



Standardized Wireless

Service Checklist

Sprint strives to offer wireless services that make consumers' lives easier, safer and more entertaining in many ways. That's why we offer a wide variety of wireless service plans available to meet your specific needs and wants. We know how important it is for you to understand what is included and what is not before subscribing to a wireless service plan. Below are frequently asked questions about our general service and device offerings. When you find a particular plan that fulfills your needs please reference the Service and Device Checklist to make sure that you get specific information regarding that plan's service allowances (e.g., amount of minutes/text/data included), charges, device costs and features and contract terms (if applicable).

Devices:

Can I bring my own compatible phone? Sprint will activate devices that have been certified to operate on Sprint networks. Generally, if the non-Sprint device is a CDMA device, voice services may function, although many other features and services may not and system and network updates may become problematic over time with the non-Sprint phone. Sprint works carefully with phone manufacturers to optimize Sprint devices for the Sprint networks, systems and software choices. Thus, in order to ensure the best possible wireless experience, Sprint will not generally allow non-Sprint branded phones on its networks.

Do you utilize device locks or software protection applications on your devices? Yes. Sprint devices are designed to be activated on Sprint's networks and have a software programming lock that, in part, protects many of a device's features and functions against tampering and unauthorized reprogramming, and ensures that the device features are optimized for use on Sprint's networks. Generally, when available, Sprint will provide the "Master Subsidy Lock" Code upon request once any applicable Service Agreement or installment billing agreement has been completed and the customer is in good standing, either active or inactive with Sprint. For more information on Sprint's Unlocking Policies, visit sprint.com/unlock.

What handset insurance options are available? Sprint offers Total Equipment Protection ("TEP") if your

phone is lost, stolen or is in need of repair. A non-refundable deductible ranging from \$50 to \$200 (based on the model of the phone) will be charged per approved claim for lost, stolen, liquid, or physically damaged devices. Visit sprint.com/tep for additional details.

Coverage Area:

What coverage mapping resources are available? Sprint provides street level mapping at sprint.com/coverage. National coverage maps are also available at Sprint retail stores.

Fees and Surcharges:

Are additional fees and surcharges added to my bill? Yes. Sprint recovers certain costs it incurs or that are imposed in the form of Fees and Surcharges.

If so, what are they? Sprint discloses that, in addition to the monthly service charges billed for Sprint services, Sprint Surcharges, taxes, fees and other charges may be applied to your monthly invoice based on the type of wireless service you have and your geographical location. Examples include, but are not limited to:

Federal Universal Service Fee charge (varies quarterly), Administrative Charge, Regulatory Charge & state/local fees by area.

Sprint Surcharges are not taxes or government-required charges and are subject to change. For additional information, please see: sprint.com/taxesandfees.

How are Late Payment Fees calculated? If payment is not received in full by the due date on your bill, late fees may be assessed in amounts up to the maximum amount permitted by law in the state of your billing address.

Term Contracts:

What service options do not require a term contract? Sprint offers plans with and without Service Agreements. Customers participating in Sprint's Easy PaySM program are not subject to term contracts, though monthly service may be required for the duration of any outstanding installment agreement. In addition, Sprint

Prepaid, Boost Mobile and Virgin Mobile USA plans do not require contracts.

Can I change plans during the contract term? Sprint allows customers to change plans at any time without extending the Service Agreement. Certain types of devices (e.g. smartphones) have minimum plan requirements, which must be maintained.

If so, are there any charges for doing so? No. Depending on how your device was purchased, a service charge may apply, depending on the new plan you select.

If so, does the plan change extend the contract term length? No, a service contract is not extended as part of a plan change.

Trial Period:

How long is the trial period? With the Sprint Satisfaction Guarantee, you can try your new product for 14 days. If you aren't 100% satisfied with your product, return your device to your original place of purchase and call us to deactivate within 14 days of activation or 14 days of purchase for accessories and devices purchased without a service plan, and Sprint will:

- Refund the device purchase price (as long as device is complete and undamaged) or refund or credit any payments, including any applicable taxes and surcharges, made towards the cost of a device under an installment agreement, and
- Waive the Early Termination Fee (ETF) or remaining unpaid balance under an installment agreement (when the device is returned).

A restocking fee of up to \$75 will apply (in most circumstances) when existing customers return the device in exchange for a different device.

What taxes, fees and other charges am I responsible for if I cancel during the trial period?

Customers are responsible for all their usage charges including, but not limited to, Monthly Rate Charges, add-ons, casual or out-of-plan usage, premium content (e.g., digital downloads, music, games, applications, etc.), third-party billing, international charges, and related taxes and Sprint surcharges.

Is the activation fee refunded? Under the Sprint Satisfaction Guarantee, Sprint will credit postpaid customers for the activation fee if service is cancelled within 3 days of activation. Sprint Prepaid lines are not subject to an activation fee.

Will I be responsible for an Early Termination Fee if I cancel service during the trial period and don't return my device? Yes; however, Sprint will waive the Early Termination Fee for customers who cancel service

during the trial period and return the device in good working order to the original point of sale.

Customers who purchase a phone or tablet through Sprint's Easy PaySM program and cancel service within the trial period but do not return the device within the trial period will be required to pay the remaining installment billing balance on the applicable device.

Sprint Prepaid customers are not subject to any ETF.

Third-Party Content:

What is third-party content? Third-party content is third-party goods and services, including downloads like applications, games, social media services, and music, available from certain providers partnering with Sprint, the cost of which you can have billed directly to your Sprint account. Third-party content can include one-time buys or ongoing subscriptions. For more information, visit sprint.com/thirdparty.

Can I block charges for third-party content from appearing on my bill? Yes, Sprint offers this service free of charge.

If so, how? 1) Log in to your account on sprint.com and update your "Limits and Permission" setting under the "My Preferences" tab to block premium content, or 2) Press *2 and a customer care representative can place the block for you. This feature will not block third-party content purchases via other methods, e.g., bill to credit card purchases.

Usage Management Tools:

What tools are available that will help me monitor and manage my data, text and voice usage? Sprint offers a several ways to monitor, manage and track your data.

1) Dial *4 or text the word "usage" to 1311 from your Sprint phone to obtain Voice/Data/Text usage for the current billing cycle;

2) Usage can also be tracked at sprint.com/mysprint (account and password needed) or

3) Facebook and iGoogle™ widgets are also available to track usage.

What charges, if any, apply to each of these tools? These tools are offered free of charge to Sprint customers.

Will you alert me before and/or after I incur overage charges for exceeding my plan allowances?

- Voice – As customers reach approximately 85% and 100% of their plan minutes, Sprint will notify the primary account holder via text message or email that the applicable threshold has been reached. For example, if a customer is on a 450 minute Everything Data Plan, the customer would receive a message when approximately 383

anytime minutes have been used and again at 450 minutes of anytime minute usage. Note: anytime bonus minutes are "used" first prior to any MRC plan minutes and are not included in the thresholds. Click [here](#) for a list of eligible plans.

- Text - As customers reach approximately 85% and 100% of their plan text limits, Sprint will notify the primary account holder via text message or email that the applicable threshold has been reached. Note: Message notifications are sent based on the aggregated total of messages allowed for plan and add-ons. For example, if a customer has 500 texts in his plan and a 500 Message add-on, he would receive a message when approximately 850 messages have been used and again when approximately 1000 messages have been used. Click [here](#) for a list of eligible plans.
- Data - Sprint provides the primary account holder email or text alerts after any subscribers on the account exceed 75%, 90% and 100% of their data allowance. Customers on the Sprint Family Share Pack Plan will receive notifications at 40% increments over the original data allowance for customers with a 600 MB allowance, at 20% increments for customers with a 2 GB or 4 GB allowance, or at 5% increments for customers with an 8 GB or higher allowance. Customers on other handset plans and data devices (except tablets) will continue to receive notifications after exceeding 20% increments over their original data allowance. For tablets, after exceeding 100%, on-network data usage will be suspended. You have the option to continue to use it and pay the overage charges or leave on-network data service suspended until the beginning of your next billing cycle. If you consent to continue to use on-network data service, you will continue to receive text or email notifications after exceeding 20% increments over your original data allowance.
- Roaming Data - If you use your device while roaming nationwide, you may use up to the monthly data roaming allowance included in your plan. Sprint provides the primary account holder email or text alerts after any subscribers on the account exceed 75%, 90% and 100% of their data usage limit. After exceeding 100%, your roaming data usage will be suspended. Data roaming will be restored automatically at the beginning of the next billing cycle. For certain devices, you may have the option to continue to use the device and pay the overage charges. If the charges are accepted, you will continue to receive text or email notifications at 20% increments.
- International - Sprint sends a "welcome" text message when an international roaming subscriber first registers in a foreign country. The text message includes details on the casual rates for voice, texts and data in that particular country. In addition, Sprint sends notifications in

approximately \$50 increments of international data roaming charges. Casual international roaming users will be required to opt-in when usage charges meet or exceed approximately \$100 and \$300. Customers on international data plans must opt-in when they meet their data allowance and when they incur approximately \$300 in overage charges. All customers incurring approximately \$500 of international data usage charges will be suspended, but usage can be restored by contacting Sprint. Sprint will continue to send notifications at approximately \$50 increments over \$500.

Can I opt out of any courtesy alerts? Yes. Sprint offers an opt-out option for courtesy alerts. However, making this change to your preferences will limit your account notifications and could delay important notifications by up to a week.

International Usage:

Where can I learn about what international services are available and how much they cost? All the info you need for international services is available at sprint.com/international.

Can I block international roaming? Customers have the capability to prevent international roaming.

Parental Controls:

What account management tools are available to restrict or limit phone use by minors? A list of tools for your family is available at sprint.com/family. Most phones can block the following:

- Texts and numbers
- Digital media downloads
- Web access
- Pictures and Videos
- Voice calls
- Adult content

Is there a fee for using the controls? These services are free from Sprint.