



## **Prepaid Transit Frequently Asked Questions**

- Q: What is Pre-Paid by MEMO Wireless and/or Long Distance Service?
- A: **Pre-Paid by MEMO offers a card product loaded with long distance minutes and cellular phone time. The card is paid for in advance so that the customer can use it at a later date.**
- Q: Where can I buy Pre-Paid by MEMO products?
- A: **Visit [www.MEMOCO.com](http://www.MEMOCO.com) and use our “Find an Agent” search function.**
- Q: How do I use a Pre-Paid by MEMO product once purchased?
- A: **Follow the directions provided on the receipt or card provided to you at the point of sale, depending on the product purchased. If you encounter any questions, you can contact MEMO’s bilingual automated phone attendant, which accepts calls 24-hours each day, 7 days a week. Call 1-800-922-8079.**
- Q: How much air time do I get when I buy a prepaid wireless product?
- A: **This will depend on a number of different factors such as time of day the product is being used, type of service being used or the amount of your purchase.**
- Q: How much air time do I get when I buy a prepaid long distance product?
- A: **This will depend on a number of different factors such as any access charges, call time, call length and destination of call. Please see the card or the services provider for details.**