

what happens after I buy?

We help with every step of the way with your Big**Purple**Phone.

To set up your phone we work with you over 1-2 days, then shipping done within 1-2 days.

We are here to help you with setting you up at every step,

Please do call us on **(02) 8660-1390** for help anytime.

1

Within
10 mins



**Order and
Subscription
Confirmation**

You will receive an **Order Confirmation** and an email with your monthly prepaid **Subscription** details.

2

Within
1 hour

04???

Set up your
**mobile
number &
ID check**

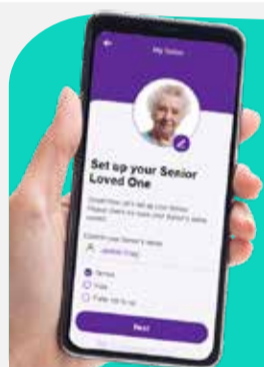
You will then receive an email to set up your mobile number and complete your ID check*.

Have your ID documents handy:

- Drivers License
- Utility Bill
- Previous Phone Account
- Photo of you and your Loved One

3

Within
1 day**



download
the **App**

Family&Friends Only!

Once your ID is confirmed we arrange a call with you to send you a personalised link to download the Big**Purple**Phone App and show you how it works.

4

Within
2 days**



we deliver your
BigPurplePhone

We are now ready to ship your Senior Loved One their brand new Big**Purple**Phone! You will receive a tracking number via email to track its delivery. We use Express Post.

5

Within
1 day**



our **local
customer care
team is here
to help**

If you requested to keep your old mobile number we arrange a convenient time with you to port your mobile number over to your new Big**Purple**Phone!

*To comply with Australian regulations we need to ID check all new prepaid accounts.

** We can approve and ship within 1-2 days if you are able to complete the ID form promptly.

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