

**What is International Mobile Recharge?**

Is a service that allows customers to recharge the cell phones of their loved ones back home. Recharging a prepaid mobile phone is a quick and easy process. All you need to know is the recipient's country, mobile phone operator ("carrier") and cell phone number.

**Do I need a Boss Revolution account?**

Yes, and it's also very easy and convenient for you! Please, reach out to your salesperson in order to start the process.

**Do I need to log in into the portal?**

No, which makes the transaction even simpler and faster.

**Will I get a commission?**

You will get a very competitive commission doing recharges from your POS! For more details, please, log in to the portal and check Commissions under Reports section.

**What can I do if I have issues doing the transactions?**

The transactions are non refundable. In these cases, the customer should call Customer Service at 716-215-2677.

**How fast is the recharge received?**

This is dependent on the mobile carrier. We send the order request instantly to the mobile carrier you have selected. Most recharge requests happen instantly. However, there are times when the mobile carrier may experience a system delay that prevents the recharge from going through immediately. The customer will get an SMS confirmation when the transaction has been completed successfully.

**In what format should I enter the recipient's mobile phone number?**

Please enter all international numbers with + followed by the country code, and then the recipient's phone number.

**What happens if I recharged the wrong number?**

Unfortunately, you cannot void the purchase. Please double check that all the information is correct for the mobile phone you wish to recharge before clicking the button to place the order.

**What happens if I cannot recharge a number?**

Please be sure to select the correct carrier for the number you wish to recharge. If you choose the incorrect carrier, the transaction will fail. Also, make sure you are recharging a prepaid mobile phone number. Mobile recharge does not work for post-paid phones.

**What do I do if I receive an error during the transaction?**

Follow the instructions presented to you in the message you received. Some errors require simply correcting a small typo in a phone number in order to allow the transaction to go through. If following the instructions does not solve the issue and you are still unsure of how to proceed, please contact Customer Service at 800-675-9702 for assistance.

**What should I do if the person to whom I sent the recharge did not receive it?**

Occasionally, carriers experience temporary outages that interfere with recharge transactions. If you have received a "Due to high volume your request is in process. You will be notified once the transaction has completed." notification, please wait 2 hours for the transaction to complete. Your customer will be notified via text message and or e-mail once it is complete. IMPORTANT – PLEASE DO NOT RESUBMIT THIS REQUEST TO AVOID MULTIPLE CHARGES.