Welcome to Sprint Wireless Advantage Club

The program designed for family and friends of Sprint employees

- Plans
- Device pricing
- How to purchase
- Billing
- Employee Care
- Device Protection Coverage
- What to do if you have a problem with your device

To Sprint Employees: Thank you for promoting Sprint service and signing up new subscribers through Sprint Wireless Advantage Club. Please ensure your Advantage Club subscribers receive this short program overview, either by email, U.S. mail or hand delivery. The more educated your subscribers are about this program, the fewer questions they will have for you and the fewer calls they will need to make to EmployeeCare.

To Advantage Club Subscribers or Potential Advantage Club Subscribers: Please read this short program overview to familiarize yourself with Sprint Wireless Advantage Club. It's designed to answer many of your questions about the program. Please also visit and bookmark sprint.com/advantageclub. This website has all of the enclosed information and convenient links to our most popular online self-service tools. It is constantly updated with new information and should serve as your primary resource should you have any questions about your Advantage Club account.
Sprint Wireless Advantage Club

The program for your family and friends

To make it easier and more affordable for your family and close friends to benefit from Sprint products and services, we created the Sprint Wireless Advantage Club. Advantage Club brings you service at a significant discount and much more!

Rate Plans - Advantage Club subscribers can select between two different rate plans. Subscribers may change plans at anytime.

**Advantage Unlimited Plus**

- **Monthly Charge:** $30/line/month Price with Auto Pay
- **Data:** Unlimited: Includes 50 GB of hotspot data per line and HD streaming video
- **Talk & Text:** Unlimited
- **Bundled Extras:** Hulu and TIDAL Premium
- **International Roaming:** Unlimited Talk, Text and 10GB LTE data in Canada and Mexico

HD video streams at up to 1080p, music at up to 1.5Mbps, gaming streams at up to 8Mbps. Data deprioritization during congestion. MHS, P2P and VPN reduced to 3G speeds after 15GB/mo.

**Advantage Unlimited Premium**

- **Monthly Charge:** $50/line/month Price with Auto Pay
- **Data:** Unlimited: Includes 100 GB of hotspot data per line and Full HD streaming video
- **Talk & Text:** Unlimited
- **Bundled Extras:** Hulu, TIDAL Premium, Lookout Premium Plus
- **Premium Bundled Extra:** Amazon Prime
- **International Roaming:** Unlimited Talk, Text and 4G LTE data in Canada and Mexico

Data deprioritization during congestion. MHS, P2P and VPN reduced to 3G speeds after 50GB/mo.

For mobile broadband, tablet and Sprint Phone Connect plans. visit sprint.com/plans

**More perks**

- Waived upgrade fee. Waived activation fee
- Nationwide long distance. Call waiting. Three-way calling. CallerID
- Global Roaming in over 185 Worldwide Destinations
- 25% discount on accessories

**Device pricing and upgrade eligibility**

Advantage Club prices are the same as national consumer prices. For specific device prices. visit sprint.com

Upgrade eligibility follows the Sprint Upgrade policy.
Visit sprint.com/upgrades for details.
For more information on Sprint Flex. visit sprint.com/flex

**How to purchase**

- New accounts must be established online.
- Sprint employees can invite friends and family to join Advantage Club by going to i-Connect. typing “employeephone” in their browser window, clicking on “Advantage Club” and then clicking on “Invite your friends or family to join Advantage Club”. Complete the form and your friend/family will receive an email invitation with a link to a private shopping web site where they will be able place their order online.

  - To upgrade your device or add lines to existing accounts call 866-337-1033 or visit sprint.com or a company-owned Sprint store.
  - To find a store that supports Advantage Club. go to sprint.com/storelocator and look for stores that have a check mark next to Employee/Advantage Club.

**Account management**

The Advantage Club subscriber is liable for payment. Subscribers have ownership of their accounts and are responsible for managing account changes.

**Account Limit**

Each employee is allowed to sponsor 100 Advantage Club accounts.

**Complete program details**

For all the details on Advantage Club, type “advantageclub” in your i-Connect Web browser. There you'll find:

- Program overview
- Policy documents
- FAQs

**Billing**

All Advantage Club accounts are required to be on eBill. Accounts receiving a paper bill will be charged $0.99/month. Go to sprint.com/ebill to change billing preferences.
The importance of self-service
At Sprint, our self-service tools provide fast and convenient service for you. From the plans and devices we offer to the services we provide, everything is designed to help ensure you have the best wireless experience possible. We offer simple and flexible options, which all start at sprint.com. Check out these simple options for fast self-serve:

- Upgrade eligibility can be checked online at sprint.com/upgrade and on the My Sprint app on your Sprint device.
- Visit My Preferences after logging in to sprint.com to block texts, data or voice call.
- Conduct ESN swaps at sprint.com/activate.

Sprint.com is your first step for all transactions before contacting Employee Care!

My Sprint®
Manage your account online by going to sprint.com/mysprint and registering as an account holder.

In order to register as the account holder, you will need both the account number and PIN.

Registering as an account holder will allow you to:
- View and pay bills online
- View call detail and minutes used
- Upgrades and activations: activate new devices at sprint.com/activate
- Authorize digital media purchases (ringers and other downloads)
- Enroll in eBill Online Billing at sprint.com/ebill (eBill is now a program requirement)
- Change account email address
- Block texts
- Block calls
- Block data
- Check a past-due balance
- Sell a device back to Sprint
- Check minutes of use
- Change notification settings
- Change voice mail passcode
- Change Caller ID
- Change address

Employee Care
After you have tried sprint.com to resolve your issues, these options are available for you:

1. Visit Sprint retail store Service and Repair for device performance issues.
2. Email your issue to employeephonelplans@sprint.com.
4. Press 2 to speak to an agent.

Push 3 on your wireless device to pay your bill (available 24/7).
Push 4 on your wireless device to check minutes used (available 24/7).
Device Protection Coverage

Sprint encourages all subscribers to enroll in a device protection program offered by Sprint. Sprint offers coverage for the many things that can happen to your device and security for virtually everything on it - from loss or theft to damage, mechanical and electrical failures, and threats to your personal information. You must enroll within 30 days of activation.

Total Equipment Protection provides coverage against loss, theft, damage and malfunction for your feature phone or mobile broadband device for $9 per month. Total Equipment Protection Plus provides the same coverage benefits, plus 25GB of of automatic backup for photos and videos and premium support for your smartphone and virtually any connection to it for $13 per month. A nonrefundable deductible of $50 to $250 (depending on the device) applies per approved insurance replacement claim for lost, stolen or damaged. There is limit of three claims for lost, stolen or physical damage within a 12-month period and a maximum of $1,500 per approved claim applies. Replacement equipment may be a new or Sprint-certified remanufactured device and/or a comparable model. A nonrefundable service fee of $25 to $125 (depending on the device) applies per cracked screen repair. Total Equipment Protection Plus coverage for eligible iPhone subscribers comes with AppleCare Services and includes two accidental damage due to handling claims within any consecutive 12-month period. You may cancel your optional coverage at any time and receive a prorated refund/credit. You may sign up instead for the Equipment Service and Repair Program for $6.25/month/device. New York residents only can purchase the Equipment Replacement Program as a standalone program for $2.00 or $6.25 a month (depending on device model)/month/device.

Visit sprint.com/protection for complete terms and conditions and a list of devices by MRC.

Advanced Protection Pack provides protection for tablets. Advanced Protection Pack is the best value at $13 per month. However, you may enroll in Advanced Device Insurance for $3.25/month/device or Advanced Device Service and Support for $4/month/device. A $100 or $200 nonrefundable deductible per approved loss, theft and accidental damage claim applies; there is no deductible for mechanical and electrical breakdown. There is a limit of three approved claims within a 12-month rolling period, beginning on the fulfillment date of your first repair or replacement, with a maximum replacement value of $1.500 per claim inclusive of standard accessories - applies to claims for accidental damage, loss or theft. There is no limit on number of mechanical and electrical breakdown claims. If the claim involves a damaged or malfunctioning device, you will be provided with detailed instructions on how to return the device. Replacement equipment may be a new or refurbished device and/or a comparable model. You may cancel your optional coverage at any time online at sprint.com, and you will receive a prorated refund and/or credit, if any, of your unearned premium/fee, within the applicable time required by law.

What to do if you have a problem with your device

For phones, smartphones or mobile broadband cards:

If you have a mechanical/electrical problem, failure from normal wear and tear or need routine phone maintenance, go to Sprint Phone Repair Center to have your device repaired or replaced.

If you have Total Equipment Protection Plus, Total Equipment Protection, or the Equipment Service & Repair Program (ESRP) on your account, your first two repair/exchange transactions are included at no additional charge. A $25 service fee applies to each subsequent repair or exchange in any consecutive 12-month period.

If you do not have a device protection program listed above, charges for repairs will be quoted before work is begun.

Visit sprint.com/storelocator to find a store near you.

For tablets:

If you have Advanced Protection Pack, visit sprint.com/protection to file a claim to have your device replaced. There is a nonrefundable deductible of up to $200 (depending on device model).

If you do not have Advanced Protection Pack, you will need to purchase another device at full cost.

What to do if you lose your device, or if it is stolen or subjected to accidental damage

For phones, smartphones or mobile broadband cards:

If you have Total Equipment Protection or Total Equipment Protection Plus, call Asurion at 800-584-3666 or visit sprint.com/protection to file a claim to have your device replaced. There is a nonrefundable deductible of up to $250 (depending on device model). Check for your model's deductible amount at phoneclaim.com/sprint and click on "My Deductible."

If you do not have Total Equipment Protection or Total Equipment Protection Plus and are not eligible for an upgrade, you will need to purchase another device at full cost.

For tablets:

If you have Advanced Protection Pack, visit sprint.com/protection to file a claim to have your device replaced. There is a nonrefundable deductible of up to $200 (depending on device model).

If you do not have Advanced Protection Pack, you will need to purchase another device at full cost.

**Monthly charges exclude taxes, Sprint Surcharges [incl. USP charge of up to 20.2% (varies quarterly), Administrative Charge (up to $2.50 line/mo.), Regulatory Charge ($0.40 line/mo.) & state/local fees by area (approx. 5%-20%)], Sprint Surcharges aren't taxes or gov't-required charges and are subject to change. Details: sprint.com/taxesandf es.**

Subject to credit. Employee Phone Program Service Plans: Offers are not combinable with other offers. Sprint may change or cancel offers at any time. Quality of Svc. (QoS): Customers who use more than 50GB of data during a billing cycle will be deprioritized during times & places where the Sprint network is constrained. See sprint.com/networkmanagement for details. Usage Limitations: To improve data experience for the majority of our users, throughput may be limited, varied or reduced on the network. Sprint may terminate service if off-network roaming usage in a month exceeds: (1) 800 min. or a majority of min.; or (2) 100MB or a majority of KB. Prohibited network use rules apply. See sprint.com/termsandconditions. Advanced Premium Service Plans additional terms: Included unlimited domestic long distance calling, texting, data and allotment of high-speed mobile hotspot, VPN and P2P data. Third-party content/downloads are add'l charge. Select international services included. See sprint.com/globalroaming. Migrate on from current Sprint consumer accounts to Advantage Club is currently limited to 5 account per employee per calendar year. Hulu, Only available in the U.S. Req. registral on from Sprint phone at hulu.com/sprint. Incl. access to premium Hulu account (excl. other Hulu plans and add-ons) while eligible Sprint plan is active and in good standing. Valid for new or returning Hulu subscribers or certain limited Commercia subcribers. Select Hulu content streams in HD on supported devices subject to connectivity. Tablets may stream Hulu content via in clouded Sprint Hot Spot or may subscribe to separate unlimited data plan for tablets. Not redeemable or refundable for cash or gift scripton. Hulu may place account on inactivity hold based on Hulu usage. Cancel Hulu anytime. See full offer terms at sprint.com/hulu. Other Terms: No additional plan discounts apply. Other restrictions apply. Coverage not available everywhere. Offer & service plan not available in all markets/ retail locations or for all phones/networks. Included features/content may change or be discontinued at any time. Accounts that cancel lines within 30 days of activating on promo pricing may void savings. Pricing, offer terms, fees & features may vary for existing customers. See sprint.com/ coverage for details. © 2018 Sprint. Sprint and the logo are trademarks of Sprint. Other marks are the property of their respective owners. All rights reserved.