

Chat on TracFone's Facebook page on February 2, 2014 at 4:44PM PT

[08:44 PM] Nick: Thank you for using our chat support. My name is Nick, how may I assist you today?

[08:44 PM] Brittany XXXXXXXXXX: I logged into my account and it shows my phone as inactive. Well I had the sim card changed and can't re-add the phone due to the serial number being the same. Can you help me?

[08:45 PM] Brittany XXXXXXXXXX: The serial number is xxxxxxxx

[08:46 PM] Nick: Let me check on your account. Please allow me a moment.

[08:47 PM] Brittany XXXXXXXXXX: ok thanks

[08:49 PM] Nick: Do you want to add your phone on your account or reactivate it?

[08:49 PM] Brittany XXXXXXXXXX: just add the phone. It's the same phone that is listed for "Motorola EX431G" all that happened was a sim card change.

[08:50 PM] Nick: Do you have a new number assigned?

[08:50 PM] Brittany XXXXXXXXXX: Initially I did but I was able to get my same phone number back.

[08:52 PM] Nick: There's no need to re-add it since it is the same phone. It appears to be inactive on our end as well.

[08:52 PM] Brittany XXXXXXXXXX: Yes but it's not inactive.

[08:52 PM] Brittany XXXXXXXXXX: I want it to show as active. Is that possible after a sim card change?

[08:53 PM] Nick: We need to update the status first so that it will appear as active on your account.

[08:53 PM] Brittany XXXXXXXXXX: will that disconnect my phone at any point?

[08:53 PM] Nick: No, it will not.

[08:53 PM] Nick: In order to better assist you with resolving your issue, please call us at 1-866-806-1840 and use the PIN xxxxxx to get a live agent directly. Please be informed that the reference PIN is only valid for 2 weeks. For your convenience, our representatives are available Monday-Sunday from 8:00 AM to 11:45 PM EST. Thank you for chatting with TracFone Wireless.