrade will ensure our customers have the best quality and coverage possible. Impacted Mint Mobile subscribers will be notified.  While most devices will work perfectly, 2G/3G phones along with some older 4G phones that do not support VoLTE (Voice over LTE) will lose services including the ability to make emergency calls.  To ensure your service is not interrupted, you can check whether your device is compatible- click here and enter your device info.  If your device is compatible, you should be all set. However, you may also want to confirm the following:  **Software Updates**  Check to see if there are any software updates for your phone that have not been installed.  **Ensure that VoLTE is turned on**  While the naming conventions may vary, the easiest way to see if VoLTE is enabled on your phone is to check within the device’s settings.:  iPhone  1.Open Settings  2.Select Cellular  3.0Select Cellular Data Options  4.Click Voice & Data  5.Make sure either 5G Auto or LTE is selected  Android  1.Click on the Settings icon  2.Click on the magnifying glass  3.Type “volte”  4.Click VoLTE Calls Menu  5.Switch the VoLTE Call Toggle to On.  1.If after typing “VoLTE” no menu option appears, the device either does not support VoLTE or VoLTE is defaulted to On which is likely if the phone is fairly new.  **Confirm the APN settings for the device**  Follow the instructions for Android or for iOS.  If you need a new device, we’ve got you covered with our selection of 5G-compatible phones. Once you have your new phone, getting set up is as easy as switching a SIM card in most cases.  If you have any questions, our Care Team is available at (800) 683 7392. |
| How do I add more data to my Mint Mobile plan? | **How do I add more data to my Mint Mobile plan?**  While we do our best to help you find the right data plan for you, there may be a time when you’re away from Wi-Fi and using more data than you usually do, like when you’re on a trip posting pics or streaming music. Fortunately, you can always add more high-speed data to your plan anytime you need it until your next data recharge.  There are three ways to add more data to your plan:  **Add data on the Mint Mobile app**  1.Log into your Mint Mobile account  2. Click “Account” on the bottom right corner  3. Scroll down and select “Add More Data” in the menu  4. Choose from the data add-on options available with your plan:  If you’re on our 5GB, 15GB or 20GB plan, you can choose from 1GB for $10 or 3GB for $20  If you’re on our Unlimited Plan, you can choose 5GB for $15 or 10GB for $20  **Add data in the Mint Mobile website**  Log into your Mint Mobile account  2. Click “Add More Data”  3. Choose from the Data Add-On options available with your plan:  If you’re on our 5GB, 15GB or 20GB plan, you can choose from 1GB for $10 or 3GB for $20  If you’re on our Unlimited Plan, you can choose 5GB for $15 or 10GB for $20  **Add data by texting 6700**  Message UPDATA to 6700 and follow the instructions. FYI: you’ll need to have money in your Mint Mobile wallet to make this purchase  **Additional data information**  Data Add-Ons are applied immediately at the time of purchase  Add-Ons do not roll over and expire at the end of your current 30-day plan cycle  Check your balance at any time by texting “DATA” to 6700  **How do I keep track of my monthly data usage?**  You can check your monthly data usage at any time in the Mint Mobile app or at mintmobile.com. If you are using less data each month than is included in your plan, you can dial down your data at the end of your current plan. If you find yourself maxing out each month, or adding additional data, then you can upgrade to the next data plan at any time. You just pay the difference. It’s that simple. |
| iPhone settings: How do I configure them? | Good news – if you have iOS 13 and above, your device comes with Mint Mobile’s settings pre-installed so you don’t have to worry about configuring. Not sure which iOS your iPhone currently runs? If you purchased it sometime in the last few years, it’s probably running iOS 13 or above; but here’s how to check just to make sure.<https://www.mintmobile.com/help/how-to-configure-iphone-settings/>  How to check which iOS your iPhone is running  Open your iPhone’s Settings menu  Scroll down to General  Click on About  Check your iOS Version  If your iPhone uses iOS 12  After you’ve activated your plan and inserted your SIM card or installed your eSIM (for compatible phones), you may receive a notification from Apple to update carrier settings. If you don’t update them, you won’t be able to use your service.  If you don’t receive a notification, you can trigger it at any time by:  Selecting the “Settings” icon on your home screen  Select “General”  Select “About”  Tap “Update” when prompted  Note: Ensure that the “Cellular Data” and “Enable LTE” are both enabled via your device’s “Settings” menu.  **If your iPhone uses an iOS earlier than iOS 12**  1. Select the “Settings” icon on your homescreen  2. Select the “Cellular” menu option in the first section of the menu  Note: Ensure that the “Cellular Data” and “Enable LTE” are both enabled via your device’s “Settings” menu  3. Select the “Cellular Data” option and enter the following information into the fields:  **Cellular Data**  APN –wholesale  Username –(leave blank)  Password –(leave blank)  LTE Setup (optional)  APN –(leave blank)  Username –(leave blank)  Password –(leave blank)  MMS  APN –service  Username –(leave blank)  Password –(leave blank)  MMSC –http://wholesale.mmsmvno.com/mms/wapenc  MMS Proxy –(leave blank)  MMS Max Message Size –1048576  MMS UA Prof URL –http://www.apple.com/mms/uaprof.rdf  **4. Restart your iPhone**  Note: Read our article covering what to do if your service isn’t working even after completing the steps above. |
| How do I set up Voice over LTE on my phone? | If you aren’t sure if Voice Over LTE (VoLTE) is enabled on your phone, you might want to check. VoLTE calls have high-quality sound and connect faster when you’re calling someone near you. You’re also able to use the internet or apps while on calls thanks to VoLTE.  Setting up VoLTE on your phone is easier than you might think. To get started, all you need to know is the model of your phone because instructions vary by phone. We’ve got the rest covered.  How to turn on VoLTE on iPhones  1.Open “Settings”  2.Select “Cellular”  3.Select “Cellular Data Options”  4.Under “Voice & Data”, make sure VoLTE is selected  How to turn on VoLTE on most Android phones  While the naming conventions may vary, the easiest way to see if VoLTE is enabled on your Android phone is to check within the phone’s settings:  Select Settings  Select Search  Type “VoLTE”  Select VoLTE Calls Menu  Switch VoLTE Call toggle to On  Note: If after typing “VoLTE” no menu option appears, the phone either does not support VoLTE or VoLTE is defaulted to On which is likely if the phone is fairly new.  How to turn on VoLTE on other phones  On other phones, you should be able to find the option to turn VoLTE on under the “Wi-Fi” & “Network” categories. Or you can call your carrier for assistance.For more helpful information about VoLTE, check out our blog article about What is VoLTE and Why the F\*! You Should Care About it (we said fox) |
| Does Mint Mobile support RCS (Rich Communications Services) for Android? | Yep. You just have to switch up a few things on your phone:  Open the Google Play Store on your phone  Search “Messages by Google LLC”  Download the Messages app (by Google LLC, of course)  When you open it for the first time it’ll ask to be your default messaging app. Go ahead and click “Yes”  Make sure you enable chat features in the app settings so you get the whole shabang (nobody wants just half of a shabang)  Thanks to RCS, Android users have access to key features that Apple’s iMessage users have been bragging about for years like read receipts, typing bubbles (three dots ftw), and the ability to send richer media. Now you can send full-size selfies to your friends in HD. Shoutout to Rich, whoever he is, for making it possible.  Note: RCS only applies to Android 6.0 and up. RCS requires a data connection (either Wi-Fi or cellular). Both the sender and the recipient must have RCS enabled in order to send messages through RCS. |
| How do I set up my phone for internet access and picture messaging? | If you are having trouble sending a picture message or accessing the internet on your phone, you’ll need to update your settings.  iOS devices:  Your device is likely eligible for automatic internet and MMS setup. Click here to learn more.  Android and other devices:  There’s two ways to update your settings:  Text ‘SETUP’ to 6700  If you have a compatible Android device, you’ll receive a notification to automatically install your settings. If you are on a non-compatible Android device, you’ll receive a message with manual instructions. Simply follow the steps.  Update manually – Sometimes the good-old-fashioned way is best. Check out our step-by-step instructions on how to set up your data for Android devices. |
| How do I configure my Android phone settings? | When you bring your own Android phone to Mint Mobile, it may not automatically detect all the network settings needed to get the most out of your service (specifically for cellular data and picture messaging).  Luckily, manually updating these settings is very easy to do and just takes a few minutes, so you don’t have any issues when using data or receiving group or picture messages.  Once you’ve activated your plan and inserted your SIM card or installed your eSIM, text SETUP to 6700 to have the correct settings sent to your phone (or just keep reading because we provide them below)  Steps  1. Go into your phone’s Settings  2. Select Connections or Search Access Point Names  3. Select Mobile Networks  4. Tap Access Point Names (APN)  5. Tap the 3-dot menu in the top right > Reset to default  6. Select Add to enter the following information as shown (Note: the input process is case sensitive):  APN Settings  Name – Mint  APN – Wholesale  Proxy – (leave blank)  Port – (leave blank)  Username – (leave blank)  Password – (leave blank)  Server – (leave blank)  MMSC – http://wholesale.mmsmvno.com/mms/wapenc  Multimedia Message Proxy – (leave blank)  Multimedia Message Port – 8080  MCC – (do not change default values)  MNC – (do not change default values)  Authentication Type – (leave blank)  APN Type – default,supl,mms,ia  APN Protocol – IPv4/IPv6  APN Roaming Protocol – IPv4/IPv6  MVNO type: GID  MVNO value: 756D  7. Tap the three dots in the top right corner and select Save  8. Ensure that the new Access Point Name is selected  9. Restart your phone  After your phone powers back up, you can test these new settings by sending yourself a picture message. |
| How do I set up call forwarding? | Call forwarding is a handy feature that lets you send people who call your phone to another number. There are a few different versions of call forwarding depending on what you’re looking to accomplish, all of which can be turned on & off through the dialer on your phone.  To forward all calls  Dial \*\*21\*1[the number you wish to forward all calls to]#  Disable all call forwarding by dialing ##21#  To forward calls only when you don’t answer  Dial \*\*61\*1[the number you wish to forward calls to]#  Disable this call forwarding by dialing ##61#  To forward calls when you’re unreachable (busy or out of coverage)  Dial \*\*62\*1[the number you wish to forward calls to]#  Disable this call forwarding by dialing ##62# |
| How do I set up visual voicemail? | What is visual voicemail?  Visual voicemail allows you to view all of your voicemail messages at once, similar to your email inbox. Instead of having to listen to them in order, you simply scroll to the one you want to hear and press play. And if you’d rather not listen to the message at all, some visual voicemail apps can transcribe your voicemails into text and even send them to you via SMS or email.  How do I get visual voicemail with Mint Mobile?  There are two ways to get visual voicemail on your phone: either it’s already built in or you have to download a third party app. If you’re using an iPhone 6 or higher with Mint Mobile, visual voicemail should be on your device already, so we’ll start there. If you’re more of a visual learner, we’ve also included some how-to videos.  Visual voicemail on an iPhone  If you brought your iPhone along from another carrier when you switched to Mint Mobile, your visual voicemail should just need a quick refresh. Call yourself (or have a friend call you) and leave a voicemail. Receiving a new voicemail should cause whatever voicemails you had saved in your phone to repopulate in your inbox.  For more info about your iPhone’s visual voicemail capabilities, or if you haven’t set up voicemail on your iPhone yet, Apple Support has you covered.  Visual voicemail on an Android phone  If you brought your Android phone over from another carrier, chances are you were using that carrier’s version of visual voicemail. Only a handful of unlocked Android devices will have visual voicemail built in. To see if your device has native visual voicemail, try this:  Go into the Phone app and bring up the keypad, like you’re about to dial a number  Tap the menu button in the top right corner (it may look like three dots) and select “Settings”  This should bring you to your Call Settings where you can then select “Voicemail”  If you select Voicemail and the option to select or enable visual voicemail isn’t there, then your phone doesn’t have it built in and you’ll need to download a third party app to use visual voicemail (more on that in a bit)  Because there are so many different Android phones out there, these steps may vary slightly on your device. We recommend referring to the user manual that came with your phone if you find yourself stuck at any point.  If visual voicemail is built into your Android device, enabling it in this menu should initiate the setup process on your phone. Simply follow the steps on your device to create a password and record a greeting. If your phone asks you to enter your carrier’s voicemail number, ours is (805) 637-7456.  Once you’ve enabled visual voicemail and verified the settings are correct, we recommend calling yourself or having a friend call you to leave a voicemail and test that it works.  Third-party visual voicemail options for Android phones  If you’re using one of the many Android phones that doesn’t have visual voicemail built in, don’t fret. There are several visual voicemail apps to choose from in the Play Store (or the Galaxy Apps store if you’re on a Samsung). We recommend checking out the features and reading reviews to decide which one makes the most sense for you. After you download a visual voicemail app, you’ll need to follow the steps provided by the app developer to get it set up on Mint Mobile’s network. |
| I’m buying a new phone – do I need a new eSIM? | Yes, you will need a new eSIM. First, make sure your new phone will be eligible with a Mint eSIM and is unlocked. If not, then you will need to switch back to a physical SIM. When you have your new eligible device follow the below steps:  Install the Mint Mobile app on your new iPhone and log in to your account  Click the “Change Device” option in the Account menu  If your Mint Mobile account is already using eSIM on your previous phone, simply select “Get an eSIM” to move your account to a new eSIM on your new phone  If your Mint Mobile account is currently using a physical SIM, you have the option of following the instructions on the screen to transfer your physical SIM to the new device, or you can switch to eSIM.  To switch to eSIM, look to the bottom of the screen where it says “Want to switch to an eSIM? Order one here” and tap the link  Follow the instructions on screen to complete the eSIM installation process  When you switch to a new eSIM, you will keep your current plan and number. |
| Can I use my Mint service in wearables (such as the Apple Watch)? | You can use Apple Watch with your iPhone via Bluetooth and Wi-Fi; but Mint does not currently support using the cellular features on Apple Watch or other wearables. |
| How do I convert from a physical SIM card to eSIM? | What is eSIM?  eSIM is an awesome technology that allows you to activate a cellular plan from your carrier without having to use a physical SIM. And best of all, we can walk you through the process of switching from physical SIM to eSIM in just a few steps.  How do I switch from a physical SIM to eSIM?  1. Check in the App Store or Google Play to verify that you have the most recent version of the Mint Mobile app  2. Open the Mint Mobile app and log in to your account  3. Tap on Account in the lower right corner  4. Scroll down to the SIM Card section and tap Order Replacement SIM  5. When the SIM delivery screen appears, select Get an eSIM  If you don’t see Get an eSIM as an option, your phone may not support eSIM  6. After selecting eSIM, the app will ask you to confirm if the phone you’re using is the one you’d like to install eSIM on. If yes, select This is my new device  7. Tap checkout to complete the order–and don’t worry, you won’t be charged  8. After completing your order, you’ll be prompted to install your eSIM  9. Once installation is complete, you should receive an email confirmation that the eSIM has been installed |
| What is the Reseller Flex policy? Reseller Flex FAQs | What is the Reseller Flex policy?  The Reseller Flex policy allows retailers to receive devices in an unlocked state. While initially unlocked, these devices are programmed to lock to the first network that the device connects to at activation.  How do Flex Locked phones impact Mint subscribers?  Although the Reseller Flex policy has benefits for phone retailers and manufacturers, the Policy can potentially create issues for individuals. As an example, a customer may have bought a device under the belief the device was unlocked but, in fact, the device was subsequently locked to a specific carrier at activation.  In this above example, the issue becomes more complex when the device is later sold by the original owner to a new owner. The new owner also may believe the device is unlocked and have no knowledge of which carrier to engage for help in unlocking the device.  Is Mint able to help me with a device that has been locked through the Reseller Flex policy?  Our Care Team will attempt to support customers with devices locked under a Reseller Flex policy. However, since Mint does not participate in any Reseller Flex policy programs, our ability to support the customer is unfortunately quite limited. As constructed, the policy only allows the carrier who originally locked the device at the initial activation to unlock the device.  How does a Reseller Flex Lock happen?  The most common cause is buying a used phone from someone who may not have known the phone was locked when they sold it to you. If you called Mint and confirmed the phone isn’t locked to our network, try to get in touch with the seller. Ask them which carrier they were on with the phone and go from there. The only way to get the phone unlocked is to go to the carrier it’s locked to and work with them directly.  Is the Reseller Flex Lock something Mint controls?  It isn’t. If we confirm that the phone isn’t locked to our network, work your way backwards to the person you purchased the phone from. They may not have known their phone was locked.  Why would my phone work on Mint if it’s Reseller Flex Locked?  We think it could indicate that the phone is locked to T-Mobile. Because Mint runs on the T-Mobile network, it might enable your phone to work seamlessly with us. But once you leave for another network, it could inhibit use elsewhere. This is a good starting point for getting the phone unlocked. |
| How do I get a Mint Mobile eSIM? | What is eSIM?  Short for “embedded SIM,” eSIM is just a physical SIM card that has gone digital. At the cutting edge of wireless technology, eSIM allows you to have two numbers on the same device, swap operators and activate your carrier instantly. Major benefits of going digital include not having to manage physical SIM cards, not having to wait for a physical SIM card to be delivered, and the ability to activate immediately after purchase. For an in-depth look into all eSIM functions, study up on What is eSIM.  How do I get eSIM?  If you are new to Mint, and have an unlocked, eligible phone you can choose eSIM at time of purchase and activate it instantly. If you’re an existing Mint customer and your phone is eligible for a Mint Mobile eSIM, just call our Care team at 800-683-7392, and we’ll help you swap out your SIMs.  Is my current phone eligible for eSIM?  You can check your phone’s eSIM compatibility on https://mintmobile.com/esim.  Can I switch my physical SIM card for eSIM?  Yes, as long as your phone is compatible with eSIM and is unlocked. Right now eSIM is available on select Apple and Google phones.  To get a replacement Mint eSIM, you can make a request via the Mint Mobile App or call our Care team at 800-683-7392.  Be aware that we give you the first five eSIMs free of charge within a twelve month period. After the first five, eSIMs are $3 each (within that twelve month period). If you ever want to switch back to a physical SIM at any time, no problem. Just order a replacement SIM through Account Management. Once the physical SIM is activated, the previously used eSIM will no longer work.  Now you’re ready to get started with eSIM and to select the best wireless phone plan for you. See you in the wireless future. |
| How do I set Mint as my default line for iOS? | To set Mint as the default line on iOS:  1. From the Home screen, navigate: Settings > Cellular  2. Tap Cellular Data and select the phone number you were given with the free trial (It’s selected when a checkmark is present)  3. Tap Default Voice Line (This option is only available when both the Physical SIM card and eSIM are activated) and select the phone number you were given with the free trial (It’s selected when a checkmark is present) |
| How do I set Mint as my default line for Android? | To set Mint as the default line on Android:  1. Go to Settings and tap on “Network & Internet” / “Wireless Networks” to set the correct network preferences  2. Open “SIM Cards” / “Dual SIM Settings”  3. At the top of this screen, you can see the two SIMs inside your smartphone and their status. The rest of the screen displays other Dual SIM settings, which can be grouped in sections like “Preferred SIM for” and General Settings on certain Android devices.  4. Select “Calls / Default Calling Line”  5. A menu should pop up, and you can decide which SIM card you want to use as the default line when you make a call. If you don’t choose a default card for this option, Android prompts you to choose the SIM every time you initiate a phone call.  How to set the default SIM for mobile data on Android:  In the Dual SIM Android settings, you must decide on the preferred SIM for connecting to the internet. Since you can only have one active data connection, you have to set a preferred SIM for cellular data or a default mobile data SIM card. Depending on your device, press on the option to change the default SIM to Mint Mobile’s eSIM. On the next screen, tap on a SIM to select it or confirm your choice by tapping Switch. |
| How do I turn on mobile hotspot: Android & iPhone | A standard smartphone feature, mobile hotspot gives you the freedom to connect to the internet anywhere. You control who has access and how your network appears to others – “HANDS OFF!” is our go-to. Be cautious that mobile hotspot depletes your data allotment and battery life, so try to use Wi-Fi wherever possible.  To activate and use mobile hotspot like a pro, follow these easy steps: |
| How do I activate Mobile hotspot on iPhone? | Open the Settings App  Select Cellular Data  Tap Personal Hotspot  Slide to ON  (opt.) Slide Others to Join to ON |
| How do I activate mobile hotspot on an android device? | \*These are instructions for Android 10 OS devices and up. For device-specific information, give Google search a try.  Open the Settings App  Select Network & Internet  Tap Hotspot & Tethering  Choose Wi-Fi Hotspot  Slide to ON  (opt.) Choose Hide my Device  Once activated, go to the Wi-Fi settings of the device you want connected to the mobile hotspot. Locate the name of your phone’s network (i.e. HANDS OFF!), and enter the given passcode to connect your device. Voila. The world is your oyster, er…office.  Now that you got the basics down, read on for more helpful tips from our most frequently asked mobile hotspot questions: |
| Can I use 5G with mobile hotspot? | Yes. You can use the mobile hotspot on your 5G smartphones the same way you do with LTE. Hotspot usage draws from your monthly data allotment. |
| Do all Mint Mobile plans include mobile hotspot? | Yep. All plans include the mobile hotspot feature at no extra charge. The data you use just pulls from your monthly 5G • 4G LTE amount. All you need is a hotspot capable phone. Reminder: mobile hotspot is limited to 10GB for Unlimited plans. |
| Can I add mobile hotspot data if I run out? | You betcha. Mint Mobile subscribers can purchase additional mobile hotspot and mobile data in the Mint Mobile app. To get mobile hotspot data, go to “Buy More Data” in the menu and select the amount you need. To purchase mobile data in general, head to “Buy More Data” and choose from the Data Add-On options available with your plan.  By now you should know the difference between tethering and tetherball. Remember to always check your remaining data allotment and battery percentage before you hotspot.  Go make the world your office space. |
| How do I add hotspot data? | There are three ways you can add more hotspot data to your plan…and they’re all pretty easy:  Add more hotspot and 5G • 4G LTE data through the Mint Mobile app by selecting “Buy more data” in the menu  Add more hotspot and 5G • 4G LTE data by logging into your account at mintmobile.com/login and selecting “Add More Data”  Message UPDATA to 6700 and follow the instructions. You will need to have money in your Mint Mobile wallet to make this purchase. If you need more hotspot, but don’t need more data, dial down to our 20GB plan to get up to 20GB of hotspot. |
| I’ve run out of hotspot data on my Unlimited plan – can I add more? | You bet. On our Unlimited Plan you can use up to 10GB of your monthly data for mobile hotspot. If you need more data to use for hotspot, you can purchase additional data in 5GB/10GB increments. There are 3 ways you can add more data to your Unlimited Plan:  Add more hotspot and 5G • 4G LTE data through the Mint Mobile app by selecting “Buy more data” in the menu  Add more hotspot and 5G • 4G LTE data by logging into your account at mintmobile.com/login and clicking UpData  Message UPDATA to 6700 and follow the instructions  You will need to have money in your Mint Mobile wallet to make this purchase. |
| How do I make international calls? | How do I make international calls?  Mint Mobile’s international calling feature helps you stay connected with friends and family across the world. Tied to your Mint account, international call credit is purchased from your Mint Mobile wallet, making for a hassle-free experience you can access anytime and anywhere. Just load your Mint wallet with enough credit before making the call and the cost will be automatically deducted from your wallet balance. BTW, free calling to Mexico and Canada are included in your plan. Check out our sweet international call rates .  Before you pick up the phone, here’s what you need to know about making international calls:  How do I make a call overseas?  Mint Mobile allows for international direct dialing, making it easier to make calls abroad. Just follow these steps to make your international call:  Log in to your Mint account from the Mint Mobile app or mintmobile.com/login  Select Load Wallet and Add Credit  Dial the following exit code: 011  Dial the country code for your destination  (Optional) If dialing a landline, dial the 2-4 digit area code  Dial the number of your choice and say…whazzup?  How do I purchase international call credit?  To purchase international call credit, you’ll first need to add money to your Mint Mobile wallet. Follow these steps to load your wallet online:  Log into your account on the Mint Mobile app or mintmobile.com/login  Select the Load Wallet option on the homepage of your online account  Select the amount of money you would like to add  Submit your order – all credit added should be available in real time  How do I send international text messages?  For destinations that use 10-digit dialing, such as phone numbers on the North American Numbering Plan (NANP), enter the 10-digit phone number of the message recipient as you would when sending a domestic text.  For destinations not using 10-digit dialing, or anywhere outside North America, include 011 or a “+” symbol, the country code, and the phone number of the recipient. No access numbers needed here.  What if I’m having trouble calling internationally?  A common cause of problems with international calling is a lack of account funds.  Here are 3 easy ways to check your account balance:  Log in to your account on the Mint Mobile app. It’s the easiest way to get information related to your account at any time. You can also log in at mintmobile.com/login  Text BALANCE to 6700: You will receive a text message with all account balance information  Call Customer Care: Dial 611 from your Mint phone to ask a Customer Care representative about your account balance  If you find that you have international calling credit, another common cause of problems is an incorrect country code. Make sure you’re dialing 00 or + before the international number that you intend to call. |
| How do I make a call overseas? | Mint Mobile allows for international direct dialing, making it easier to make calls abroad. Just follow these steps to make your international call:  Log in to your Mint account from the Mint Mobile app or mintmobile.com/login  Select Load Wallet and Add Credit  Dial the following exit code: 011  Dial the country code for your destination  (Optional) If dialing a landline, dial the 2-4 digit area code  Dial the number of your choice and say…whazzup? |
| If you use all your minutes, you can still use any remaining texts or data on your Minternational Pass. However, if you need more minutes, you’ll need to buy a new Minternational Pass. This also applies if you run out of texts or data first. Just keep in mind, when you activate a new Minternational Pass, any currently active pass expires immediately. | To purchase international call credit, you’ll first need to add money to your Mint Mobile wallet. Follow these steps to load your wallet online:  Log into your account on the Mint Mobile app or mintmobile.com/login  Select the Load Wallet option on the homepage of your online account  Select the amount of money you would like to add  Submit your order – all credit added should be available in real time |
| How do I send international text messages? | For destinations that use 10-digit dialing, such as phone numbers on the North American Numbering Plan (NANP), enter the 10-digit phone number of the message recipient as you would when sending a domestic text.  For destinations not using 10-digit dialing, or anywhere outside North America, include 011 or a “+” symbol, the country code, and the phone number of the recipient. No access numbers needed here. |
| What if I’m having trouble calling internationally? | A common cause of problems with international calling is a lack of account funds.  Here are 3 easy ways to check your account balance:  Log in to your account on the Mint Mobile app. It’s the easiest way to get information related to your account at any time. You can also log in at mintmobile.com/login  Text BALANCE to 6700: You will receive a text message with all account balance information  Call Customer Care: Dial 611 from your Mint phone to ask a Customer Care representative about your account balance  If you find that you have international calling credit, another common cause of problems is an incorrect country code. Make sure you’re dialing 00 or + before the international number that you intend to call. |
| What is a Minternational Pass? | The Minternational Pass is Mint Mobile’s international roaming pass that includes high-speed data, talk & text in over 180 countries around the globe. You can purchase a 1-day, 3-day or 7-day Minternational Pass. |
| What does each Minternational Pass include? | 1-day pass: 60 mins, 60 texts & 1GB of data for $10  3-day pass: 200 mins, 200 texts & unlimited data with 3GB of high-speed data for $20  7-day pass: 500 mins, 500 texts & unlimited data with 10GB of high-speed data for $40 |
| When should I purchase a Minternational Pass? | As long as your Mint Mobile plan was activated in the US, you can either purchase a pass before you hit the road/skies/seas or while you’re already traveling. Passes do expire 360 days after purchase, so we recommend buying yours closer to your travel date. Your account will be charged at the time of purchase. |
| How many passes can I buy at a time? | You can pre-purchase up to two passes at a time. Once you activate and start using one pass, you can purchase another and have up to two stored in your account while you’re using one. |
| Can I use a Minternational Pass anywhere? | Almost. The Minternational Pass works in over 180 countries. Be sure to check if your destination is eligible before you buy a pass. Minternational Passes can’t be used on cruises or airlines. |
| How do I use a Minternational Pass? | After you’ve purchased a Minternational Pass, you can activate it in the Mint app, via the website, or by texting ACTIVATE to 6700. Once a pass is activated, you’ll have 24, 72 or 168 hours (depending on the pass) from the moment of activation to use it. You’ll also need to make sure data roaming is turned on in your phone’s settings. |
| What if I use all the minutes on my Minternational Pass but still have leftover data or texts?  Or use all my data but still have minutes and texts? | If you use all your minutes, you can still use any remaining texts or data on your Minternational Pass. However, if you need more minutes, you’ll need to buy a new Minternational Pass. This also applies if you run out of texts or data first. Just keep in mind, when you activate a new Minternational Pass, any currently active pass expires immediately. |
| Does using the Mint app or accessing my account online affect my pass usage? | Nope. You can keep using the Mint app and your account online without using any data.\ |
| Does calling Mint Mobile’s Care team count towards my Minternational Pass usage? | Not at all. Any calls to our Care team will not use any of your Minternational Pass minutes. |
| I have international Roaming credit on my account. Can I put it toward a Minternational Pass? | You certainly can. Any International Roaming credit on your account will automatically move to your Mint wallet when your monthly data refreshes. If you’d rather not wait, you can initiate this transfer manually in your account. |
| I’m on a Mint Family plan. How do I buy a Minternational Pass? | You can either request a Minternational Pass from the primary account holder in your account, or purchase one yourself by following the steps below. |
| How to purchase, activate and monitor a Minternational Pass on the Mint Mobile app | Purchase  Check if your destination is eligible for the Minternational Pass  Open the Mint Mobile app and login to your account  On the lower, right hand corner, select “Account”  Scroll down and select ”Minternational Pass”  Select the pass you’d like to purchase  Double-check your payment method, or use your wallet balance and choose ”Buy Now”  Activate  Open the Mint Mobile app and select ”Account” from the lower, right hand corner  Scroll down and select ”Minternational Pass”  In the upper right-hand corner, select ”My Current Passes”  On the pass you’d like to use, select ”Activate”  A pop-up will appear confirming you’d like to activate this pass and select ”Activate Pass”  The status next to the pass will change from Stored to Active  Monitor  Open the Mint Mobile app and login to your account  On the lower, right hand corner, select “Account”  Scroll down and select ”Minternational Pass”  In the upper right-hand corner, select ”My Current Passes”  You’ll see all your passes listed  Underneath an Active pass, you’ll see the amount of minutes, SMS, and data used and remaining.  Underneath all passes, you’ll see an expiration date. |
| How to purchase, activate and monitor a Minternational Pass on the Mint Mobile website | Purchase  Check if your destination is eligible for the Minternational Pass  Log in to your Mint Mobile account via the Mint Mobile website  On the sidebar, under ”Add Ons”, select “Minternational Pass”  Select “Your Passes” and scroll to ”Purchase Passes”  Select “Purchase” on the pass you’d like to buy  Make sure your payment method current or use your wallet balance. Select “Pay Now”.  Under “Your Passes,” you can activate your pass now, or whenever you’re ready.  Activate  Log in to your Mint Mobile account via the Mint Mobile website  On the side-bar, Under ”Add Ons”, select “Minternational Pass”  Select “Your Passes.”  Under “Your Passes,” select “Activate” on the pass you purchased  Monitor  Log in to your Mint Mobile account via the Mint Mobile website  On the side-bar, Under “Add Ons”, select “Minternational Pass”  Select “Your Passes”  You’ll see all your passes listed.  Underneath an Active pass, you’ll see the amount of minutes, SMS, and data used and remaining.  You’ll also see any stored passes |
| How to purchase, activate and monitor a Minternational Pass via text | Purchase  Check if your destination is eligible for the Minternational Pass  Text ‘GO’ to 6700  Respond to the pass options with the one you’d like to purchase  GO1DAY for a 1-day pass  GO3DAY for a 3-day pass  GO7DAY for a 7-day pass  Note: You have must money in your Mint wallet to purchase via text  Activate  Text ‘ACTIVATE’ to 6700 to activate your earliest stored pass  Monitor  Text ‘GOROAM’ to 6700 for an update on your pass balance  If you have an activated pass, it’ll let you know the remaining days, minutes, texts and GB.  If you don’t have an activated pass, it’ll direct you on how to purchase  **International roaming checklist for Mint Mobile subscribers**  <https://www.mintmobile.com/help/international-roaming-checklist/> |
| How can I get my international roaming service to work? | **International roaming troubleshooting tips & help**  If you’re experiencing issues with your Mint Mobile service while traveling abroad, try out these troubleshooting steps.  **Confirm Your Pass Is Active**  Confirm your roaming pass status is active and not expired. You can do this by texting ‘GOROAM’ to 6700 or checking your account via the Mint Mobile app or website.  1. Toggle Airplane Mode  2. Enable airplane mode  Wait 10 seconds Disable airplane mode and try again  3. Toggle Wi-Fi  4. Turn Wi-FI on Wait 10 seconds  6. Turn Wi-Fi off and try again  Note: You can turn Wi-Fi back on after you’re done troubleshooting.  **Disable Wi-Fi Calling**  Wi-Fi Calling may interfere with your service if your Wi-Fi signal isn’t very strong. Turn Wi-Fi off and attempt to connect through the cellular network. You can turn Wi-Fi back on after you’re done troubleshooting.  **Turn On Data Roaming**  Check to make sure Data Roaming is enabled in your phone’s settings.  **Verify APN settings**  Confirm the APN settings are correct in your Android or iOS phone.  If you’re still having trouble, please contact our Care team at (800) 683-7392. We strongly recommend using a different device or line of communication to reach us than the phone you’re troubleshooting on.  For additional tips & tricks on traveling internationally with Mint, take a look at our |
| What is Wi-Fi calling and how do I enable it? | **What is Wi-Fi calling and how do I enable it?**  Wi-Fi calling lets you make calls over the internet using your phone number, ideal for saving minutes or connecting in low-coverage areas. It’s a savvy feature for today’s phones and is typically easy to enable on compatible phones.  **How to enable Wi-Fi calling on your Mint Mobile account**  The first thing you need to do is enable Wi-Fi calling within your Mint Mobile account. This will include providing your emergency 911 address in case you ever have to dial 911 while connected to Wi-Fi.  1. Log in to the Mint Mobile app or your Mint Mobile account online  2. Select Wi-Fi Calling & Text from the menu  3. Click Enable  4. Enter your emergency 911 address  Once completed, you should receive a text message from Mint Mobile confirming this change. Then you just have to make sure Wi-Fi calling is also enabled on your phone.  **How to enable Wi-Fi calling on iPhone**  • Open your iPhone’s Settings  • Select Cellular  • If your phone has Dual SIM you may have to select Mint Mobile under the Cellular Plans section  • Select Wi-Fi Calling and turn it on  • Enter your emergency 911 address if prompted  • How to enable Wi-Fi calling on an Android phone  • Go into your phone’s settings  • Select Connections  • You may also need to select Network & Internet  • Select Wi-Fi Calling and turn it on  • Enter your emergency 911 address if prompted  • Settings for Android phones can vary by make & model, so if you still can’t find the Wi-Fi calling option on your phone, we recommend checking your user manual or searching online for the steps specific to your phone.  And that’s all there is to it. Once you’ve successfully enabled Wi-Fi calling on your phone, you should be able to call or text from anywhere you have a Wi-Fi connection.  Note:  Wi-Fi calling is currently unavailable in the following countries: China and North Korea. Please be aware that Wi-Fi calling may also be restricted in other regions, particularly in countries where internet access is tightly regulated. |
| What are MINTech Advisors? | MINTech Advisors are your personal wireless experts. For just $15 a year, you get direct access to technical experts who will provide one-on-one guidance for any difficulties you may be experiencing with your Mint Mobile account. |
| What do I get with MINTech Advisors? | Personal wireless advisors to help you with all things Mint Mobile, including:  Activating your new plan  Canceling with your old carrier (including jumping on the phone with you and Verizon or AT&T)  Bringing your existing number to Mint  Installing your SIM card  Switching from your physical SIM to an eSIM  Dedicated call-in line  Proactive account monitoring after activation  $15 bonus referral credit on your first referral  Tips, troubleshooting and more |
| How do I contact a MINTech Advisor? | Once you’ve purchased your subscription, you can contact a MINTech Advisor via one of the following methods:  Insert your Mint SIM and call 611  Call us from the phone number you entered while checking out on Mintmobile.com  Call the dedicated MINTech Advisors number (you’ll need to have your Mint SIM in your phone) |
| Will I have a dedicated MINTech Advisor? | No; but while you won’t have a dedicated Advisor, our entire team of MINTech Advisors is here to support your needs, and the first available MINTech Advisor will answer your call so you get help right away. |
| How are MINTech Advisors different from Mint Care Agents? | With MINTech Advisors, you get white-glove customer service with just a quick call. MINTech Advisors also act as your VIP wireless experts and can help with any of your wireless needs such as providing one-on-one troubleshooting, ongoing savings advice, phone tips and more. We’ll also keep an eye out for any red flags on your account to keep your Mint Mobile experience as smooth as possible.  These specialists are a trained group of MINTech Advisors who are available to help you with any of your activation needs. This may include activating your new plan, canceling with your old carrier (including jumping on the phone with you and Verizon or AT&T), bringing your existing number to Mint, installing your SIM card, switching to eSIM and more.  Mint Care Agents are our knowledgeable and reliable customer service representatives that can help you out with all things Mint. No matter what troubles you’re having, our Care Agents are solution oriented experts and available to help over the phone or in the Chatbot. |
| Who would benefit from MINTech Advisors? | Not very tech-savvy? Not a problem. MINTech Advisors are here to help you with all the technical bits so you can have a worry-free wireless experience. |
| Can I cancel my subscription after usage for a refund? | Yes, as part of Mint Mobile’s 100% satisfaction guarantee. If you haven’t activated your Mint SIM, you can submit a refund request or call us from your Mint phone number and a MINTech Advisor can get you all sorted out. |
| What is Mint’s Refer A Friend program? | The Mint Mobile Refer A Friend program allows subscribers to earn renewal credit when someone they refer purchases and activates a Mint plan. |
| How does the Refer A Friend program work? | When your friend decides to make the best wireless decision of their lives, they can:  Use a unique referral link you send them to purchase a plan  Once your friend has purchased and activated their plan, renewal credits will appear in your respective accounts. It’s really that easy. |
| How much can I earn when I refer a friend? | You can earn anywhere from $45 to $90 in renewal credits per referral; the amount of credit you can earn per referral is based on what 3-month plan your friend purchases:  5GB plan = $45  15GB plan = $60  20GB plan = $75  Unlimited Plan = $90 |
| How much will my friend earn? | Each friend you refer will receive a $15 credit toward their next renewal. |
| How many friends can I refer? | You’ll get renewal credit for up to four referrals per calendar year; but if you want to keep referring because you’re awesome that way, go for it. Your friend will get their $15 once they have purchased and activated their Mint plan. |
| How do I track my referrals and know when my referral credit has been applied? | We’ll notify you whenever you have a successful renewal. You can also see the credit applied in your account when you log in via the Mint Mobile app or online. Oh, and we keep track of them all so you can see your lifetime earnings success.  Visit our Refer A Friend page to learn more about the program and how to get started.<https://www.mintmobile.com/refer-a-friend/> |
| Can I recycle my phone with Mint Mobile? | Got an old phone gathering dust? Be a friend to the planet, follow our step-by-step guide below and we’ll help you recycle it for free.  1. Request a prepaid return label  Give our Care Team a call at 800-683-7392 and let them know you have a phone you’d like to recycle. Then just ask for a prepaid return label, which you will receive via email. If you don’t have a printer, visit your local USPS or FedEx location to have it printed.  2. Prepare your phone for recycling  To ensure none of your personal information is left on the phone, disable the password, perform a factory reset and remove the SIM card.  Factory reset erases all data from the phone  Removing the SIM card prevents your information from being used in other phones  3. Send us your phone  Once you’ve completed these steps, just pack up your phone and send it back to us using the prepaid return label we provided. |
| Do I Get Credit for Recycling My Phone? | No, we don’t offer credit for recycling your phone. However, we’ll recycle or dispose of it properly, and it won’t cost you a dime. |
| What is Mint Mobile’s free trial? | It might be hard to believe that Mint Mobile’s premium wireless plans are, well, premium at just $15 dollars a month. Luckily, with our 7-day free Mint trial you can see for yourself if we’re Mint to be before committing to a full plan. Commitment phobes, rejoice. You can learn more about our free trial or just keep scrolling your eyes down the page.  If you want to learn more before you commit to our commitment-free trial, here are our frequently asked questions about the trial itself. |
| What comes with Mint Mobile’s Free 7-Day trial? | The free trial includes 250 minutes, 250 texts and 250MB of data (5G • 4G LTE) to use. |
| Can I get more than one free trial? | Nope, sorry. Only one Mint Free Trial is allowed per customer. |
| Is international calling part of the trial? | During the trial period, you can make free international calls to Mexico and Canada, using the 250 minutes included in the trial. When you sign up for a full Mint Mobile plan, you can make international calls to the rest of the world (rates apply). |
| What do I need to try Mint Mobile for free? | All you need is a credit card, an email address, and a compatible unlocked phone. To check your phone’s compatibility, enter your phone model in our compatibility checker at the top of our free trial page. |
| Why is my credit card needed for a free trial? | A valid credit card is required to activate your trial plan and set up your account. Your card will not be charged at all during the trial, and it won’t be automatically charged once the trial has ended. If Mint works for you, simply buy a full plan using the card on file. |
| How do I confirm my phone is compatible for the free trial? | Your phone needs to support 5G or 4G LTE and VoLTE. If you’re not sure what the fox VoLTE is, then we have an easy-to-use tool that allows you to check. To check your phone’s compatibility, enter your phone model in our compatibility checker at the top of our free trial page. Spoiler alert: we hope we’re a match. |
| How long after ordering before I can start my free trial? | If your phone supports eSIM (short for embedded SIM) you will be able to activate your trial immediately without having to use a physical SIM. If you need a physical SIM card, we’ll ship you one that you should get in about 2 business days. |
| Will the free trial disrupt my current service? | Not at all. You can switch back to your current service at any time. Once you see for yourself that Mint works for you, you can upgrade to a full plan and bring your current phone number over, or keep the new one we gave you. |
| Do I have to transfer my current phone number for the free trial? | Also no. You’ll get a new number to use when you activate the Mint Free Trial. Kind of like taking a new number out for a test drive. When you upgrade to a full plan, you can then transfer your current number or keep the new one we gave you. |
| What happens at the end of my seven days? | All good things must come to an end, including your trial period. After seven days, and if you dug us, it’s time to sign up for a full plan. You can upgrade to a full plan right in the Mint Mobile app.  We hope this information has relieved any commitment anxiety and that you’ll give us a shot. Happy wireless trails |
| How do I use my Mint Mobile trial? | Wondering how to use your Mint Mobile trial? Then you’ve come to the right place.  Here’s how to use your Mint Mobile trial in 3 easy steps:  Step 1. Make sure you’re actually using Mint Mobile service  Once you’ve activated your trial, make sure you’re connected to Mint Mobile by looking for Mint Mobile in the top left of your screen or by checking your Mobile or Cellular Data settings.  Reminder: you can switch between your trial and current carrier at any time.  Step 2. Take us for a spin  Now that you’re up and running, send a text to tell someone you’re trying us out, call up an old friend and be sure to check your favorite sites and apps (like the Mint Mobile app–just saying). While you’re doing that, make sure our internet speeds and coverage is to your liking.  Your trial plan includes  250MB of 5G • 4G LTE data  250 text messages  250 minutes of talk  And you’ve got 7 days to use it.  Step 3. Keep track of your usage  Keep track of your usage in the Mint Mobile app and see other nifty things, like how many days are left in your trial. You can also keep tabs on your usage by checking your email where we’ll send e-updates, just so you’re in the loop.  And that’s how you try Mint before you buy Mint. Go nuts. |
| How do I upgrade my Mint Mobile trial? | Here’s how to upgrade your Mint Mobile trial in 3 easy steps:  Step 1. Select your monthly data amount  Navigate to the trial dashboard in the Mint Mobile app. Select “See full plan options.” Check out your monthly data options, which are:  5GB  15GB  20GB  Unlimited (first 40GB at 5G • 4G LTE speeds)  Don’t worry about picking the wrong one. If there’s a plan that’s a better fit based on your data usage we’ll email you to let you know, even if that means paying us less. ‘Cause saving you money is kinda our thing.  Step 2. Pick your plan duration  Next, choose the duration of your plan from 3, 6 or 12 months. We recommend trying out the 3-month new customer offer, or locking into a 12-month plan for the lowest rate.  Press “Select Plan” and then confirm the choice on the next screen.  Step 3. Transfer your number or keep your trial number  Next, you’ll want to decide if you want to transfer your number or keep the number that came with your trial.  To transfer your number (sometimes referred to as a port-in) you’ll need this information from your soon-to-be-ex carrier:  Transfer your number  Billing address and ZIP code  Account number  PIN/passcode  After you’ve entered this info, confirm your plan purchase and set up a password for your account. (0/10 recommend not using password123.) Transferring your number can take up to 48 hours, but it usually happens way quicker than that.  And just like that, you’re ready to say “sayonara, suckers” to overspending on wireless. Enjoy riding off into the sunset with your new plan. |
| How do I activate my Mint Mobile trial? | Trying out Mint Mobile is an easy, worry-free process. In just a couple of steps, you can get a 7-day trial that includes 250MB of 5G, 4G LTE data, 250 text messages and 250 minutes worth of calls.  Before getting started, just make sure your phone isn’t locked to your current carrier. Starting your Mint Mobile trial will not impact your current service or phone number, as you will receive a separate number just for the trial.  **How to activate your Mint Mobile trial**  Step 1 : Download the Mint Mobile app  In the app, accept our user agreement and then select “Activate your plan”  Note: If your device is eSIM eligible, your phone will automatically detect it and you may select “Continue with eSIM.” If your phone is not eSIM eligible or you did not select “Continue with eSIM”, proceed with the instructions below.  Step 2 : Enter or scan the 11-digit ACT code on the back of your SIM card  Step 3: Get a trial number by entering your ZIP code  Step 4: Enter your name & email address  Step 5: Locate and remove your SIM tray (instructions in app)  Note: If your device is eSIM eligible and you selected “Continue with eSIM” in step 2, then ignore this step.  Step 6: Insert your new Mint Mobile SIM card  iOS devices that are 12.0+, or have been updated since September 2018, will configure this automatically. For older iOS and Android devices to configure data & MMS settings, you may need to complete the following steps (instructions in app):  Copy settings found in the Mint Mobile app and paste them in corresponding fields in your phone  Restart your phone  Open the Mint Mobile app to see your trial dashboard. You have officially started your plan, which means you can celebrate by calling your mom, sending texts or launching your favorite app |
| How do I set Mint as my default line for iOS? | To set Mint as the default line on iOS:  1. From the Home screen, navigate: Settings > Cellular  2. Tap Cellular Data and select the phone number you were given with the free trial (It’s selected when a checkmark is present)  3. Tap Default Voice Line (This option is only available when both the Physical SIM card and eSIM are activated) and select the phone number you were given with the free trial (It’s selected when a checkmark is present) |
| How do I set Mint as my default line for Android? | To set Mint as the default line on Android:  1. Go to Settings and tap on “Network & Internet” / “Wireless Networks” to set the correct network preferences  2. Open “SIM Cards” / “Dual SIM Settings”  3. At the top of this screen, you can see the two SIMs inside your smartphone and their status. The rest of the screen displays other Dual SIM settings, which can be grouped in sections like “Preferred SIM for” and General Settings on certain Android devices.  4. Select “Calls / Default Calling Line”  5. A menu should pop up, and you can decide which SIM card you want to use as the default line when you make a call. If you don’t choose a default card for this option, Android prompts you to choose the SIM every time you initiate a phone call.  How to set the default SIM for mobile data on Android:  In the Dual SIM Android settings, you must decide on the preferred SIM for connecting to the internet. Since you can only have one active data connection, you have to set a preferred SIM for cellular data or a default mobile data SIM card. Depending on your device, press on the option to change the default SIM to Mint Mobile’s eSIM. On the next screen, tap on a SIM to select it or confirm your choice by tapping Switch. |
| What is Mint Mobile’s Share the Love Kit? | When you order a Mint plan, we give you a second SIM kit – the Share the Love Kit. This is to pass on to a friend who is overpaying on wireless and who should be on Mint. Friends help friends save. The kit includes a 7-day free trial of Mint with 250 minutes of talk, 250 texts and 250MB of data. When your friend loves us and purchases a full plan, you will get renewal credit for your next plan and your friend will get $15 of credit to use on their next plan renewal. You can also refer a friend and earn the same credits through the mobile app. Sweet, right? |
| How do I create a Mint Family? | Any existing Mint Mobile user can create a Mint Family with as few as 2 lines (max of 5) by inviting other active users via the Mint Account or the app. Primary account holders get to keep an eye on everyone else’s usage, approve data add-ons and make all payments & plan changes.  Each member of your family gets their own plan length & data amount so you share savings, not data. That’s right, cousin Teddy won’t drain everyone else’s high-speed data watching poker tutorials on YouTube. Learn how to create a Mint Family in our how-to video or instructions below.  How do I create a Mint Family?  Log into your Mint Account online or in the app  Setup & enable Auto Renewal  Select “Mint Family”  Send invites to those you’d like to have join your family (must be active Mint subscribers) and share your unique code with them  Give family members a moment to accept your invite by entering your unique code in their Mint Account  Celebrate (high fives all around) |
| How do I manage my Mint Family? | As a primary account holder  Being the primary account holder means you can manage everyone’s accounts easily through the Mint Mobile app or in Account Management. Here’s what you can do:  Invite & remove family members, or invite a different member to be the primary account holder  View your family members’ data usage in real-time  Change members’ plan  Raise the data amount at any time  Lower the data amount at any time (change will be reflected once the plan renews)  Pay for all members’ plans  We’ll notify you via email & text message when a plan is about to renew so you’re always in the loop  Approve add-on requests  Your family members may request data add-ons, international roaming credit or wallet funds through Account Management or the Mint Mobile app. You’ll have 24 hours to approve each request.  Give your family members cool nicknames like “StreamingSavant”  As a family member  As a member of the family, you get to sit back & chill while the primary account holder pays your bill. So maybe help out around the house or buy them lunch or something. You can also:  Request data add-ons, international roaming credit & wallet funds from your primary account holder  To request more data online, go to your Mint Family dashboard and choose how much you would like to request  To request more data in the Mint Mobile app, choose how much you’d like to purchase in the right-hand navigation menu and send the request to your primary instead of checking out  Once the request is sent, your primary account holder will have 24 hours to approve it  View your request history & track your data usage in real time  If you’d like to change your plan when it’s time to renew, you’ll need to reach out to the primary account holder directly (using your unlimited talk & text, obvs).  Going solo  Need to opt out and lone wolf it with your own account? No problem. You can leave a Mint Family Plan at any time. Primary account holders would need to invite another family member to take over as the primary before leaving, or the family will be no more and each member will become responsible for their individual account.  If you’re receiving the 12-month rate while paying every 3 months on your Mint Family plan, your rate will increase because you’ll be responsible for making the remaining payments at the 3-month plan rate. |
| How do I know if my phone is unlocked? | How do I unlock my phone?  An unlocked phone is a phone that isn’t tied to a specific carrier’s network. To bring your own phone to Mint, you need an unlocked phone. To unlock your phone, you’ll most likely need to contact your current carrier so they can unlock it for you. If it hasn’t been paid off, you will probably need to do that first.  Link: https://www.youtube.com/watch?v=yVnIlRPB34c  How do I know if my phone is unlocked?  If you’re on a prepaid or pay-as-you-go phone plan, you most likely have an unlocked phone. If you’re not, here’s how to check depending on your phone model:  For Android:  Since there are a lot of Android devices, try Googling your specific model to get the most accurate instructions on checking if your phone is locked.  For iPhone:  Go to Settings.  Tap Cellular.  If you see a Cellular Data option under the Cellular menu, then your iPhone is unlocked. If you don’t see Cellular Data Network as an option, then it’s still locked.  Try a different SIM card  An alternate way to check if your phone is locked is to try swapping in a different SIM card. Borrow a SIM card from a friend or request a SIM kit with our free trial in the app. If your phone is able to connect to another network (or activate a Mint trial), your phone is unlocked.  For more about unlocked phones (and how to unlock your phone) check out our blog on the differences between unlocked and locked phones. |
| What does “unlocked phone” mean? | Unlocked phones are phones that aren’t tied to a specific carrier’s network, which means an unlocked phone can work with more than just one service provider. Now that you know what an unlocked phone is, here are some of the benefits of them:  Unlocked phones make it easy for you to switch carriers whenever you want, like when you find out certain carriers have some pretty f\*!ing great deals (we said foxing). This allows you to get the best rates and coverage for you, instead of being locked into a contract.  You can use two SIM cards on one phone, as long as your phone is dual SIM or eSIM-compatible. This is great if you want a personal line and a business line, for example.  If you want to sell your phone one day, you’ll typically get more money for an unlocked phone. That’s because the person that buys it can use whatever carrier network they want (freedom is always a selling point).  They’re good for international travelers, since you can use your unlocked phone with any foreign carrier that works with your phone’s technology. Instead of paying roaming charges, you’ll be able to pay local rates.  You aren’t limited to the phone models your carrier offers. If you have yet to purchase a phone, you have way more phone models to choose from if you’re not limited to your current carrier. And more choice is always good. |
| What is a locked phone? | As you might imagine, since there are unlocked phones, there are also locked phones. Locked phones have software that prevents them from being used by different mobile networks for a period of time, typically 1-3 years, hence they’re locked into a certain network and can only be used with that specific carrier. Even if you didn’t buy your phone from a specific carrier, it can still sometimes be locked by that carrier.  So, you might be asking: do locked phones have any benefits for customers? While they may only work with a certain network for a time, locked phones do tend to be cheaper to buy than unlocked ones, so you could save big on a brand-new device. |
| What is jailbreaking a phone? | Another term you may have heard while discussing locked or unlocked phones is the term jailbreaking. A jailbroken phone will have media restrictions lifted so that users can run different operating systems on their device, or delete or hide preloaded apps that usually cannot be deleted. However, a jailbroken phone does not mean the phone is unlocked. A phone can be jailbroken, but still tied to a specific carrier. |
| Do unlocked phones have any limitations? | One important thing to note is just because a phone is unlocked, it doesn’t mean it will work with every single carrier. It also depends on which cellular network your phone model is compatible with: GSM or CDMA.  Most new phone models are compatible with both, but older phones may only be compatible with one of those cellular networks. In fact, the network your phone is compatible with may make it harder or easier to unlock your phone. GSM-compatible phones (which are the types of phones that are compatible with Mint) are more straightforward to unlock, while CDMA-compatible phones can be harder to transfer to new carriers, since certain Big Wireless carriers have their own unique databases and networks (they really do make everything more difficult). But, since GSM is the standard for most carriers now, you probably won’t run into this issue. |
| How do I unlock my phone on Verizon? | Phones purchased through Verizon are unlocked 60 days after the total payment for the phone is completed.  If you buy a phone from them outright, it will be unlocked 60 days later\*\*  If you’re on a phone payment plan, it will be unlocked 60 days after your final payment  If you buy your phone from an authorized Verizon retailer, it will be unlocked 60 days after activation.\*\*  Want to confirm for sure after your 60 days are up? Dial \*611 from your Verizon device or call customer service to double-check. |
| How do I unlock my phone on AT&T? | Go to AT&T’s unlock page and click “Submit an unlock request.”  Make sure you meet the eligibility requirements.  This includes paying off your installment plan early (if you have one) and waiting 48 hours after your final payment to make the request.  Once you meet all the requirements, submit the form.  After that, you’ll receive a confirmation email with the unlock request number. Click on it within 24 hours to confirm your request.  You may have to request again if you miss the 24-hour window.  After two business days, AT&T will let you know that your phone has been unlocked. |
| Can I buy an unlocked phone? | Want an unlocked phone from the jump? It’s no problem, since many retailers and carriers do offer phones that are unlocked from the get-go. So wherever you choose to purchase your next phone, just let them know you’re specifically looking for an unlocked phone and they should be able to hook you up. |
| How do I switch from Verizon to Mint Mobile? | Whether you’re wanting to make a clean break from Verizon (new phone, new number and maybe a new haircut to celebrate) or you want to keep your current phone and number (and maybe not risk messing with bangs just yet), switching to Mint Mobile is probably a lot easier than you think.  1.) Bring Your Own Phone (BYOP) or get a new one  If you want to bring your own phone to Mint Mobile, you just gotta make sure it’s paid off, unlocked and compatible with our network. We’ve got a whole compatibility checker thingy that can help  If you want to get a new phone, either because your current one isn’t compatible with our network or you’re just in the mood for an upgrade, we offer all the latest & greatest smartphones with great deals when you bundle them with a Mint Mobile phone plan  2.) Bring your phone number or get a new one  If you want to bring your phone number with you (to avoid having to send a “this is my new number” text to everyone in your contact list), you can easily transfer your current number to Mint Mobile from Verizon during activation.  Make sure your Verizon account is still active until the number transfers over to Mint. If you cancel your Verizon account early, you could lose the number permanently; and if you’re moving multiple lines over, make sure to move the primary account holder’s number over last for the same reason.  You’ll need your Verizon billing address (with ZIP code), account number and Number Transfer PIN to transfer the number over.  To find your account number, check the first page of your Verizon bill. Or, after logging into your Verizon online account, go to the main page. If you need assistance, contact Verizon at 800-837-4966.  If you want a new phone number, then all you need to do is provide us with your home ZIP code at activation so we can generate one based on it.  3.) Choose your plan  Browse our deals if you’re looking for a new phone and a phone plan, or just check out our new customer offer if you’re planning to bring your phone over from Verizon. It’s all done here on the website, because we’re able to help save you money by not having our own brick & mortar retail stores.  Image of Mint Fox's hand holding a smartphone with the Mint Mobile app on the screen  4.) Download the Mint Mobile app and activate your plan  We made it super easy to make the switch with the Mint Mobile app. Once you have your Mint Mobile SIM kit in hand, all you gotta do is download the app from the App Store or Google Play and follow the instructions. With the app you can choose to bring your number over from Verizon or get a new one, create your Mint Mobile account and build your Mint Family if you’re bringing over multiple lines.  Also, once you’ve officially joined the movemint, the app will allow you to monitor your data usage, make any plan changes, and help you earn Mint Credit by rescuing other friends from Verizon via our Refer a Friend program.  We also offer Activation Support from our Mintech Advisors which includes full assistance activating your plan(s) and getting you transferred over from Verizon. We’ll even jump on the phone with you to call Verizon and let them know you’re canceling your service with them.  Image of a SIM card with text reading 45-Day Shelf Life on it, behind which Mint Fox is peeking out  What if I’m still on a contract with Verizon?  If you’re still locked in a contract with Verizon, you may want to wait it out to avoid paying an early termination fee. We get it, we’re all about saving money too. But if the early termination fee is less than what you’ll end up paying overtime by sticking with Verizon, then maybe it’s time to cut and run now. This may also include paying off the balance on your phone so you can unlock it if you’re planning on bringing it to Mint Mobile. And if your contract is almost up, you should know our SIM cards have a 45-day shelf life, meaning you can purchase a Mint Mobile plan now and wait up to 45 days to activate it.  Congratulations, you’ve now completed “Switching from Verizon to Mint Mobile” 101. There’s no final exam and we don’t have a certificate to give you or anything like that, but we do have savings. You’ve definitely earned those savings. |