

# About Us

## SafeLink Wireless®

SAFELINK WIRELESS® is a program serving eligible households and is provided by TracFone Wireless, Inc. To participate in the SAFELINK WIRELESS® service, certain eligibility requirements must be met, which are set by each State where the service is provided. These requirements are based on a person's participation in state or Federal support programs or by meeting the Income Poverty Guidelines as defined by the U.S. Government. SAFELINK WIRELESS® service is limited to one person per household.

[TracFone Wireless](#) is the largest "No-Contract" cellular service provider in the U.S. with over 20 million subscribers. TracFone Wireless is a subsidiary of América Móvil S.A.B. de C.V. ('AMX') (BMV: AMX; NYSE: AMX; Nasdaq: AMOV; LATIBEX: XAMXL), the 9th phone company in the world and the largest in all of the Americas with more than 250 million wireless subscribers.

TracFone Wireless' formula for success is simple – exclusive focus on prepaid cell phones and service. Unlike some prepaid providers, TracFone Wireless does not require customers to enter into a service contract. Our customers enjoy the freedom we offer – No Bills, No Contracts, No Surprises – you are in control. Prepaid is all we do, and we have over 20 million subscribers because we do it better than anyone else.

TracFone Wireless believes that cell phone ownership is a right and an important tool for individual success in today's world. Everyone should have a cell phone and the right to always know what their cell phone service will cost, without paying more than they want or can afford. TracFone and maintain a cell phone as low as possible and never charges extra fees to activate cell service.

## Contact Us

### Contact us by:

### Phone Numbers:

For Enrollment and Plan Changes Support: 1-800-Safelink (723-3546)

For Technical Support ONLY: 1-800-378-1684

### Correspondence:

SafeLink Wireless PO Box 220009

Milwaukie, OR 97269-0009

**Hours of Operation:****For Enrollments and Plan Changes:**

Monday - Saturday 8:00 a.m. - 10:00 p.m. EST

Sunday 8:00 a.m. - 7 p.m. EST

**For Technical Support:**

8:00 a.m. - 12:00 a.m. EST (7 days a week)

If you're an existing customer, please provide us with your SafeLink Wireless serial number or your SafeLink Wireless phone number when contacting us so we can give you the best possible service.

**Our Brands**

**NET10**  
WIRELESS

**TRACFONE**

**SafeLink**  
WIRELESS

Walmart  
**FamilyMobile**  
T-Mobile

**total**  
wireless™

**Straight**  
**Talk**  
wireless

**Go**  
**smart**  
mobile

**telcel**

 **pageplus**  
no-contract wireless

**SIMPLE Mobile**  
T-Mobile

**Our Phones**

TracFone customers receive only the highest quality phones at the best prices. Relationships with major manufacturers such as Motorola, Samsung and LG allow us to satisfy any customer preference – from entry-level smartphones to industry-leading flagship devices. Our Bring-Your-Own-Phone program enables customers to keep their current mobile device and phone number while moving their service to our networks. Both options offer a variety of plans and provide superior service to customers.

**Our Service**

TracFone Wireless is renowned for offering the best coverage of any cell phone provider, as our network uses the towers of the top wireless carriers throughout the U.S. In fact, we're the only provider that uses all of the major U.S. carrier networks.



Through nearly two decades of working with these carriers, we've grown together and honed these relationships so that we now offer customers the best coverage and most cost-effective service in the industry. To verify your coverage area, and cell phone availability, just enter your Zip Code at [Buy Phones](#) page.

## Our Retailers

TracFone Wireless has a very close working relationship with its retail partners, and are the brand leaders at many of the top retail chains. As such, we are held to a higher standard than other providers in terms of service and delivery. You can find our phones and service plans at nearly 70,000 stores around the countr