

### HOW CAN CASH PAYING CUSTOMERS MAKE A ONE-TIME CREDIT CARD PAYMENT?

Customers who do not have a credit card on file may make a one-time payment utilizing a credit/debit card. To make this payment, the customer must call Customer Care and speak to an Agent who will assist with the one-time payment. Customer Care can be reached by utilizing chat on [flashwirelesspr.com](http://flashwirelesspr.com) or by calling (888) 226-2141.

The agent will ask during the transaction if the credit card being used should be left on file for further payments or removed to resume paying by cash for future payments.

Customers are eligible to make a payment for their service once the Payment Reminder communication (email/text) is received showing the payment amount that is due. Typically, this will be received 9-days prior to the end of their current bill cycle.

### HOW CAN CUSTOMERS WITH A CREDIT CARD ON FILE MAKE A ONE-TIME CASH PAYMENT?

If a customer has a credit card on file, they may make a one-time payment in cash. To ensure the credit card on file is not charged, the customer must call Customer Care within 2 days of receiving their payment reminder communication (email/text). The Agent will disable credit card charges for the next payment. Once the cash transaction has been completed, the account will revert to credit card billing for future payments. Cash payments may be made with one of the following options:

1. **Cash Payment** – Pay your monthly bill at over 400 locations throughout Puerto Rico. Locations include:
  - Supermercados Amigo
  - Sam’s Club
  - Walmart
  - Supermercados Econo
  - Supermercados Selecto
  - Ralphs Food Warehouse

For a complete listing, visit [www.flashwirelesspr.com](http://www.flashwirelesspr.com), click Support and select “Cash Payment Locations”.

**Note:** *To pay at an authorized cash payment location, you must have your 6-digit account number and company name Flash Wireless, LLC. If the agent at the authorized payment station requests a payment coupon, please ask them to check on screen messaging and/or call Banco Popular Customer Service Department. If unable to resolve, please find a different location. **Be advised that payments will be posted within two business days***

2. **Online Banking Payment Services** - Banco Popular, Oriental Bank, First Bank and Scotia Bank banking customers can utilize their online bill payment service to pay for Flash services. Please be advised that this service is **not** available at any of the Bank’s branch locations.

Banco Popular customers can call TelePago Popular® at 787-724-3652, 1-888-724-3652, or access Mi Banco Online at [www.bancopopular.com](http://www.bancopopular.com) to pay for Flash services.

3. **ACN Center of Excellence** – Cash payments are accepted in person at the ACN Center of Excellence:

Escorial Office Building

1400 De Diego Ave, Suite 110

Parque Escorial, Carolina 00987

(Next to Ikea, across from University of Puerto Rico)

Payments can be accepted during business hours (M, W, F 9 AM-6 PM; T, TH 9 AM-10 PM; S 9 AM-3 PM).

**CAN I ACTIVATE A FLASH WIRELESS CUSTOMER WITH CASH?**

No, activation of a new Flash Wireless customer can only be completed with a credit card. IBOs can make a one-time payment with their personal credit card on behalf of a new customer in order to activate their service. The IBO must use their credit card billing address to complete the ordering and activation process successfully.

- Activations can be completed through our website [www.flashwirelesspr.com](http://www.flashwirelesspr.com) or by calling 1-888-226-2141
- If you are activating a new account online on behalf of a customer with your personal credit card, please call Customer Care at 1-888-226-2141 to remove your credit card from the customer's account and to update the account with the customer's personal information (name, address, e-mail)
- If you are activating a new account through the phone on behalf of the customer, once the transaction has been approved, request the Flash agent to remove your credit card and to update the account with the customer's personal information (name, address, e-mail)

**If you have any questions, please reach out to IBO services: (704) 260-3226 Monday-Friday 10 AM – 12 Midnight ET**

**\*Customers on The Nationwide Sprint 4G LTE Network can make payments for their Flash Wireless monthly services using a credit card only.**