

Family and Business Solutions



We have heard feedback from our members about the ability to have multiple Social Memberships at the National Launch of Solavei.

While the ability to use an EIN (Employee Identification Number) or Tax ID *will not be available immediately at launch*, we have revised our business processes to allow members to establish up to six Social Memberships under a single SSN. *Please note that an SSN and a unique email will be required for all Social Memberships -- an EIN or TIN (Taxpayer Identification Number) will not be accepted at this time.*

This change impacts how Families and Businesses choose to sign up for Solavei:

Family Solution:

All individuals in our Members' families can join or use Solavei, including children under 18.

- Individuals 18 and older may enroll as Social Members with Service and sign up under their own SSN with a unique email, login and password.
- Individuals between 14 and 17 may enroll as a Mobile Member using their own name, unique email, login and password.
 - A co-signer will be required as the account holder and will be responsible for making payments.
 - The co-signer will be required to provide their name, date of birth, and a valid credit card that matches the shipping address of the minor and co-signer.
 - The co-signer will not be a Social Member for the mobile service line. They are co-signing for mobile service only.
- Scenarios noted below:

Scenario 1: Adding Children 14-17 for Mobile Service Only	<ul style="list-style-type: none">▪ Jack and Jane are Social Members with Mobile Service and have 3 children under 18.▪ The two children ages 14 and 17 sign up for mobile service with Jane as their Sponsor. Jane co-signs for them to ensure there is a credit card on file to make the payment for monthly services.▪ These children are not building a network, as they are not Social Members.
Scenario 2: Adding Children 14-17 for Mobile Service Who Want to Build a Network	<ul style="list-style-type: none">▪ Jane signs up two new Mobile Service lines and enrolls them as Social Members with a unique email, username, login and password.▪ Jane allows her children to use these mobile phones, as well as the unique username to begin building networks. When the child enrolls a new Member they must ensure that Member selects their unique username as the Sponsor in the enrollment path. They can do this by directly signing up the Member or sending them a URL unique to their username to sign up under.▪ Jane now has 3 Social Memberships with 3 unique usernames and has used her SSN 3 times out of the 6 allowed.▪ When her children reach the age of 18, Jane can make a request to Solavei to transfer the ownership of this network from herself to her child.

- Individuals under the age of 14, may not enroll for Mobile service or Social Membership.
 - If a parent or guardian would like to provide a phone to a minor under 14, they can choose to sign up for a separate mobile service account using their own unique email, login and password, and allow the child to use the phone.
 - The parent or guardian could choose to keep this line as a Mobile Member only without use of their SSN OR associate his or her own SSN to this mobile line and establish an additional Social Membership.
- Scenarios noted below:

<p><i>Scenario 3:</i> Adding Children Under 12 for Mobile Service Only</p>	<ul style="list-style-type: none"> ▪ Jane has a 3rd child who is 10 years of age and needs an emergency phone, Jane signs up for a second Mobile Service line and gives it to her child. ▪ Jane does not associate her SSN and this line remains a Mobile Member only without the ability to build a network.
<p><i>Scenario 4:</i> Adding Children Under 12 for Mobile Service Who Want to Build a Network</p>	<ul style="list-style-type: none"> ▪ Similar to above, Jane signs new Mobile Service line and enrolls it as a Social Member with a unique email, username, login and password. ▪ Jane allows her child under 12 to use the mobile phone, as well as the unique username to begin building a network. When the child enrolls a new Member they must ensure that Member selects their unique username as the Sponsor in the enrollment path. They can do this by directly signing up the Member or sending them a URL unique to their username to sign up under. ▪ Jane now has 4 Social Memberships with 4 unique usernames and has used her SSN 4 times out of the 6 allowed. ▪ When her child reach's the age of 18, Jane can make a request to Solavei to transfer the ownership of this network from herself to her child.

Business Solution:

During our first phase of launch, the Solavei Team will be focused on empowering personal connections.

- If a business owner would like to join Solavei as a Social Member, and then also sign up employees' phone lines and pay for these services, they may enroll up to six mobile lines with six separate Social Memberships under a single SSN.
- Additional mobile service-only lines do not require an SSN, and may be activated as the Business Owner chooses, either under the Business Owner's name without an SSN or under the employee's name with or without an SSN and Social Membership.

Important: Solavei phones purchased during enrollment may only be shipped to the address of the credit card used to purchase