

Sprint Drive Frequently Asked Questions (FAQs)

Device

1. What is Sprint Drive?

Sprint Drive instantly makes any vehicle connected, safer and smarter.

Sprint Drive is an aftermarket telematics device that enhances your driving experience. The solution comprises a Sprint Drive device that plugs into the OBD-II port of a vehicle and has a corresponding mobile application. It instantly enables media connectivity, vehicle tracking, vehicle diagnostics and real-time analytics. Service is offered 4G LTE back-haul, enabling better and faster connectivity to consumers. The device is compatible with most US passenger vehicles manufactured in 1996 or later.

2. What is the price for the Sprint Drive solution?

- The device/unit that provides connectivity to the vehicle can be purchased for a \$120.00 as a one-time charge; or can be charged in installments of \$5.00 per month for 24 months. There may be promotional offers.
- The monthly service charge is dependent on level of the service plan:
 - \$15.00/mo for 2GB Hotspot (\$10.00 if customer has auto-pay discount)
 - \$30.00/mo for unlimited Hotspot (\$25.00 if customer has auto-pay discount)

3. Where do I buy Sprint Drive?

Sprint Drive can be purchased at a Sprint store, authorized outlet or online.

4. What are the requirements for the mobile application?

Sprint Drive app can be downloaded from the Apple App Store® or Google Play™ on your smartphone.

Supported devices

- iPhone with iOS 10.0 or later- iPhone 6 or more recent hardware;
- Smartphones with Android version 6.0 or later

The application is “not” compatible with tablets, laptops or PC’s. However, a browser based version of the product can be used on these devices. The browser version has all the functionality except the ability to call care, roadside assistance or the mechanic hotline. For more details, please see FAQ section “Can I access Sprint Drive from a browser”

5. Does Sprint Drive have an Activation Guide?

Yes. The Sprint Drive Quick Start Guide (QSG) is provided in the box with your device when purchased.

6. How do I activate the device?

Step-by-step instructions for activating the Sprint Drive device come in the Quick Start Guide.

Here are the steps to activate Sprint Drive device for your quick reference.

1. Download the Sprint Drive app from the Apple App Store® or Google Play™ on your smartphone.
2. Create your Sprint Drive account by providing a valid e-mail address and password.
3. Register your device by scanning the QR code given on the device or by entering the IMEI number on the device.
4. Look for a verification message in your email and click the activation link in it.
5. Plug the device into your vehicle's OBD-II port (usually located under the dashboard in front of the driver's seat).
6. Once the device is plugged in, start the vehicle to begin calibration. This may take up to 5 minutes to complete. If the device does not activate within 5 minutes, please drive the vehicle for 15 minutes to complete the activation.
7. As soon as the activation is complete, click the "done" button to launch the application dashboard.

7. Can I transfer my Sprint Drive if I get a new vehicle?

Yes, it can be transferred to the new vehicle.

Since the Sprint Drive device plugs into the OBD II port, this means it can be easily swapped between your vehicles. Simply unplug the device from one vehicle and plug it in to another.

In the app the device should be associated with the new vehicle. There is no need to re-activate the device. Adjust the vehicle settings in the app or online from the web view.

NOTE: On your Vehicle information page (top menu item), if the "SW Version" ends in R15.8B, you will need to do "one" of the following BEFORE plugging Sprint Drive into another vehicle

- Wait 4 hours
- Use a pin and push down into the hole on the side of the Sprint Drive Device for 10 seconds, before plugging into another vehicle

If your Sprint Drive is on this "R15.8" SW version, it will automatically update itself over the course of several trips. This additional step will not be necessary after the update.

8. Can I switch my device to another account?

Yes. Using the mobile app, you can delete your vehicle under one account and add it to another account. Also, you can change the account credentials associated with one vehicle using the mobile app. **Note:** You must delete the vehicle from the old account before trying to add it to the new account. If this is not done, there will be an "Association" error message.

9. How do I deactivate my device?

To cancel the subscription either visit a Sprint Store or call Sprint Care. If Sprint Drive is on Installment Billing (and it's after the 14-day Sprint Satisfaction Guarantee period) the remaining balance is due immediately. A restocking fee may apply.

10. What is the difference between Wi-Fi and LTE?

There is a Wi-Fi hotspot included with the device service plans. Using the hotspot, you can connect up to 8 devices like iPads or Tablets so you can use internet services like Youtube or

Netflix on your iPad, on the go. This Wi-Fi hotspot then connects to the internet using a 4G LTE network

11. How often does the device ping the network for location?

Your vehicle information such as vehicle location and status will update every 15-20 seconds.

12. How many devices can be included in the User Interface (UI)?

25 devices (vehicles) can be included in the UI, in both app and web.

Is it the same UI on both the app and web portal?

Not identical, but app and web are very similar in UI.

13. Is there an alert if the device gets unplugged? Will I know if the device is unplugged?

You can configure alerts under Settings in the app so that you receive alerts when your device has been unplugged/plugged in or moved to another vehicle.

14. How does this solution compare to other solutions?

The unique features for Sprint Drive are as follows:

- Wi-Fi capable and comes with an In-vehicle Wi-Fi hotspot
- Real time vehicle tracking with alerts and notifications
- Tow alerts even when the user is away from the vehicle
- Roadside Assistance virtually anytime and anywhere in the United States (but not US territories like Puerto Rico, and Virgin Islands, Guam, etc.)
- All software updates done Over-the-Air (OTA). No need to go to a Sprint Store whenever there is an update. Sprint Drive is supported by an industry leading OTA solution deployed in over 2 billion devices
- Integrated security solution embedded into the hardware and the cloud to protect vehicle and cloud platform against intrusion
- Attractive pricing
- Can buy Sprint Drive at listed prices, even if you have no other service with Sprint

15. Is the device International roaming capable?

Currently, you can use your Sprint Drive in the United States only on Sprint's 4G LTE Network.

16. Can you take this device to another Carrier?

No. Sprint Drive only works with Sprint service.

17. Will Sprint Drive drain my vehicle battery?

The Sprint Drive device is specifically designed to minimize battery drain.

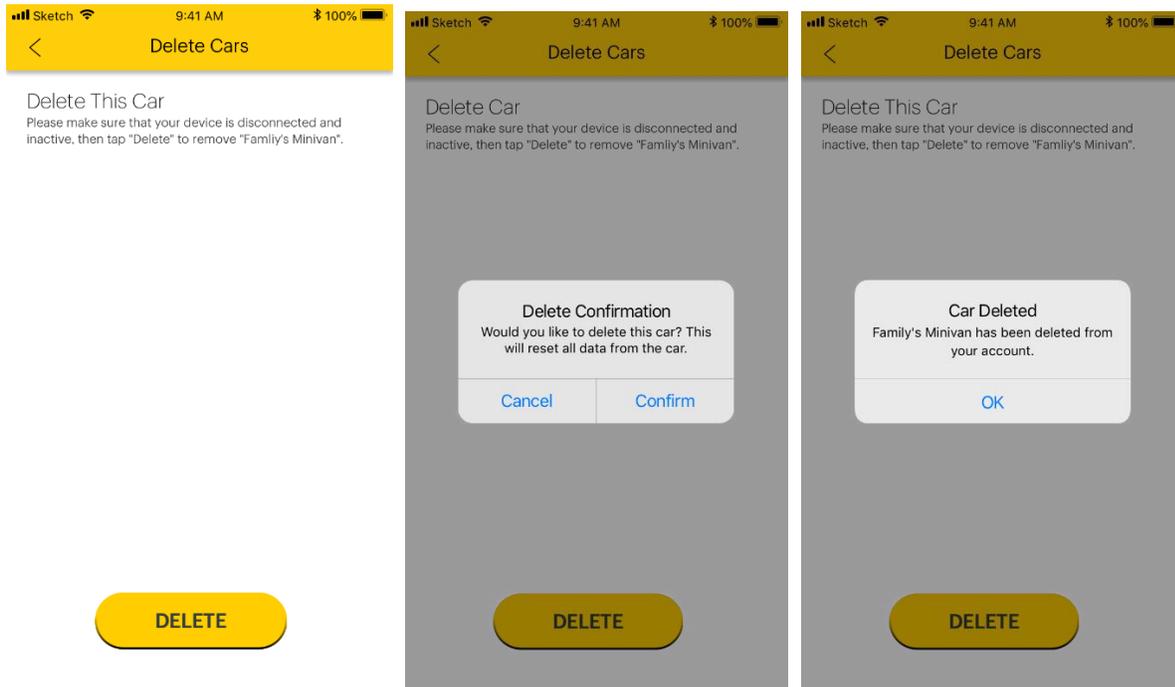
When your vehicle is turned off, the Sprint Drive device will be placed into "sleep mode" which is a power saving mode consuming approximately 5 mA of battery power. If the vehicle battery becomes weak, the device will send an alert to the Sprint Drive app and the device will automatically shut down. The device will return to Normal mode only when ignition is turned back on and the vehicle battery charges to a sufficient level.

18. How do I delete a vehicle?

Use the mobile application to delete a vehicle.

Steps to delete a vehicle:

- Go to Profile section in the mobile app
- Click the profile of the vehicle you would like to delete
- Under the 'Manage Vehicle' section, select the option 'Delete Vehicles'



19. How is my Driving Score calculated?

Your driving score is calculated by analyzing any “bad driving” behavior in your recent trips. This means excessive acceleration, hard cornering or harsh braking.

20. Can I use a cable or splitter with the Sprint Drive device?

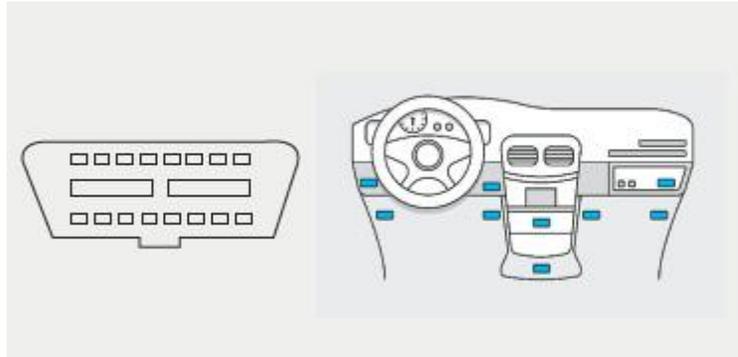
Sprint does not offer an extension cable or splitter with the Sprint Drive device. Although most aftermarket cables will physically fit the Sprint Drive device, use of such cables is at your own risk and discretion and have not been tested by Sprint.

21. I have other aftermarket products on my vehicle, will Sprint Drive device still work?

If the Sprint Drive device can be successfully plugged into the OBD-II port, it should not interfere with other aftermarket products. If you already have something installed in the diagnostics port, you will have to make a choice between the products. Use of an aftermarket cable splitter, is at your own risk and discretion – Sprint Drive has not been tested with aftermarket cables.

22. Where is the diagnostics port in my vehicle?

The On-board Diagnostics-II (OBD-II) port in your vehicle (in the picture shown below) is usually located under the dashboard of the driver's side. The Vehicle Compatibility Tool for Sprint Drive will often show a picture or diagram of where the port is on your specific vehicle. If you cannot find it, check other locations highlighted (in blue) in the image below. You can also refer to your vehicle owner's manual.



23. Is Sprint Drive compatible with my vehicle?

You can check your vehicle compatibility on the Sprint.com/sprintdrive website. Just keep the vehicle details handy - year of manufacturer, make and model of your vehicle.

24. What is the return policy?

The return policy is at Sprint.com/returns

25. Can I access Sprint Drive from a browser using my laptop/desktop or tablet?

The Sprint Drive web portal gives you full access to:

- Live Map
- Trip History
- Vehicle Health
- Activate Sprint Drive device
- Manage Account settings, Places
- Account & Subscription Management
- Notifications

What can you do on the web portal and not in the app?

- Export Trip History from Live Map
- Edit user preferences for other users in your account (admins only).

What can't you do on the portal?

The portal will not let you call Care, Roadside Assistance and the Mechanic Hotline. These can only be accessed through the application.

26. Does the Sprint Drive device update its internal software? How can I tell what version of software it is running on

Yes. The Sprint Drive device will automatically update itself while you are driving, although it may take several vehicle trips to do so.

On your vehicle information page (top menu item), the “SW Version” will show the latest version of Sprint Drive software.

If your Sprint Drive is on a “SW version” ending in “R15.8” Sprint Drive will automatically update itself over the course of several trips.

Account

1. Can you monitor more than one vehicle using the same Sprint Drive account?

Yes. Multiple (up to 25) vehicles can be setup in a single Sprint Drive account, as long as each vehicle has its own Sprint Drive device. Also, multiple phones can sign into the same Sprint Drive account. Sharing one user account keeps all the vehicles information at one location and makes it easy and convenient to monitor and control the vehicles and the driving behavior.

2. Can I have the same Sprint Drive device being tracked on more than one Sprint Drive account?

No, one Sprint Drive device (IMEI) cannot be on multiple Sprint Drive accounts. If you attempt to add a device that’s already on another Sprint Drive account you will receive a “Association” error message.

3. What do I do if I forgot my password?

As long as you remember the email address used to register originally, you can use the “forgot password” feature in the app or web to set a new password for your account.

4. What web browsers are supported for the Sprint Drive online portal?

Browsers that are supported include Google Chrome, Apple Safari and Internet Explorer/Edge.

5. Can I still activate my Sprint Drive device if I don’t have a smartphone?

Yes, you can activate Sprint Drive without a smartphone. To activate the device, go to the Sprint Drive web portal on any laptop or desktop computer at <http://sprint.com/sprintdrive> and create your Sprint Drive account, track your vehicles, and monitor vehicle health and battery voltage, and more!

6. What happens if there is no cellular coverage while using Sprint Drive?

If there is no cellular coverage, Sprint Drive goes into “power saving mode.” Wireless connectivity is not active in this mode, but the device is still operational and can detect any unexpected vehicle movements like bumping or towing. The device will return to “normal mode” only when ignition is turned back on. Data such as your trip history continue to get tracked and will be available to view in the app or web when your device returns to an area with service.

7. How do I change my password?

In the main menu of the mobile app, scroll down to your email address and tap it. You can change your password here by clicking on the 'pencil sign' next to Password and provide the new credentials.

7. What is the Sprint Drive dashboard? Can I customize it?

This is the map view in the app or web that shows the location of your vehicles as well as the status of the most valuable information. You can customize the icon of your vehicle as well as the name associated to your vehicle.

In-Vehicle Wi-Fi

1. Where do I find my IMEI number?

The IMEI number can be found on the back of the Sprint Drive device and the box that it came in when you purchased it. It is also on the application under the main menu, then click on the vehicle name & scroll down.

2. How do I turn on or off my Wi-Fi hotspot?

Wi-Fi can be enabled/disabled from the Sprint Drive Mobile app only while your vehicle ignition is on.

3. How do I connect to my Wi-Fi network?

Wi-Fi can be enabled/disabled from the Sprint Drive Mobile app only while your vehicle ignition is on. A default SSID and password are provided in the Quick Start Guide (QSG) provided with the device. We advise you to change the password and SSID on the Mobile app as soon as the device is activated, and you log in for the first time.

4. How does pricing work for In-Vehicle Wi-Fi? Do I need a Sprint data plan?

The data service to use the WiFi is included in each of the price plans (2GB or Unlimited)

5. Can I use In-Vehicle Wi-Fi when the vehicle is off?

The vehicle engine must be on to use Wi-Fi, or to change any Wi-Fi setting. The In-Vehicle Wi-Fi connection stays on for up to 10 minutes after you turn the engine off. For example, you can continue to stream and browse while you're filling up at the gas pump.

6. How many devices can I connect to the In-Vehicle Wi-Fi Hotspot?

Connect up to 8 devices to the powerful Wi-Fi hotspot built into your Sprint Drive device and keep your passengers happy.

7. How do I change my Wi-Fi SSID, password or other settings?

Default Wi-Fi credentials can be changed in the app, while the ignition is on in the vehicle.

Trips

1. What happens if there is no cellular coverage while using Sprint Drive?

GPS works. However, the information in your app or web will not update until coverage is restored. The Wi-Fi hotspot will also not work where there is no coverage. All trip history is recorded and will be available after Sprint Drive returns to a coverage area.

2. If I don't assign a Primary Driver, what happens to the trip data for that vehicle? Does it show up?

Yes, it does. The best way for a fleet manager to see the data is to find the vehicle in the Live Map and select or filter the view by Trips.

3. How do I export trip reports?

Using the web portal, select the vehicle you are interested in and go to the trip history screen and click on the three dots to export the trip data.

4. What are Trip Statistics and how are they calculated?

You can see the statistics, time, start location, end location, distance, and many other events for a particular trip by going to the trip history tab and clicking on an individual trip.

5. How do I update my vehicle information?

Access your vehicle settings by clicking on the vehicle from the main menu. From there, you can change the vehicle nickname, icon color, icon type & delete the vehicle. You can also edit the vehicle settings in the Web Portal.

6. How are hard braking events calculated?

A hard brake event occurs when there is a 7.5 MPH decrease within 1 second.

7. How is rapid acceleration calculated?

A rapid acceleration event occurs once the vehicle increases at a speed of 8 MPH or greater within 1 second.

Notifications

1. Where do I enable/disable notifications in Sprint Drive?

Notifications that Sprint Drive sends you can be disabled or re-enabled. To adjust settings, go to the main menu under Settings.

2. I am getting a lot of false towing notifications.

Some versions of Sprint Drive device may occasionally show false tow notifications until the Sprint Drive device software automatically updates itself over the course of several trips. Please see the FAQ Device section: "Does the Sprint Drive device update its internal software" for details on this update.

Until the Sprint Drive device software updates, you may turn off the towing notifications from the Notifications settings page, to avoid getting alerts.

Roadside Assistance by AAA

1. Is this the same as AAA membership?
 - a. No. This a Roadside service provided by the AAA, but it is not a AAA membership.
 - b. For AAA membership information, please to go www.AAA.com. Note that if you are a Sprint subscriber and a AAA member, you can sign up for Sprint's AAA Affinity program and have your annual AAA membership renewal fees paid for by Sprint
2. If I also have AAA membership, how does this work with Sprint Drive Roadside Assistance?
 - a. You have coverage under Sprint Drive and AAA membership. Please note that Sprint Drive services are limited compared to AAA membership. Sprint Drive Roadside Assistance is also limited to 4 uses/year. When you call AAA and give them the number from the Sprint Drive app, you are using the app benefit.
3. What services are covered?
 - a. Towing of vehicle up to 15 miles (additional miles are charged to user)
 - b. Fuel Delivery (up to 2 gallons, additional gallons charged to user)
 - c. Locked out of vehicle
 - d. Winching of vehicle from off road ditch back onto the road (maximum 100 feet distance)
 - e. Flat Tire change (if there is a spare tire in vehicle)
 - f. Battery jump/service
4. What vehicles are covered? Sprint Drive is designed for use only in passenger vehicles, trucks and vans (FHWA Class 2-3 vehicles.) Roadside Assistance is only available for passenger vehicles, trucks and vans with Sprint Drive.
5. What notable items are not covered?
 - a. Trailers – If you are towing anything in a trailer and your vehicle needs a tow, the trailer is “not” also included in the tow
 - b. Recreational Vehicles – these do not fall into the passenger vehicle, truck or van category
6. Do I have to pay for service?
 - a. You are covered for up to 4 service uses above per 12 months, subject to the constraints above. Any additional usage will need to be paid for by the user

Mechanic Hotline

What Are the Benefits? Your benefits include access to the following services:

- **Shop Locator**

Sprint Drive Mechanic Hotline takes the guesswork out of finding a qualified repair facility willing to stand by its work. When a mechanical repair is needed, Sprint Drive Mechanic Hotline can direct you to one of 33,000 nationally affiliated repair facilities.

- **Validation & Second Opinions**

Sprint Drive Mechanic Hotline technicians validate the mechanical diagnosis and recommended repairs provided by a repair facility. They will:

- Speak with you directly and listen to your concerns related to your vehicle and the repair work proposed;
- Provide their expertise and opinion about the repair work proposed for your vehicle, and whether you are receiving the appropriate service for your vehicle.

- **Repair Cost Estimator**

If you question an estimate quoted by a mechanic, we will analyze your estimate using the most current parts costs and labor rates for any region of the country. Sprint Drive Mechanic Hotline technicians will:

- Provide you with an estimate for repair services based on your description of the problems you are experiencing.
- Review the estimates you have received for the repairs to your vehicle to help you determine if you are getting a fair price.

- **Mechanical Diagnosis**

Sprint Drive Mechanic Hotline technicians will help determine the potential issues negatively affecting the automobile. If unable to provide a specific diagnosis over the phone, they will help narrow down possible issues and provide information which may be helpful to a repair shop.

- **Technical Assistance – Vehicle Features and Mechanical Problems**

Sprint Drive Mechanic Hotline technicians answer questions and provide guidance on vehicle features and basic 'owner's manual' maintenance, from how to open the gas tank cover on your rental vehicle to how to get that new headlight bulb installed.

In the event you are stranded due to a mechanical failure, and need emergency roadside assistance with your vehicle, please go to the Roadside Assistance section of your Sprint Drive application.

What Are the Limitations?

- This service only provides advice based upon the information you provide.
- Sprint Drive Mechanic Hotline in no way guarantees the integrity of actual repair work performed by a shop.
- This service is not transferable.
- This service is limited to personal-use vehicles, and all commercial-use vehicles are excluded.

How Do I Use This Service?

- Contact Sprint Drive Mechanic Hotline technicians by phone through the Sprint Drive app between the hours of 8AM and 8PM ET, Monday through Friday, and Saturdays from 8AM to 5:30PM ET:

General:

1. Sprint Drive Mechanic Hotline provides information and advice about mechanical repairs and services based upon information provided by you, and in no way makes any representations or guarantees

regarding the work that has been or will be performed on your vehicle. No estimates, repairs or services are warranted by Sprint Drive Mechanic Hotline.

2. Neither Sprint nor Sprint Drive Mechanic Hotline assumes any obligation or responsibility with regard to the vehicle.
3. Neither Sprint nor Sprint Drive Mechanic Hotline assumes nor authorizes anyone to assume additional liability on its behalf.