



**Vonya B. McCann**  
Senior Vice President  
Government Affairs

Sprint Nextel  
Suite 700  
900 7th Street, NW  
Washington, DC 20001

February 23, 2010

***Via Electronic Submission***

Joel Gurin, Chief  
Consumer and Governmental Affairs Bureau

Ruth Milkman, Chief  
Wireless Telecommunications Bureau

Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

**Re: Sprint Nextel Corporation's Early Termination Fee Policy  
Consumer Information and Disclosure, CG Docket No. 09-158**

Dear Mr. Gurin and Ms. Milkman:

In response to your letter, Sprint Nextel Corporation ("Sprint") welcomes the opportunity to provide you information on the role of Early Termination Fees ("ETFs") in Sprint's rates and rate structure.<sup>1</sup> Sprint offers a wide range of handsets and service plans to meet its customers' needs. ETFs play an important role in allowing Sprint to offer this level of choice.

Sprint is an industry leader in providing prepaid "no contract, no ETF" plans, and many consumers prefer these types of plans. Nonetheless, postpaid term contracts with ETFs remain the most popular choice among Sprint subscribers because of their value proposition. ETFs allow consumers to enjoy the latest handsets at a reduced price and with lower monthly service costs. The ETF plays a vital role in these postpaid plans. Indeed, without an ETF, consumers would ultimately pay higher device prices and/or higher monthly rates.

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<sup>1</sup> Letter from Joel Gurin, Chief, Consumer and Governmental Affairs Bureau, and Ruth Milkman, Chief, Wireless Telecommunications Bureau, Federal Communications Commission, to Vonya B. McCann, Senior Vice President, Government Affairs, Sprint Nextel Corporation, DA 10-137, dated January 26, 2010.

Sprint also provides clear and conspicuous disclosures of its ETF policies. In the highly competitive retail mobile services marketplace, Sprint has tremendous incentive to provide consumers with the most positive experiences and to avoid any surprises. A surprised customer is likely to be an unsatisfied customer who is more likely to churn. As such, Sprint's disclosure practices and customer interactions throughout the sales transaction are designed to ensure that customers are fully aware of and agree to the term commitment and the ETF. As discussed in greater detail below, Sprint goes to great lengths to provide clear and conspicuous disclosure of its ETF policies prior to purchase, at the point-of-sale, and after a transaction is completed. In addition, Sprint has taken steps to modify its ETF rate structure to accommodate customer concerns.

With these points in mind, below are Sprint's responses to your specific questions.

**1) Do your ETFs apply to all service plans or only some? If so, which ones?**

Sprint offers a diverse line-up of prepaid and postpaid service plans. Generally, Sprint's ETFs apply only to postpaid service plans. These postpaid service plans - plans with term agreements - are subject to a prorated ETF. The exception is that Sprint offers a basic, postpaid month-to-month plan which is not subject to an ETF.

Sprint also offers, through its subsidiaries Boost Mobile and Virgin Mobile, prepaid service plans. These are no contract, no ETF plans.

**2) What is the amount of the ETF for each service plan where ETFs apply? If there are different ETFs for different plans, what is the rationale for those differences?**

Currently, Sprint's postpaid, term service agreements are subject to a \$200 ETF, which is prorated over the term of the contract. The ETF is the same, regardless of the term service agreement plan selected by the customer.

**3) How much of a discount on handset purchase is given in return for a consumer accepting an ETF? Does the amount of the discount differ by device, and if so how?**

Handset discounts, or subsidies, are offered, together with competitive rate plans, in exchange for a service term commitment. Subsidies on handsets are significant and vary by device. Furthermore, the discount on a device is based upon many other market factors such as popularity of the device, inventory/availability, cost, retail price, marketing incentives from the manufacture, and the life cycle of the phone. Currently, all handsets offered by Sprint for postpaid services are sold at a subsidized price. The subsidy varies greatly, but, in general terms, the subsidy is higher for more advanced, higher-end and "iconic" devices compared to more basic devices that typically have fewer features, capabilities and lower data speeds.

Sprint also offers handset discounts to qualified active customers who are interested in upgrading their handset in exchange for a new one or two-year term commitment, even if currently under a term service agreement. The discount varies by the length of the contract and the customer's months of service. For example, Sprint offers a \$150 discount for a new 2-year

service agreement, This discount, coupled with other promotional discounts that are typically offered to customers, will usually result in a total handset discount that is equal to if not greater than the ETF. Additional discounts may be applied based upon the market factors mentioned above.

**4) Does the ETF itself vary by device (e.g., higher ETFs for advanced devices)? If higher ETFs apply to a certain class of devices, exactly how is that class defined?**

Sprint's ETF policy is the same, regardless of the device. Sprint is not actively pursuing plans to have different ETFs for different devices, but we will continue to evaluate the market. Advanced devices such as smartphones and "iconic" devices like the Palm Pre are expensive and carriers generally have a higher subsidy for these types of devices. However, the device subsidy is just one of many factors used in establishing a pricing structure for term contracts with ETFs.

**5) Is it possible for consumers to buy a handset from you at full price to avoid an ETF? If this is possible, can consumers buy unsubsidized handsets online, as well as at brick-and-mortar stores?**

Prepaid services are offered under a month-to-month structure and are not subject to an ETF provision. Customers who choose this option can purchase a variety of handsets at competitive prices, although these handsets are not typically subsidized.

With respect to a new customer selecting a postpaid, term contract plan, the customer purchases the handset at a discount. Sprint does, however, offer a basic month-to-month postpaid plan whereby a customer may purchase a phone at the full retail price, without a term service agreement or ETF provision. And, Sprint customers who have fulfilled their term agreement may purchase a new handset at full retail price without entering into a new term service agreement and simply remain month-to-month.

For postpaid services, unsubsidized phones may be purchased through Sprint retail stores, indirect retail and dealer stores (e.g., Best Buy, Radio Shack), through telephone sale, or online at [www.sprint.com](http://www.sprint.com).

**6) Do monthly service rates and terms differ: (1) between customers who assume a term commitment and accept an ETF, and those who don't, and (2) between customers who purchase an unsubsidized device (either from your company or a third party), and those who purchase a subsidized device? If so, how do they differ, and what is the rationale for the difference? Can customers easily determine the impacts of their decisions and their rates and terms?**

Yes, there are price differences between prepaid (no ETF) and postpaid services. This price difference is the result of the different cost structures, network utilization, features and bundling of services, to name a few, between prepaid and postpaid alternatives. By eliminating, or reducing costs, such as average subsidy, billing, collections activity, bad debt, roaming, customer care services, and strategically utilizing networks for different services over the iDEN

and CDMA technologies, prepaid services are a desirable option for certain consumers and can be provided on a month-to-month or pay-as-you-go basis.

Only existing Sprint customers can purchase a handset at an unsubsidized rate without entering into a term service agreement subject to an ETF. New customers choosing the postpaid month-to-month plan are not eligible to purchase a discounted or subsidized handset. In addition, customers choosing the postpaid month-to-month plan pay higher monthly recurring charges and per minute rates than customers who choose a similar basic plan with a term service agreement (and subject to an ETF).

Finally, Sprint strives to ensure customers are well-informed about the choices available beginning with the choice between a postpaid and a prepaid plan. Customers shopping for new service can view options by going to [www.sprint.com](http://www.sprint.com), [www.boostmobile.com](http://www.boostmobile.com), [www.virginmobileusa.com](http://www.virginmobileusa.com), or by visiting a Sprint store or calling Sprint telephone sales. Again, in this highly competitive retail mobile services market, Sprint has every incentive to ensure that consumers are well-informed. The last thing Sprint wants is a surprised customer that is unhappy with his or her decision to obtain Sprint service. An unsatisfied customer is much more likely to leave Sprint for another carrier, and Sprint will most likely lose money on that customer, especially if he or she churns at an early point of a term commitment.

Focusing on postpaid plans subject to ETFs, Sprint provides disclosure of its pricing and ETF policies before, during and after the sale and activation of the handset. Sprint provides customers notice of all costs, term commitment, associated ETF, and other important terms and conditions in its advertising, offer materials, including the service plan guides that list available rate plans.

The material terms and conditions (including the ETF) are also disclosed at the point-of-sale regardless of the sales channel chosen by the customer (*i.e.*, on-line, telesales, or retail store). For instance, customers visiting a Sprint store are led through the sales process by a Sprint representative. As the customer chooses his or her plan, device and other services, the sales agent enters information into Sprint's front-end order entry system. This system then auto-populates information that is displayed to the customer who can review the information in real-time. As part of this process, the sales agent seeks the customer's acknowledgment of key terms and conditions. With respect to the ETF, the customer reads and acknowledges – by clicking on a signature capture device – the following statement, “An early termination fee (ETF) of up to \$200 per line applies if you terminate service early. Contracts starting after 11/2008 are subject to Sprint's prorated policy (\$200 through month 5 of term, decreasing \$10 a month until \$50 minimum applies to remaining term). For more information, visit [www.sprint.com/etf](http://www.sprint.com/etf).” At the end of the sales process, the customer is then asked to sign the electronic agreement. This information is captured in Sprint's systems and the customer is provided a Transaction Summary and a Subscriber Agreement that contains the information reviewed and acknowledged by the customer.

In addition to these disclosures, Sprint sends confirmation letters immediately following the customer activation. This confirmation letter or “welcome letter” prominently discloses the terms of service and the ETF as well as the contract start date and contract end date.

Furthermore, upon activation, each new customer's first call is automatically routed to Sprint's Welcome Center. These calls serve as an additional opportunity to confirm the customer understands that he/she has entered into a term agreement subject to an ETF.

**7) Are ETFs prorated so that the customer's liability decreases over time? If so, what is the exact schedule by which they are prorated?**

Yes, Sprint implemented an ETF proration policy in the fall of 2008. The ETF is prorated for all new contracts entered after Nov. 2, 2008. Notably, Sprint does not charge an ETF in the first month and the last month of service. The exact schedule is contained in the chart below:

Months in contract	Months remaining	Early Termination Fee
0	24	\$0 (If you are not eligible under the 30-day guarantee period, fee is \$200.)
1	23	\$200
2	22	\$200
3	21	\$200
4	20	\$200
5	19	\$190
6	18	\$180
7	17	\$170
8	16	\$160
9	15	\$150
10	14	\$140
11	13	\$130
12	12	\$120
13	11	\$110
14	10	\$100
15	9	\$90
16	8	\$80
17	7	\$70
18	6	\$60
19	5	\$50
20	4	\$50
21	3	\$50
22	2	\$50
23	1	\$50

**8) If a customer renews his or her contract without buying a new handset, does his or her monthly service fee change in any way?**

There is no need for a customer to extend/renew a contract once the term service agreement is fulfilled. In addition, Sprint's Right Plan Promise allows new and existing customers the flexibility to change to any currently offered plan or add or delete a stand-alone monthly service feature, at any time without renewing their term service agreement. As previously noted, existing customers who fulfill their term service commitment, may purchase a new handset at full price and without being subject to a new term service agreement or ETF.

**9) How long is the trial period during which consumers can cancel their service without an ETF penalty? If they cancel, can they return the handset? If they return it, will they receive a full refund, no refund, or a refund minus a restocking and/or refurbishing fee?**

Sprint provides a "30-Day Satisfaction Guarantee" trial period for all new contracts. The 30-day trial periods starts at the time of the phone activation. If the customer is not satisfied with his or her service, the customer should return the device undamaged and deactivate service within 30 days. Sprint will refund the activation fee and waive the ETF. The customer is only responsible for actual usage through cancellation. If the handset is not returned, then the customer is charged the \$200 ETF. Sprint does not charge a restocking fee for phones returned within the 30-day trial period.

For phones purchased via the web, telesales or upon request, Sprint provides the customer with a prepaid return package within the handset packaging sent to the customer. In addition, Sprint provides the customer with four notices to return the handset prior to charging the early termination fee. This is explained at [www.sprint.com/returns](http://www.sprint.com/returns). Sprint's generous return policy is disclosed in service plan guides, point of sale materials, terms and conditions of service, and in the "welcome letter."

**10) When do consumers receive their first bill under your service plans? How does the trial period relate, if at all, to receipt of the first bill?**

At the time of customer activation, the customer is assigned to one of the next three Sprint billing cycles. With printing and mailing, the customer should receive his or her first bill in 7-10 days. This timeframe may be shortened if a customer requests a specific bill cycle or if it is a current customer adding an additional line to the account.

As discussed, customers also receive a "welcome letter" that is sent within days of activation (and typically received within 5 days of activation). The "welcome letter" contains a host of important information including the contract start date, contract end date, ETF, service plan monthly charge, and details concerning the monthly plan chosen by the customer.

Sprint designed both the first invoice and "welcome letter" to be received within days of service activation (and well before the 30-day trial period has ended) in order to provide customers ample opportunity to ensure their satisfaction with Sprint's service.

**11) Are there consumer fees or charges in addition to the ETFs if consumers buy handsets and/or service plans from online phone dealers, such as Amazon, Let'sTalk, and Simplexity (d/b/a Wirefly), or from a service provider, if a customer does not complete the contract term? If so, what are they, and what are their levels, terms, and conditions? Do the fees or charges affect the ETFs and if so, how?**

Sprint policy prohibits its indirect dealers from charging ETFs to its customers. This policy is enforced through Sprint's agreements with the third party dealers. However, these agreements do allow the third party dealers to charge a reasonable restocking fee.

Sprint does not have a contractual relationship with some third party handset sellers such as Amazon. As a result, Sprint cannot control or influence the policies of these unaffiliated third party sellers.

**12) Press reports and public statements from wireless companies have attributed ETFs to several different factors. What is the rationale for your ETF(s), and how specifically do the structure and level of those ETF(s) relate to that rationale?**

Many Sprint customers are fond of postpaid contracts with ETFs because of the overall value proposition. The consumer can obtain a quality, feature-rich device with little to no out-of-pocket expense, and enjoy competitive monthly subscription-type rates for Sprint services. In exchange, Sprint asks customers to enter into a term contract with a pro-rated ETF. The term contract is designed to ensure a predictable stream of revenue during which Sprint earns back its customer acquisition costs, recoups its cost of providing service, and, ideally, makes a profit.

The upfront discounts, the ETF, competitive monthly pricing and number of months in the contract term are all elements of the pricing structure. For instance, if Sprint did not subsidize handset devices, and sold them to consumers at cost or for a profit, other elements of the pricing structure would likely change. Ultimately, the current pricing structure for postpaid plans with ETFs ensures that the company can cover its costs, make a profit and limit its losses. The ETF, therefore, is a mechanism that helps to allay some of Sprint's damages (but, in many cases, the ETF falls far short of compensating Sprint for its damages) and provides a reasonable choice to consumers when weighing their options between fulfilling the service term, as promised, or paying the prorated ETF amount to satisfy their contract obligations.

\* \* \*

We trust the information contained herein as well as the attached documents (as requested) are responsive to the questions posed in your letter. If you have any questions or concerns or need any additional information, please let me know.

Sincerely,



Vonya B. McCann  
Senior Vice President, Government Affairs

Attachments

Attachment A  
Print Advertisement

Now families can call any mobile phone in the country for one flat rate on the 3G network PC World named most reliable.

Forget restrictive calling circles.

Your family is free to call any mobile, anytime, on any network.

And get unlimited text, plus 3G data, picture and video messaging.



1-800-SPRINT-1 [sprint.com/](http://sprint.com/)  
[anymobileanytime](http://anymobileanytime)

Your family is free to call all 250 million people nationwide.



Map is not a depiction of coverage.

Any Mobile, Anytime<sup>SM</sup>  
on an Everything Data Family Plan

**\$42.50** /month  
per person for a family of four.

\*\* Available to existing customers, without a contract extension. Other monthly charges apply. New lines of activation require a two-year Agreement per line. \$129.99/mo. for two lines. \$19.99/mo./line for Add-a-Phone.



Get a phone upgrade every year plus other exclusive rewards with Sprint Premier.<sup>SM</sup>

Available on the primary line.

**PCWorld** Sprint tested as the most reliable 3G network in comparison to AT&T and Verizon in a 13-city 3G performance test conducted by PC World.

America's most dependable 3G network, bringing you the first and only wireless 4G network from a national carrier.

\*\*Monthly charges exclude taxes. Sprint Surcharges incl. USF charge of up to 14.1% [varies quarterly], Administrative Charge [up to \$1.99/line/mo.], Regulatory Charge [\$0.40/line/mo.] and state/local fees by area. Sprint Surcharges are not taxes or government-required charges and are subject to change. Details: [sprint.com/taxesandfees](http://sprint.com/taxesandfees)

May require up to a \$36 activation fee/line, credit approval and deposit. Up to a \$200 early termination fee/line applies. **Everything Data Plan:** Includes 1,500 shared Anytime Minutes per month (for calling landline, indirect, etc.). Additional Anytime Minutes: Up to \$0.40/min. Nights: Mon.-Thurs. 7pm-7am; Wknds: Fri. 7pm-Mon. 7am. Partial minutes charged as full minutes. **Any Mobile, Anytime (AMA):** Applies when directly dialing/receiving standard voice calls between domestic wireless numbers as determined when the call is placed using independent third-party and Sprint databases. Standard roaming rates/restrictions apply. Only available with select Sprint plans and while on the Nationwide Sprint or Nextel National Networks (excludes calls to voicemail, 411 and other indirect methods). **Messaging:** Includes text, picture and video for domestic messages sent or received. International messages are \$0.20 sent or received. SMS voice messages may incur an additional data charge of \$0.03/KB. Texts to third parties to participate in promotions or other may result in additional charges. International services are not included. **Data:** Premium content/downloads (games, ringtones, songs, certain channels, etc.) are additional charge. **Usage Limitation:** Sprint may terminate service if (1) more than 800 minutes, (2) a majority of minutes or (3) a majority of kilobytes in a given month are used while roaming. **3G:** Not all services or devices are 3G, and coverage may default to separate network when 3G is unavailable. **Sprint Premier Upgrade:** Eligible customers with service on the same device for more than 12 consecutive months may be eligible for up to \$150 instant savings with a renewed two-year Agreement. Valid only on the eligible primary line with a three-month consecutive average of \$69.99 on a single line or \$99.99 on a shared line, excluding taxes and surcharges. **PC World Claim:** PC World's tests included thirteen major cities with more than twenty tests per city from all regions of the country during a two-month period from March to April 2009. Testing was one minute in duration, and network performance can be highly variable. Cities included Baltimore, Boston, Chicago, Denver, New Orleans, New York City, Orlando, Phoenix, Portland, San Diego, San Jose, San Francisco and Seattle. For reliability, Sprint won in Boston, Chicago, Denver, Portland, San Diego, San Francisco and Seattle. Sprint tied for reliability in Orlando. **America's Most Dependable 3G Network Claim:** "Dependable" based on independent third-party drive tests for 3G data on connection success, session reliability and signal strength for the top 50 most populous markets (including Puerto Rico) from January '08 to August '09. **4G:** 4G is currently available in limited areas and on select plans and devices; check [sprint.com/4G](http://sprint.com/4G) for Sprint 4G coverage/device info. **Other Terms:** Coverage not available everywhere. The Nationwide Sprint Network reaches over 275 million people. The 3G Sprint Mobile Broadband Network reaches over 253 million people. Offers not available in all markets/retail locations or for all phones/networks. Pricing, offer terms, fees and features may vary for existing customers not eligible for upgrade. Other restrictions apply. See store or [sprint.com](http://sprint.com) for details. ©2010 Sprint. Sprint and the logo are trademarks of Sprint. Other marks are the property of their respective owners.



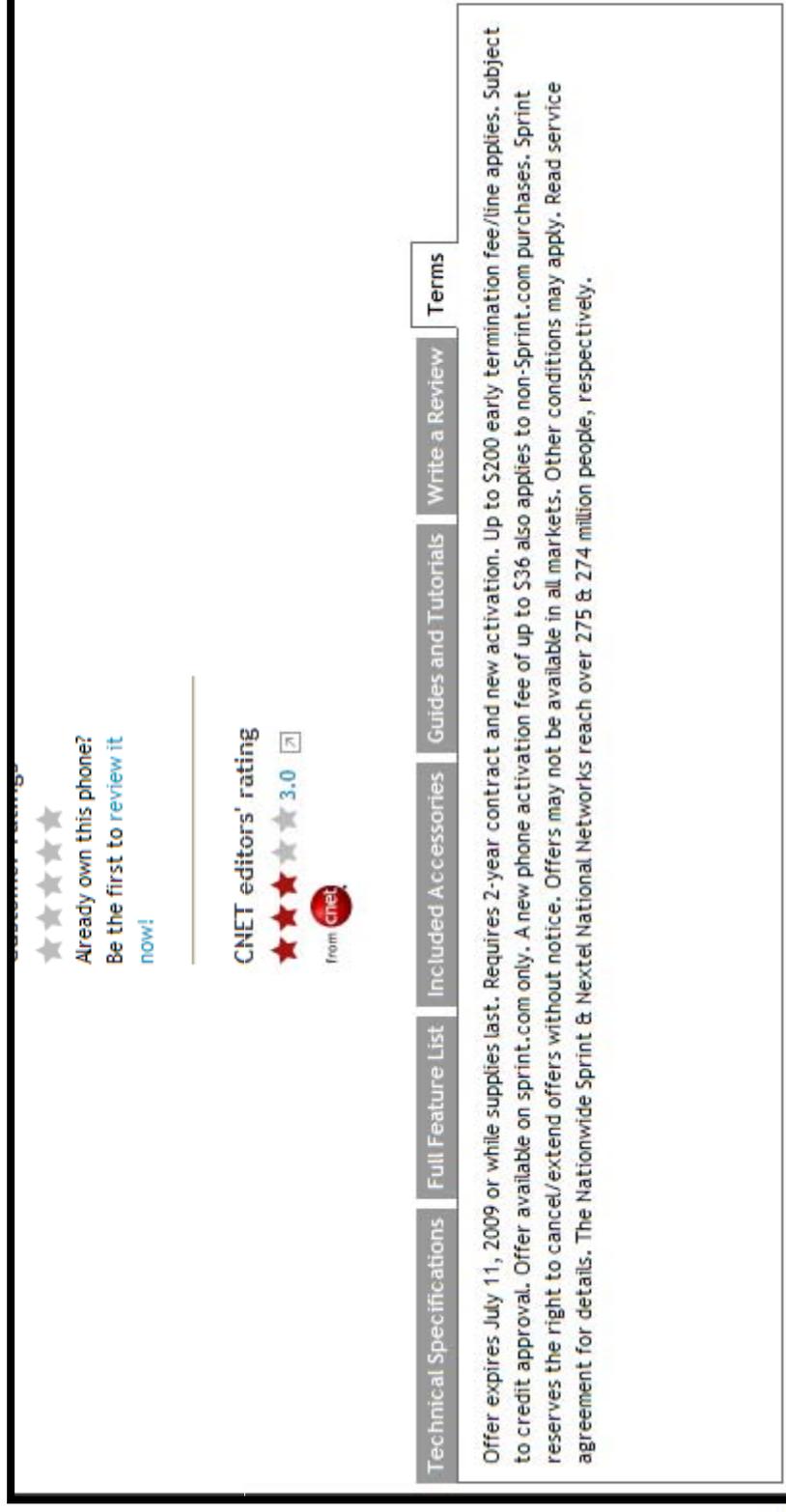
Attachment B

Web Flows



# GA – Phone Selection – more info...

- The bottom of the `more info...` link provides several areas where the customer can find out more content relating to the purchase of the phone.
  - This exists in production today



The screenshot shows a product page with a navigation bar at the top containing links: Technical Specifications, Full Feature List, Included Accessories, Guides and Tutorials, Write a Review, and Terms. Below the navigation bar, there is a section for customer ratings with five stars and the text "Already own this phone? Be the first to review it now!". Below that is a section for CNET editors' rating, showing three stars and a score of 3.0 from CNET. At the bottom of the page, there is a detailed offer expiration notice: "Offer expires July 11, 2009 or while supplies last. Requires 2-year contract and new activation. Up to \$200 early termination fee/line applies. Subject to credit approval. Offer available on sprint.com only. A new phone activation fee of up to \$36 also applies to non-sprint.com purchases. Sprint reserves the right to cancel/extend offers without notice. Offers may not be available in all markets. Other conditions may apply. Read service agreement for details. The Nationwide Sprint & Nextel National Networks reach over 275 & 274 million people, respectively."

# GA – Plan Selection

Customer has the ability to pick from any plan that is compatible with the handset they have chosen. Clicking on 'Select' sends them to the services page

The screenshot shows the Sprint website's plan selection interface. At the top, there are navigation tabs: Shop, My Sprint, Digital Lounge, Support, and Community. Below these, there are links for Coverage Maps, Shopping Cart, and a progress indicator with steps 1, 2, 3, and 4. The main content area is titled 'Plans' and includes a 'Narrow My List' section with radio buttons for 'Nextel Direct Connect', 'Individual', 'Share', and 'Business'. A message states: 'The plans below are compatible with the phone you selected.' Below this, a yellow box highlights the 'Simply Everything' plan. To the left of this box, a 'Your Selected Phone' section shows 'M320 by ASamsung®'. The plan details include: 'Everything your phone, PDA or smartphone can do nationwide - unlimited text, surf, email, listen, watch, find and of course, talk - on one simple plan.' and 'This plan includes: • Unlimited data: Web surfing, email, BlackBerry Internet Services (BIS), GPS Navigation, Music Premier, TV Premier, NFL Mobile Live, NASCAR Sprint Cup Mobile™ • Unlimited Direct Connect: Direct Connect and Group Connect (for capable phones) • Unlimited messaging: Text, pictures and video • Unlimited talk: Unlimited anytime minutes, nationwide long distance and no roaming charges • More about what's included in this plan'. At the bottom right of the plan details, there is a table with columns: 'Anytime Minutes', 'Monthly Price', and 'Additional Anytime Minutes'. The values are 'Unlimited', '\$99.99', and 'Unlimited' respectively. A 'Best Value' button is located to the left of the table. A red box highlights the 'Select' button at the bottom right of the plan details.

Anytime Minutes	Monthly Price	Additional Anytime Minutes
Unlimited	\$99.99	Unlimited

# GA – Service Selection

- Services that are available for the chosen handset will be displayed for purchase
- If a customer opts for Total Equipment Protection (TEP), they will need to acknowledge the T&C's related to that service
- The footnotes also call out contract obligations for TEP
- This currently exists in production

The screenshot shows the Sprint website's service selection interface. At the top, there are navigation links for Shop, My Sprint, Digital Lounge, Support, and Community. Below this, there are sections for Coverage Maps, Phones, Plans, Services, and Accessories. The 'Services' section is active, showing a list of services available for the selected phone (Samsung R320). The 'Total Equipment Protection' service is selected, and its terms and conditions are displayed in a pop-up window. A red arrow points to the 'Total Equipment Protection' checkbox. The pop-up window contains the following text:

**Important Information - Total Equipment Protection**

We're happy you chose Total Equipment Protection. Please read and agree to the terms below, which will ensure your understanding of how this program works. If you click "I do not agree", Total Equipment Protection will be removed from your shopping cart.

Enrolled customers are eligible for 3 replacements in any consecutive 12 months with a generous maximum equipment cost of \$1000 per claim. Claims for loss, theft, or damage are subject to a \$50 or \$100 non-refundable deductible per approved claim depending on the device. Replacement limits and deductibles do not apply to repairs or replacements due to defects or normal wear and tear. Replacement equipment may be new, reconditioned, remanufactured or a different model than the original equipment. You have the right to cancel your coverage at any time without penalty.

Below the pop-up, the service selection interface shows the following options:

- Total Equipment Protection<sup>1</sup> (Monthly Fee: \$7.00, Sale Price: \$7.00)
- Voice Services
- Mobile to Office<sup>2</sup> (Monthly Fee: \$8.00, Sale Price: \$8.00)
- Roadside Emergency Repair (Monthly Fee: \$4.00, Sale Price: \$4.00)
- Roadside Rescue<sup>3</sup> (Monthly Fee: \$5.00, Sale Price: \$5.00)
- International Long Distance<sup>4</sup> (Monthly Fee: \$5.00, Sale Price: \$5.00)

The 'Continue' button is highlighted with a red box.

# GA – Accessory Selection

Sprint.com | Business | Find a Store | About Us | Contact UsSearch

[Shop](#) | [My Sprint](#) | [Digital Lounge](#) | [Support](#) | [Community](#)

[Coverage Maps](#) | [Shopping Cart](#)

[Phones](#) | [Plans](#) | [Services](#) | **[Accessories](#)**

[Got questions? Click to chat.](#) | [Order by phone 1-866-668-7509](#)

[Retrieve my Saved Cart](#) | [Save Cart](#) | You are shopping in Hamilton, VA 20158

**Your Selected Phone**  
**Phone**  
M320 by ASamsung®

**Included accessories:**

- Standard Lithium Ion (Li-Ion) Battery™ (1)
- Second Battery door with Tattoo™ pattern (1)
- Battery Door (1)
- AC Phone Charger (1)

**Recommended Accessories**



**Holster**  
This durable, form-fitted holster is a convenient and secure carry solution for your M320 handset. Allows access to the headset jack and charging port. Equipped with a durable locking swivel clip.

Your price **\$19.99**  
Quantity



**Micro-USB Vehicle Power Charger**  
This vehicle power charger connects your phone to your vehicle's power outlet for simultaneous talk and charge. Charger is black, with LED that illuminates when charging. Check for compatibility with devices that have a micro-USB connector.

Your price **\$31.99**  
Quantity

[View all accessories >>](#)

[Continue](#)

[Terms & Conditions](#)

Your Privacy Rights | Acceptable Use Policy and Visitor Agreement | Copyright Notices | Find a Store | Contact Us | Email Sign Up  
© 2009 Sprint. All rights reserved.

# GA - Shopping Cart

The following text is located under all plans in the Gross Add (GA) path:

(If you cancel your Sprint service before your contract term ends, up to a \$200 early termination fee/line may apply.)

This will be available in the production environment on or around the 17th of October, 2009.

QUANTITY	MONTHLY CHARGES	ONE-TIME CHARGES	REMOVE
1	\$99.99	\$0.00	
1		\$219.99 -\$169.99 -\$50.00	
<p>Phone Charge: M320 by Samsung® \$169.99 instant savings (per phone) \$50.00 web special (per phone)</p> <p>Plan Charge: Simply Everything Plan-Unlimited &amp; anytime Minutes included! If you cancel your Sprint service before your contract term ends, up to a \$200 early termination fee/line may apply. Add Mobile Broadband and save</p> <p>Services Charge: No additional services selected for this package</p> <p>Accessories Charge: No accessories selected for this package</p>			
		\$219.99	
		-\$219.99	
		\$99.99	
		Free	
		Free	
		\$0.00	

Subtotal: \$219.99  
Total Instant Savings: -\$219.99  
Total Monthly Charges: \$99.99  
Estimated Shipping: Free  
Activation Fee: Free  
Total One-Time Charges: \$0.00

Shopping Cart

Thank you for choosing a Simply Everything™ plan. Add a Mobile Broadband plan to your cart and save \$5.99/mo. Continue shopping for plans.

QUANTITY	MONTHLY CHARGES	ONE-TIME CHARGES	REMOVE
1	\$99.99	\$0.00	
1		\$219.99 -\$169.99 -\$50.00	
<p>Phone Charge: M320 by Samsung® \$169.99 instant savings (per phone) \$50.00 web special (per phone)</p> <p>Plan Charge: Simply Everything Plan-Unlimited &amp; anytime Minutes included! If you cancel your Sprint service before your contract term ends, up to a \$200 early termination fee/line may apply. Add Mobile Broadband and save</p> <p>Services Charge: No additional services selected for this package</p> <p>Accessories Charge: No accessories selected for this package</p>			
		\$219.99	
		-\$219.99	
		\$99.99	
		Free	
		Free	
		\$0.00	

Subtotal: \$219.99  
Total Instant Savings: -\$219.99  
Total Monthly Charges: \$99.99  
Estimated Shipping: Free  
Activation Fee: Free  
Total One-Time Charges: \$0.00

# GA - Checkout Page 1

On the first page of the checkout sequence the following information is collected:

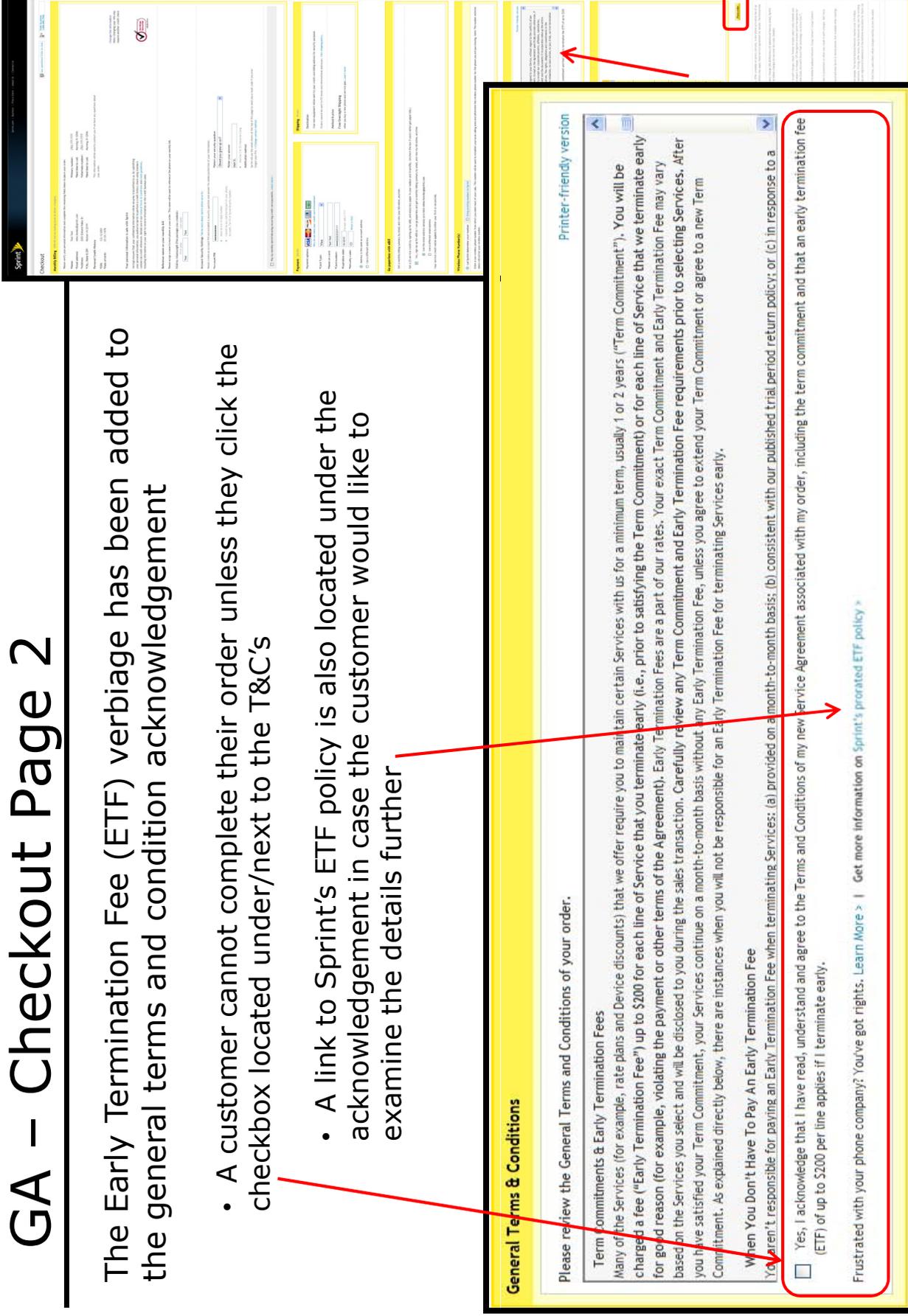
- Name
- Email Address
- Address
- Primary and secondary contact phone numbers
- City
- State
- Zip code
- Credit Check:
  - Social Security Number (SSN)
  - Date of Birth (DOB)
- The credit check could result in a customer having to pay a deposit or adhere to a spending limit. This is not presented in this flow.

The screenshot shows the Sprint checkout page. At the top, there is a navigation bar with the Sprint logo and links for 'Sprint.com', 'Business', 'Find a Store', 'About Us', and 'Contact Us'. Below the navigation bar, there is a 'Checkout' section with a 'Got questions? Click to chat.' button and a 'Order by phone 1-866-967-7609' button. A yellow banner reads 'Already a customer? Sign on now'. Below this is a 'Monthly Billing' section with a note: '\$99.99 not including taxes & other charges'. There are two radio buttons: 'Create a new account' (selected) and 'Add order to existing account'. A message says: 'Please enter your legal name and contact information below to establish your new account. Click here to enter contact information for Puerto Rico addresses.' The form fields are: \*Name (First: Test, Last: Test), \*Email address (mike.howley@sprint.com), \*Address (2003 Edmund Hayes Dr), \*City, State & Zip (Reston, VA, 20191), \*Primary number (703-777-7777), \*Best time to call (Morning (9-12PM)), \*Alternate number (703-777-7777), \*Best time to call (Morning (9-12PM)). There is a 'View shipping policy' link. Below the form is a 'Personal credit history check' section with a 'Why do I need this?' link. It contains fields for \*SSN (123-12-0001) and \*Date of birth (01/01/1978, MM/DD/YYYY). A 'Personal information is safe with Sprint' section explains that information is securely transmitted and used for credit checks. At the bottom, there are buttons for 'Cancel order', 'Return to Cart', 'Save Cart', and 'Continue' (highlighted with a red box). A 'Terms & Conditions' link is also present.

# GA - Checkout Page 2

The Early Termination Fee (ETF) verbiage has been added to the general terms and condition acknowledgement

- A customer cannot complete their order unless they click the checkbox located under/next to the T&C's
- A link to Sprint's ETF policy is also located under the acknowledgement in case the customer would like to examine the details further



# GA - Online and Email Order Receipt

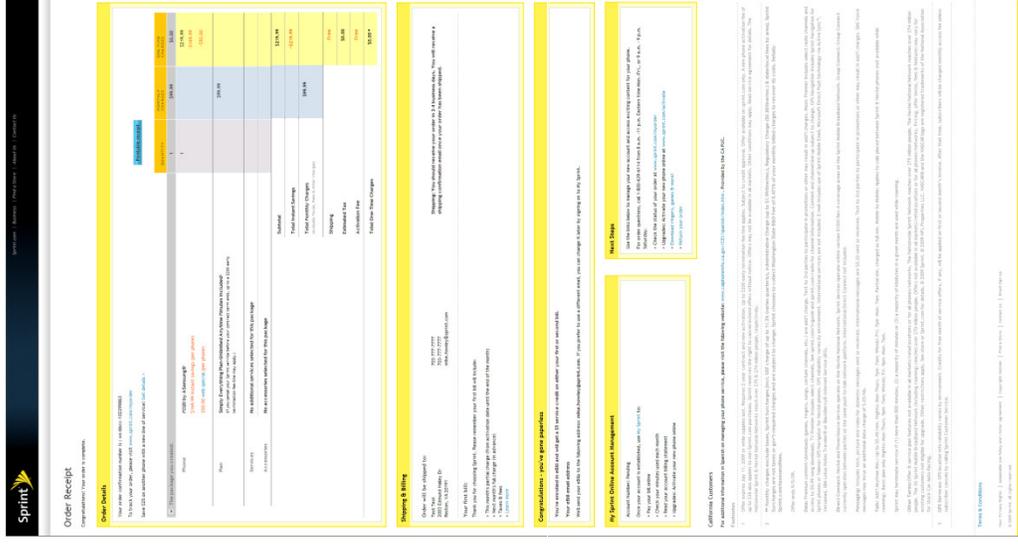
Once a customer places their order, a confirmation page will display highlighting the order they just placed, next steps as well as additional information about the purchase.

The information on the order confirmation web page is the same that is displayed in the confirmation email that is sent to the email address the customer provided.

Please reference the file below to see what the confirmation email looks like.  
(This will open with Outlook on your computer)



Order Number ws-bbcc-102299863.msg



**Order Receipt**

Order number: ws-bbcc-102299863

**Order Details**

Item	Quantity	Price	Total
1. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
2. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
3. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
4. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
5. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
6. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
7. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
8. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
9. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
10. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
11. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
12. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
13. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
14. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
15. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
16. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
17. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
18. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
19. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
20. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
21. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
22. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
23. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
24. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
25. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
26. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
27. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
28. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
29. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
30. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
31. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
32. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
33. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
34. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
35. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
36. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
37. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
38. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
39. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
40. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
41. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
42. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
43. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
44. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
45. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
46. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
47. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
48. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
49. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
50. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
51. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
52. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
53. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
54. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
55. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
56. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
57. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
58. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
59. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
60. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
61. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
62. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
63. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
64. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
65. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
66. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
67. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
68. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
69. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
70. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
71. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
72. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
73. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
74. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
75. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
76. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
77. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
78. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
79. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
80. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
81. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
82. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
83. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
84. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
85. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
86. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
87. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
88. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
89. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
90. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
91. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
92. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
93. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
94. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
95. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
96. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
97. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
98. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
99. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99
100. Sprint Next Issue, Unlimited Management	1	\$14.99	\$14.99

**Shipping & Billing**

Name: [Name]  
Address: [Address]  
City: [City]  
State: [State]  
Zip: [Zip]

Phone: [Phone]  
Email: [Email]

**Complimentary gifts and great packages**

View details for each item.

**My Sprint Online account management**

View details for each item.

**Thank You**

Thank you for your purchase. We'll email you a receipt and shipping confirmation once your order has been shipped.

Order number: ws-bbcc-102299863

Order date: [Date]

Order status: [Status]

Order total: \$149.90

Shipping: \$14.99

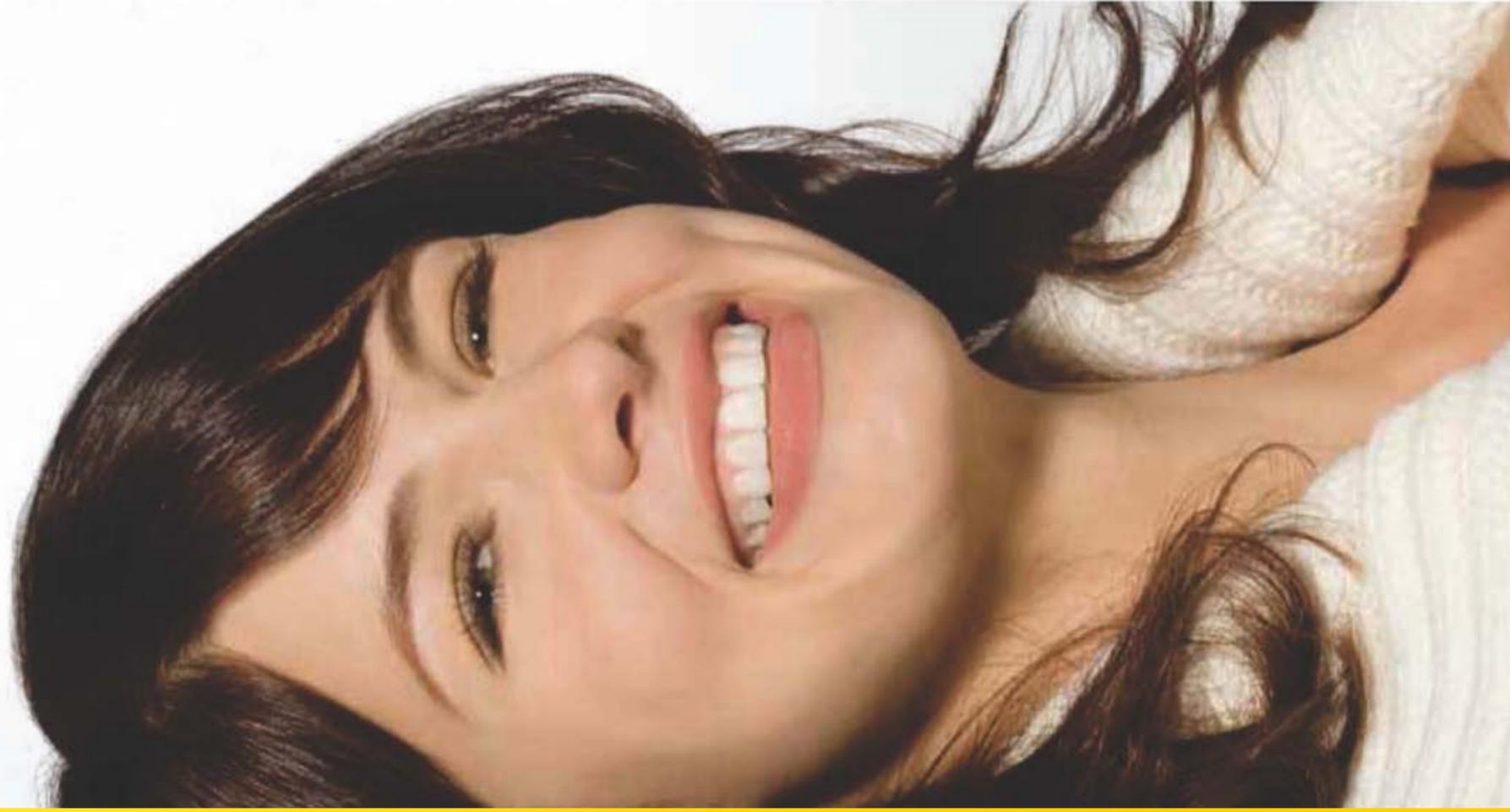
Subtotal: \$134.91

Total: \$149.90

Attachment C  
Service Plan Guide

# Plans

Work. Home. Everything.



## Welcome to Now.

The home of advanced technology, exceptional service and a dependable 3G network that gives you what you want in real time.

With plans that deliver outstanding value, a device line-up that is unmatched and a dependable 3G network, Sprint continues to deliver a more satisfying wireless experience.



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## **It pays to be a Sprint Business Customer.**

Sign up as a Sprint Corporate-liable business customer, and get access to support and rewards to help your business succeed.

### **Discounts for Small Businesses and their Employees**

Enroll in Sprint Volume Discounts for Business and save 8% on eligible services with at least 5 active Corporate-liable units.

As a small business customer with 5 active Corporate-liable units or more, you can offer your employees and their family members on the same account an 8% discount on eligible services. Ask a sales representative for details.

### **Instant Savings on Devices**

Buy or upgrade your devices without waiting for a mail-in rebate. Even small businesses get the best price offered to our largest business customers with Business Device Select pricing on popular selected devices.

### **Government and Corporate Customer Discounts**

Ask a sales representative about volume discounts for government and corporate customers and their employees.

All benefits are not available to all customers. Additional restrictions apply.



## **Get more and do more as a Sprint Customer.**

At Sprint we truly value our customers. Here are just a few of the services, perks and programs we provide for you.

### **Sprint Premier<sup>SM</sup>**

Great perks like upgrade benefits beginning at 12 months of service for the primary line, anniversary gifts, six-month plan check-ups, and “Just Because” extras. Please see our Perks brochure or visit [www.sprint.com/premiercustomer](http://www.sprint.com/premiercustomer) for details.

### **Sprint 30-Day Satisfaction Guarantee\***

Enjoy the benefit of trying your new phone, plan or service for 30 days with confidence.

### **Right Plan Promise**

Change your plan at any time without extending your contract. So, if your needs change, so can your plan.

### **Sprint Coverage Tool**

View the latest coverage now at [www.sprint.com/coverage](http://www.sprint.com/coverage).

All benefits are not available to all customers. Additional restrictions apply.

\*To qualify, you must, within 30 days of activation: (1) return your complete, undamaged device with the original retailer's proof of purchase to where you purchased the device; and (2) if you wish to discontinue service, request that we deactivate your service. In all instances, you are responsible for all charges based on actual usage (partial monthly service charges, taxes, and Sprint Fees). If you purchase your phone through a Sprint authorized dealer, additional dealer fees may apply. If you purchased your device through Web or telesales, visit [www.sprint.com/returns](http://www.sprint.com/returns) or call 866-789-8292 for return instructions, including, but not limited to, determining if you are eligible to visit a Sprint-owned retail store to return the device and deactivate your service. If you decide to exchange your device for a different model or color, there will be a \$35 restocking fee. Return policies may vary for existing customers. Visit [www.sprint.com/returns](http://www.sprint.com/returns) for details.

### **Sprint New For You<sup>TM</sup> Upgrade Program**

Get the latest phones and do more of what you want. Check your eligibility at [www.sprint.com/upgrades](http://www.sprint.com/upgrades). A phone activation fee may apply.

### **And included with all Sprint Plans**

All plans are for domestic use within the U.S. unless stated otherwise and include Caller ID, Voicemail, Call Waiting, Numeric Paging, Three-way Calling, and Conditional Call Forwarding (\*73, \*74 and \*28) while on the Nationwide Sprint Network or the Nextel National Network. Immediate Call Forwarding (\*72) is included on Simply Everything<sup>®</sup> plans, 20¢/min. for all other plans.

## From just talk to Simply Everything,<sup>®</sup> we've got the perfect plan for you.

All plans include at no additional charge:

- Unlimited Nextel Direct Connect<sup>®</sup> and Group Connect<sup>®</sup>
- Unlimited Night and Weekend Calling with Nights starting at 7 PM
- Nationwide Long Distance and No Roaming Charges

### Any Mobile, Anytime<sup>™</sup>

Everything Data Plans include unlimited calling from the Sprint network to any U.S. mobile phone on any carrier nationwide.

### Sprint Mobile to Mobile

Talk and Everything Messaging Plans include unlimited calling from the Sprint network to any Sprint or Nextel mobile phone nationwide.

**Plan Details:** Additional Anytime Minutes for 450-minute plans: 45¢/min. Additional Anytime Minutes for 900-minute plans: 40¢/min. Existing customers can switch to any of these plans without a contract extension. Available on new lines of activation with a two-year Agreement per line.

**Add-ons:** Unlimited Night Calling starting at 6PM is an additional \$5/mo.\*\* per line. Worldwide data plans can be added for PDA or BlackBerry Sprint phones for \$40/mo.\*\* per line when added to an Everything plan with included data. **Phone requirements:** Certain phones require activation on a plan that includes data or other select plan. See in-store materials for details. Group Connect requires users to be on the same network. All features not available on all phones. Coverage not available everywhere. **Email/GPS Navigation/Data:** Access personal or work email with easy setup from popular email providers. Data excludes premium content. See page 15 for more information on these features.

**Any Mobile, Anytime & Sprint Mobile to Mobile:** Only available while on the Nationwide Sprint Network or Nextel National Network. **Sprint Premier:** Restrictions apply.



## Individual Plans

<b>Simply Everything Plan</b> <i>(Unlimited Talk, Messaging and Data)</i>	
Monthly Anytime Minutes	Price per month**
Unlimited	\$99.99
No discounts apply	

<b>Unlimited Messaging includes:</b> <i>Text, Picture, Video</i>
<b>Unlimited Data includes:</b> <i>Web, GPS Navigation, Sprint TV<sup>®</sup> Premier, Sprint Music Premier and Email for your phone, PDA or BlackBerry<sup>®</sup> BlackBerry Enterprise Server (BES) can be added for an additional \$20/mo.** per line</i>

	<b>Talk Plan</b> <i>(Unlimited Sprint Mobile to Mobile)</i>	<b>Everything Messaging Plan</b> <i>(Unlimited Messaging and Sprint Mobile to Mobile)</i>	<b>Everything Data Plan</b> <i>(Unlimited Messaging, Data and now Any Mobile, Anytime)</i>
Monthly Anytime Minutes	Price per month**	Price per month**	Price per month**
450	\$39.99	\$49.99	\$69.99
900	\$59.99	\$69.99	\$89.99

Individual plans \$69.99 and higher are eligible for special perks and rewards with Sprint Premier.

\*\*Taxes and Sprint surcharges excluded. See page 30 for important details.

## Everything's better when shared with friends, family or co-workers.

Ideal for families and businesses with up to 5 lines.

All plans include at no additional charge:

- Unlimited Nextel Direct Connect and Group Connect
- Unlimited Night and Weekend Calling with Nights starting at 7 PM
- Nationwide Long Distance and No Roaming Charges

### Any Mobile, Anytime

Everything Data Share Plans include unlimited calling from the Sprint network to any U.S. mobile phone on any carrier nationwide.

### Sprint Mobile to Mobile

Talk Share and Everything Messaging Share Plans include unlimited calling from the Sprint network to any Sprint or Nextel mobile phone nationwide.

**Plan Details:** Additional Anytime Minutes for 700-minute plans: 45¢/min. Additional Anytime Minutes for 1500-minute plans: 40¢/min. Additional Anytime Minutes for 3000-minute plans: 25¢/min. Existing customers can switch to any of these plans without a contract extension. Available on new lines of activation with a two-year Agreement per line.

**Add-ons:** Unlimited Night Calling starting at 6PM is an additional \$10/mo.\*\* per account. Worldwide data plans can be added for PDA or BlackBerry Sprint phones for \$40/mo.\*\* per line when added to an Everything Share plan with included data. **Phone requirements:** Invoice will show Simply Everything \$99.99 for the first line and Simply Everything \$89.99 for each additional line. Certain phones require activation on a plan that includes data or other select plan. See in-store materials for details. Currently, all Group Connect users must be on the same network. All features not available on all phones. Coverage not available everywhere. **Email/GPS Navigation/Data:** Access personal or work email with easy setup from popular email providers. Data excludes premium content. See page 15 for more information on these features. **Any Mobile, Anytime & Sprint Mobile to Mobile:** Only available while on the Nationwide Sprint Network or Nextel National Network. **Sprint Premier:** Restrictions apply.



## Family and Business Share Plans

<b>Simply Everything Share Plan</b> (Unlimited Talk, Messaging and Data)	
Monthly Anytime Minutes to share between two lines	Price per month for two lines**
Unlimited	\$189.98
Add-a-Phone (lines 3-5)	\$89.99/mo. per line
No discounts apply	

<b>Unlimited Messaging includes:</b> Text, Picture, Video
<b>Unlimited Data includes:</b> Web, GPS Navigation, Sprint TV® Premier, Sprint Music Premier and Email for your phone, PDA or BlackBerry BlackBerry Enterprise Server (BES) can be added for an additional \$20/mo.** per line

	<b>Talk Share Plan</b> (Unlimited Sprint Mobile to Mobile)	<b>Everything Messaging Share Plan</b> (Unlimited Messaging and Sprint Mobile to Mobile)	<b>Everything Data Share Plan</b> (Unlimited Messaging, Data and now Any Mobile, Anytime)
Monthly Anytime Minutes to share between two lines	Price per month for two lines**	Price per month for two lines**	Price per month for two lines**
700	\$69.99	—	—
1500	—	\$99.99	\$129.99
3000	—	\$149.99	\$169.99
Add-a-Phone (lines 3-5)	\$9.99/mo. per line	\$9.99/mo. per line	\$19.99/mo. per line

Share plans \$99.99 and higher are eligible for special perks and rewards with Sprint Premier.

\*\*Taxes and Sprint surcharges excluded. See page 30 for important details.

## Give your business an edge.

Enhance productivity and stay competitive with plans specifically for businesses small and large.

All business plans include at no additional charge:

- Unlimited Nextel Direct Connect and Group Connect
- Unlimited Night and Weekend Calling with Nights starting at 7 PM
- Nationwide Long Distance and No Roaming Charges
- Pooling of minutes

### Any Mobile, Anytime

Business Advantage Messaging and Data Plans include unlimited calling from the Sprint network to any U.S. mobile phone on any carrier nationwide.

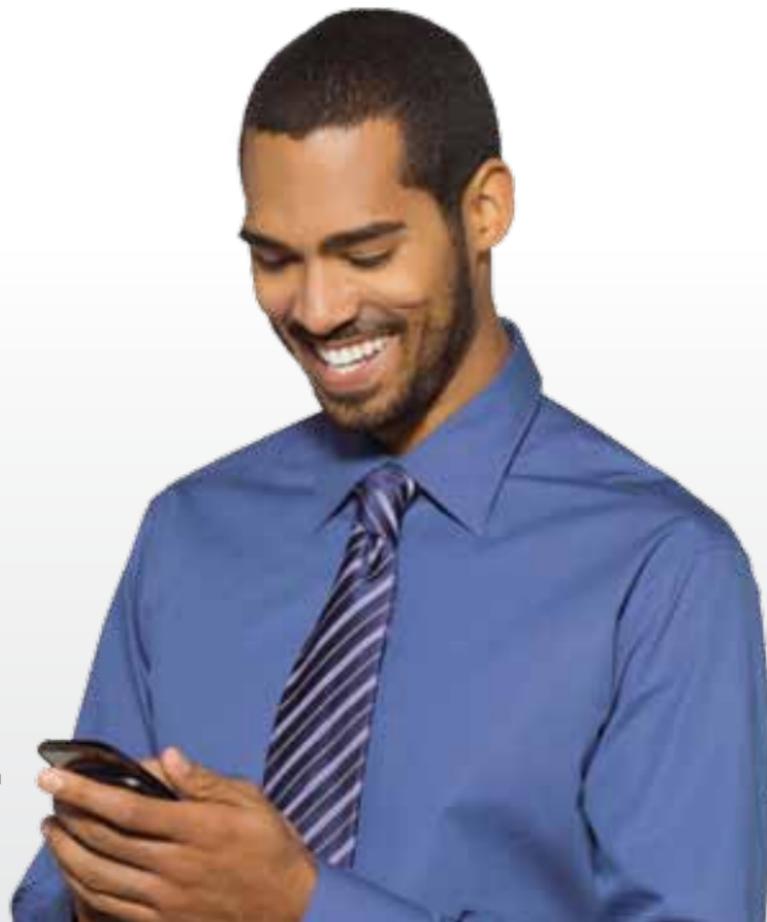
### Sprint Mobile to Mobile

Business Advantage Talk and Business Advantage Messaging Plans include unlimited calling from the Sprint network to any Sprint or Nextel mobile phone nationwide.

Plans only available to Corporate-liable business subscribers. **Plan Details:** Additional Anytime Minutes: 25¢/min. Existing customers can switch to any of these plans without a contract extension. Available on new lines of activation with a one-year Agreement per line.

**Add-ons:** Worldwide data plans can be added for PDA or BlackBerry Sprint phones for \$40/mo.\*\* per line when added to a Sprint Business Advantage Messaging and Data plan.

**Phone requirements:** Certain phones require activation on a plan that includes data or other select plan. See in-store materials for details. Currently, all Group Connect users must be on the same network. All features not available on all phones. Coverage not available everywhere. **Pooling:** Only voice minutes can be pooled across Sprint Business Advantage plans: Talk, Messaging & Messaging and Data. Anytime minutes will be applied to the line they are attached to first, and then allocated (pooled) to other Sprint Business Advantage subscribers on the same account as needed. **Email/GPS Navigation/Data:** Access personal or work email with easy setup from popular email providers. Data excludes premium content. See page 15 for more information on these features. **Any Mobile, Anytime & Sprint Mobile to Mobile:** Only available while on the Nationwide Sprint Network or Nextel National Network.



## Business Plans

<b>Sprint Business Advantage<sup>SM</sup></b> <i>Pool minutes across Sprint Business Advantage subscribers on the same account.</i>	<b>Sprint Business Advantage Talk</b> <i>(Unlimited Direct Connect, Group Connect and Sprint Mobile to Mobile)</i>	<b>Sprint Business Advantage Messaging</b> <i>(Unlimited Messaging, Direct Connect, Group Connect and Sprint Mobile to Mobile)</i>	<b>Sprint Business Advantage Messaging and Data</b> <i>(Unlimited Messaging, Data, Direct Connect, Group Connect and now Any Mobile, Anytime)</i>	<b>Nextel Direct Connect</b> <i>Providing instant communication— in less than a second—coast to coast.</i>
<b>Monthly Anytime Minutes</b>	<b>Price per month**</b>	<b>Price per month**</b>	<b>Price per month**</b>	<b>Group Connect</b> <i>Communicate with up to 20 other users at the same time on the same network.</i>
200	\$29.99	\$39.99	\$59.99	<b>Unlimited Messaging includes:</b> <i>Text, Picture, Video</i>
450	\$39.99	\$49.99	\$69.99	<b>Unlimited Data includes:</b> <i>Web, GPS Navigation, Sprint TV<sup>®</sup> Premier, Sprint Music Premier and Email for your phone, PDA or BlackBerry</i>
900	\$59.99	\$69.99	\$89.99	<i>BlackBerry Enterprise Server (BES) can be added for an additional \$20/mo.** per line.</i>
1350	\$79.99	\$89.99	\$109.99	
2000	\$99.99	\$109.99	\$129.99	
4000	\$149.99	\$159.99	\$179.99	

\*\*Taxes and Sprint surcharges excluded. See page 30 for important details.

## Enjoy everything the Internet offers, while on the go.

Life is information. It's ongoing, updating and ever-evolving. But to do more than just stay in the loop, you need access to the information you want, where you want it, and whenever you want it.

Sprint 3G Data Plans empower your phone, PDA and laptop with the access you need to the information you want at 3G speed.

### Ready for 4G?

See in-store materials for the latest on 4G coverage and pricing.



## 3G Mobile Broadband Plans

<b>3G Mobile Broadband Plans</b> <i>Wirelessly access the Internet nationwide.</i>	
<b>Monthly Data Allowance</b>	<b>Price per month**</b>
5GB	\$59.99 with two-year Agreement No discounts apply

<b>What can you do with 5GB a month?</b>		
	<i>Approximate Size</i>	<b>5GB</b>
Email (no attachment)	3KB	1,666,667
Web page look-up	150KB	33,333
Low resolution picture	500KB	10,000
PowerPoint® presentation	3MB	1,667
Music (3-minute song)	3MB	1,667
YouTube video (3 minutes)	15MB	333

### Data Conversion Chart

1024KB = 1MB

1024MB = 1GB

Sizes estimated and may vary.

See [www.sprint.com](http://www.sprint.com) for more information on what you can do with 5GB a month.

**\*\*Taxes and Sprint surcharges excluded. See page 30 for important details.**

Additional Data above 5GB: \$0.05/MB. Off network roaming limited to 300MB/mo. Data usage without a Mobile Broadband Plan is 3¢/KB. International Data roaming may incur additional charges. Overage and Pay-As-You-Go rates are subject to change.

# Data for Business

Solutions to solve your mobile business data needs.

<b>BlackBerry Email and Web Add-on</b>	
Add to your voice plan and enjoy the freedom and flexibility to check your email via BlackBerry Enterprise Server and BlackBerry Internet Service. Also includes Phone as Modem access. For Corporate-liable subscribers only.	
Monthly Data Allowance	Price per month**
Unlimited Phone as Modem limited to 5GB/mo.	\$39.99 with two-year Agreement No discounts apply

<b>BlackBerry Email and Web Plan</b>	
For BlackBerry data users who do not need a voice plan. Get access to BlackBerry Enterprise Server and BlackBerry Internet Service for your phone. Also includes Phone as Modem access. For Corporate-liable subscribers only.	
Monthly Data Allowance	Price per month**
Unlimited Phone as Modem limited to 5GB/mo.	\$49.99 with one-year Agreement

<b>Primary Data Plan</b>	
Get unlimited nationwide data access for your Sprint phone. For data users who do not need voice services.	
Monthly Data Allowance	Price per month**
Unlimited	\$49.99 with one-year Agreement

<b>Sprint Business Application</b>	
For business users to enable or gain access to corporate applications. Requires a voice plan and a 3rd-party application.	
Price per month**	
\$10	

<b>Worldwide BlackBerry Plan</b>	
Easily add to your voice plan or use by itself to access BlackBerry Enterprise Server and BlackBerry Internet Service worldwide. For Corporate-liable subscribers only.	
Monthly Data Allowance	Price per month**
Unlimited	\$69.99 with one-year Agreement
For BlackBerry World phones: Unlimited GSM/GPRS and CDMA data in more than 145 countries worldwide.	
For all other Sprint BlackBerry devices: Unlimited CDMA data in USA, Canada, Mexico and more.	

<b>Worldwide Data Plan</b>	
Easily add to your voice plan or use by itself to get International access to wireless data when you need it.	
Monthly Data Allowance	Price per month**
Unlimited	\$69.99 with one-year Agreement
For World phones: Unlimited GSM/GPRS and CDMA data in more than 145 countries worldwide.	
For all other Sprint phones: Unlimited CDMA data in USA, Canada, Mexico and more.	

<b>Business Phone as Modem Add-on</b>	
(requires qualifying business data plan) Use your phone to provide data access to your laptop. For Corporate-liable subscribers only.	
Monthly Data Allowance	Price per month**
5GB	\$15

\*\*Taxes and Sprint surcharges excluded. See page 30 for important details.

Data usage without a data plan is 3¢/KB. International Data roaming may incur additional charges. **Phone as Modem:** Off network roaming limited to 300MB/mo. **Worldwide plans & BlackBerry® Email and Web Plan:** Calls made without a voice plan will incur a charge of 20¢/min; voice roaming charges are 69¢/min. An additional charge of 25¢/min for long distance may apply. For International roaming rates, visit [www.sprint.com/international](http://www.sprint.com/international).

## Data Add-ons

Get a plan packed with more of what you want.

### Data Packs

Surf, listen and watch.

Includes unlimited Web, Basic TV and Basic Music  
(For Sprint and PowerSource™ devices only)

Price per month\*\*

\$15

### Data Premier

Add enhanced music, TV and unlimited navigation to a Data Pack.

Includes GPS Navigation, Sprint TV® Premier  
and Sprint Music Premier  
(For any Sprint device)

Price per month\*\*

Additional \$10

### Pro Pack and BlackBerry® Personal Pack

Enjoy your BlackBerry or PDA to its full potential.

Includes unlimited Messages  
(text, picture, video), Web, Email,  
GPS Navigation, Basic TV and Basic Music  
(For BlackBerry and Windows  
Mobile/Palm PDA Sprint devices)

Price per month\*\*

\$30

## What's included with your Data Plans

### Unlimited Web

Unlimited Web browsing, Sprint Mobile Email, news, exclusive content like NFL Mobile Live and NASCAR Sprint Cup Mobile,<sup>SM</sup> and more.

### Email

Conveniently check your email on your phone, PDA or BlackBerry via Sprint Mobile Email and BlackBerry Internet Service (BIS) and get access to Yahoo! Mail, Gmail, Windows Live Hotmail,<sup>®</sup> AOL and more. Also includes Sprint Mobile Email-Work, Microsoft Direct Push technology via ActiveSync<sup>SM</sup> and Versamail.

### GPS Navigation

Get fast, accurate locations for everything you need with unlimited voice-guided driving directions, 3D moving maps and recommended routes with Sprint Navigation for Sprint phones and TeleNav GPS Navigator<sup>™</sup> for Nextel phones.

### Basic Music

Enjoy streaming radio channels and get a discounted price when you download music. Check out the full Sprint Radio line-up, at [www.sprint.com/radio](http://www.sprint.com/radio).

### Sprint Music Premier

Indulge yourself with even more radio channels in addition to discounts on wireless music downloads. View the full Sprint Radio line-up at [www.sprint.com/radio](http://www.sprint.com/radio).

### Basic TV

Watch shows, sports, news, movies and more. Choose from exclusive content, short clips or full-length episodes. To see a list of our Sprint TV line-up, visit [www.sprint.com/tvguide](http://www.sprint.com/tvguide).

### Sprint TV Premier

Get access to even more shows, sports, news and movies. For the full Sprint TV Premier line-up, visit [www.sprint.com/tvguide](http://www.sprint.com/tvguide).

\*\*Taxes and Sprint surcharges excluded. See page 30 for important details.

Excludes premium content. Email applications, TV and Radio channel line-up are subject to change. All features not available on all phones. For more information see [www.sprint.com](http://www.sprint.com) or other in-store materials for details. Data usage without a data pack or plan that includes data is 3¢/KB. International Data roaming may incur additional charges. Pay-As-You-Go rates subject to change.

## Messaging Add-ons

Share life through text, picture and video messaging.

<b>Unlimited Messages</b>	\$20/mo.**
<b>1000 Messages</b>	\$10/mo.**
<b>300 Messages</b>	\$5/mo.**



**\*\*Taxes and Sprint surcharges excluded. See page 30 for important details.**

**Messaging:** All messaging plans are for domestic use within the U.S. All charges are for messages sent or received. **Additional messages & Pay-As-You-Go messages:** For Sprint phones: 20¢/msg. For Nextel phones including MMS-Image/Audio messages: 25¢/msg. **International messages:** From the U.S. for Sprint phones: 20¢/msg. International messages from outside the U.S. are up to 50¢/msg. SMS Voice messages may incur an additional data charge of 3¢/KB. Not available with all phones. **Sprint Family Locator:** Not available to Corporate-liable subscribers. Pay-As-You-Go text messaging rates apply. After 15 days, pay the regular monthly charge, or call to cancel prior to 5 days to avoid charges.

## GPS Add-ons (requires a Data Pack)

Get directions, always know where your people are and find what you need.

<b>GPS Navigation</b> Get driving directions and see your progress on a moving map with spoken turn-by-turn driving directions on your GPS-capable phone with Sprint Navigation for Sprint phones or TeleNav GPS Navigator for Nextel phones. Sprint Navigation has pay-per-use options at \$2.99/day. No discounts apply.	\$9.99/mo.**
<b>Sprint Family Locator</b> Tired of sending text messages to track down your child's whereabouts? Dislike the expense of having to replace a family member's lost phone? See your kids on a satellite map using your computer or Sprint phone. Automatically get notified with Safety Checks™ when your child arrives at school or home. Try it Free for 15 days by going to <a href="http://www.sprint.com/familylocator">www.sprint.com/familylocator</a> .	\$5/mo.** (Locates 4 phones)
<b>Sprint Mobile Locator</b> Increase productivity and efficiency by locating employees in the field, sending employees driving directions and text messages, and notifying customers of arrival times.	\$15/mo.**

## Nextel Direct Connect® Add-ons

Connect in less than a second to up to 20 other users at once, on the same network, coast to coast.

Plus, choose from a variety of Add-ons to enhance your Nextel Direct Connect service including:

- Web access
- My Nextel Address Book
- Unlimited International Nextel Connect
- NextMail®
- NextMail Locator



<b>Web Plan</b> (For Nextel phones) Add to your voice plan and get access to top wireless Internet sites for news, weather, sports, entertainment, travel and more.	\$5/mo.**
<b>My Nextel Address Book</b> (For Nextel phones) Store and manage your contacts online and access them from your phone.	\$5/mo.**
<b>Unlimited International Direct Connect<sup>SM</sup></b> (For Nextel phones and PowerSource phones) Connect in under a second with other Nextel subscribers in Canada, Mexico, Peru, Argentina, Chile and Brazil. International Direct Connect usage also uses any local or Nationwide Nextel Direct Connect minutes in your plan. Pay-As-You-Go International Direct Connect is 20¢/min. per participant.	\$10/mo.**

**\*\*Taxes and Sprint surcharges excluded. See page 30 for important details.**

No discounts apply to Web Plan, My Nextel Address Book, NextMail or NextMail Locator. NextMail Locator on Nextel phones requires a data plan.

<b>NextMail®</b> (For Nextel phones and PowerSource phones) Send a voice message to up to 50 email addresses at once, with a push of the Direct Connect button. Use NextMail to enable dispatching, time management, service/parts ordering and much more to streamline business.	\$7.50/mo.**
<b>NextMail Locator</b> (For Nextel phones and PowerSource phones) Enjoy all the benefits of NextMail, plus the ability to send your location information and photos along with NextMail voice messages. This provides businesses with valuable documentation of work complete with a location, time stamp and pictures.	\$19.99/mo.**

## Voice Service Add-ons

Talk night or day, near or far away.

<p><b>Sprint 411 Directory Assistance</b> More than just phone numbers, a live operator can help you with a variety of information services such as movie listings, or use precision location services to provide you turn-by-turn driving directions to your desired location. You can receive up to three phone numbers or pieces of information per call, and be automatically connected at no additional charge.</p>	<p>\$1.79/call** <i>(airtime charges apply)</i></p>
<p><b>Sprint International Long Distance</b> Save on International call charges while in the United States. <i>Mobile termination fees apply. For additional information and rates included with these and other calling options, visit <a href="http://www.sprint.com/internationalrates">www.sprint.com/internationalrates</a>.</i></p>	<p>\$4/mo.**</p>
<p><b>Sprint Worldwide Voice Add-on</b> Save on International roaming charges while you travel abroad. <i>For additional information and rates included with these and other calling options, visit <a href="http://www.sprint.com/international">www.sprint.com/international</a>.</i></p>	<p>\$4.99/mo.**</p>
<p><b>Sprint to Home</b> Make and receive calls between your wireless phone and home phone without using your wireless service plan minutes.</p>	<p>\$5/mo.**</p>
<p><b>Mobile to Office<sup>SM</sup></b> Make and receive calls between your wireless phone and office phone without using your wireless service plan minutes.</p>	<p>\$8/mo.**</p>
<p><b>Mexico Long Distance</b> Call landlines in select Mexican border cities from the U.S. for 0¢/min. See page 33 for available dial codes. Plus, call any other city in Mexico from the U.S. for just 5¢/min. <i>Mobile termination fees apply. For additional information and rates included with these and other calling options, visit <a href="http://www.sprint.com/internationalrates">www.sprint.com/internationalrates</a>.</i></p>	<p>\$5/mo.**</p>

\*\*Taxes and Sprint surcharges excluded. See page 30 for important details.

**Sprint to Home:** Not available to Corporate-liable subscribers. **Mobile to Office:** Available to business subscribers only.

## Additional Voice Plans

<p><b>Nextel Direct Connect<sup>TM</sup> Only plans</b> Includes unlimited Nextel Direct Connect and Group Connect. For Nextel phones only. The perfect plan for users who only need Nextel Direct Connect Services. All other services are not included or available with this plan.</p>	<p>\$24.99/mo.**</p>
<p><b>Sprint Basic Plan (200 Anytime Minutes)</b> Additional minutes are 45¢/min. Includes: Unlimited Night and Weekends with Nights starting at 9 PM, Nationwide Long Distance, No Roaming Charges and Unlimited Direct Connect and Group Connect. Requires a two-year Agreement. No plan discounts apply.</p>	<p>\$29.99/mo.**</p>
<p><b>Month-to-Month Plan (200 Anytime Minutes)</b> Additional minutes are 45¢/min., roaming minutes are 69¢/min., plus 25¢/min. roaming long-distance. Includes: Unlimited Night and Weekends with Nights starting at 9 PM, Nationwide Long Distance and Unlimited Direct Connect and Group Connect. For Sprint phones only. No Roaming Charges may be added to this option for an additional \$5/mo.** No plan discounts apply.</p>	<p>\$39.99/mo.**</p>
<p><b>Sprint Basic and Month-to-Month Plan Add-ons:</b></p>	
<p>Unlimited Sprint Mobile to Mobile</p>	<p>\$5/mo.** per line</p>
<p>Unlimited Night Calling Starting at 7 PM</p>	<p>\$5/mo.** per line</p>
<p>Unlimited Night Calling Starting at 6 PM</p>	<p>\$10/mo.** per line</p>

## Protection Services

The protection you need so you can be worry-free.

Total Equipment Protection provides complete protection for your phone. Your phone will be insured against loss, theft, liquid or physical damage and protected against mechanical or electrical failures due to defect or normal wear and tear.



**Total Equipment Protection** Should something ever happen to your phone, you'll have a worry-free way to ensure that you get reconnected soon. Coverage includes: loss, theft, physical or liquid damage as well as mechanical or electrical failure due to defect or normal wear and tear, and routine maintenance.

To enroll, call 1-888-211-4727 or go to your local Sprint Store within 30 days of a new phone activation or upgrade. For complete details, see the Protection brochure or visit [www.sprint.com/TEP](http://www.sprint.com/TEP). No discounts apply.

\$7/mo.\*\*  
per device

\*\*Taxes and Sprint surcharges excluded. See page 30 for important details.

## Spending Limit Program

*When you participate in the Spending Limit Program, your account has a preset account spending limit.*

*Your spending limit is the maximum balance your account can reach at any given time. You can choose your phone, service plan and one of several ways to pay your bill.*

*Spending limit accounts are subject to a fee of \$4.99/mo\*\* per account. The fee will be waived for accounts enrolled in recurring automatic payments.*



### **How it Works:**

*You have a preset account limit based on your credit history. Your limit pertains to all lines on your account and total balance. Talk, text, download and more. The Spending Limit Program Charge is \$4.99/mo.\*\* per account. This provides you with additional benefits and support to help you monitor your account and pay your bill with the following tools.*

- Download the Account Balance Monitor to your phone to check your limit. Just access the Web on your phone, keyword search ABM, click the link and then click "Get it now."*
- Manage your account on the Web by going to [www.sprint.com](http://www.sprint.com) and signing into My Sprint.*
- Text messages from Sprint when your account approaches your preset spending limit and when you have reached your preset spending limit.*
- Dial \*4 (or \*5 for Spanish) to check minutes or \*2 to check usage, balance or find the nearest store. Dial \*3 to make a payment.*

*After 18 months of service and responsible payment, Sprint may "graduate" a customer by removing both the spending limit and the charge. If the limit on your account is exceeded, service may be suspended until the amount over your limit is paid and posted to your account. If your account remains suspended, Sprint may terminate your service.*

Payment options depend upon credit and payment history. Certain payment options may be restricted or not available. Account Balance Monitor may not be compatible with all devices and may incur casual data usage charges of 3¢/KB without a data plan. Text messages available when the phone is on and you are in a Sprint Service Area. See page 30 for additional deposit and reconnection fee details.

## Sprint Voice Coverage

Do more of what you want now, with the voice coverage of the Nationwide Sprint Network.

### Nationwide Sprint Network

Sprint gives you the ability to connect virtually anywhere.

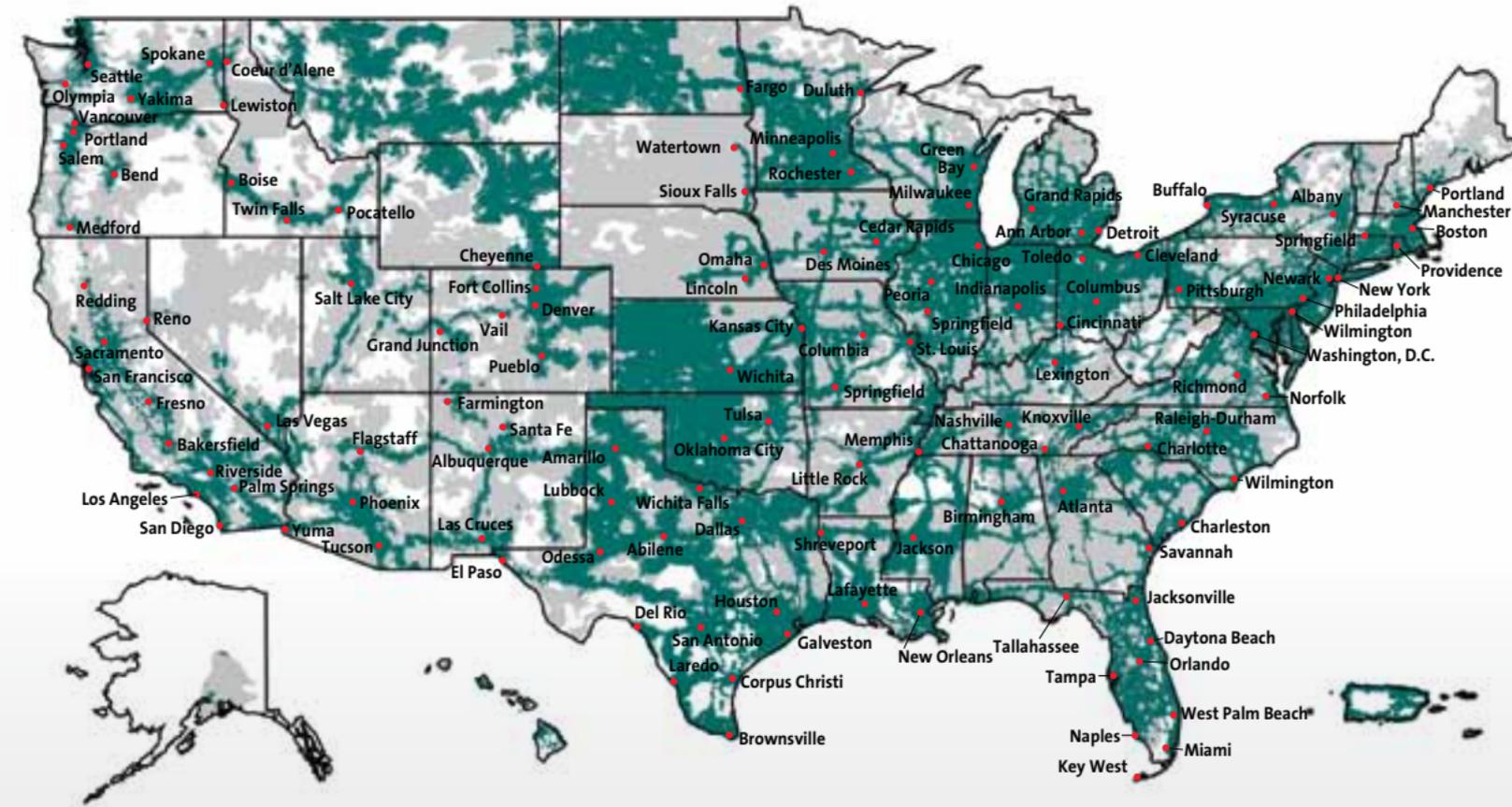
#### Sprint Voice Coverage

Plus access additional services such as Voicemail, Sprint Mobile to Mobile or call to any U.S. wireless phone with Any Mobile, Anytime.

#### Voice Roaming

So you can stay in touch.

Get the latest coverage at [www.sprint.com/coverage](http://www.sprint.com/coverage). Our interactive Sprint Coverage Tool shows you the most up-to-date, street-level voice and data coverage.



Map sets forth approximate service areas for outdoor coverage and is not a guarantee of service availability. Actual coverage, quality and availability of coverage may vary based on network problems, signal strength, your equipment, terrain, structures, weather and other limitations or conditions. See page 30 for complete details.

## Nextel Voice and Direct Connect Coverage

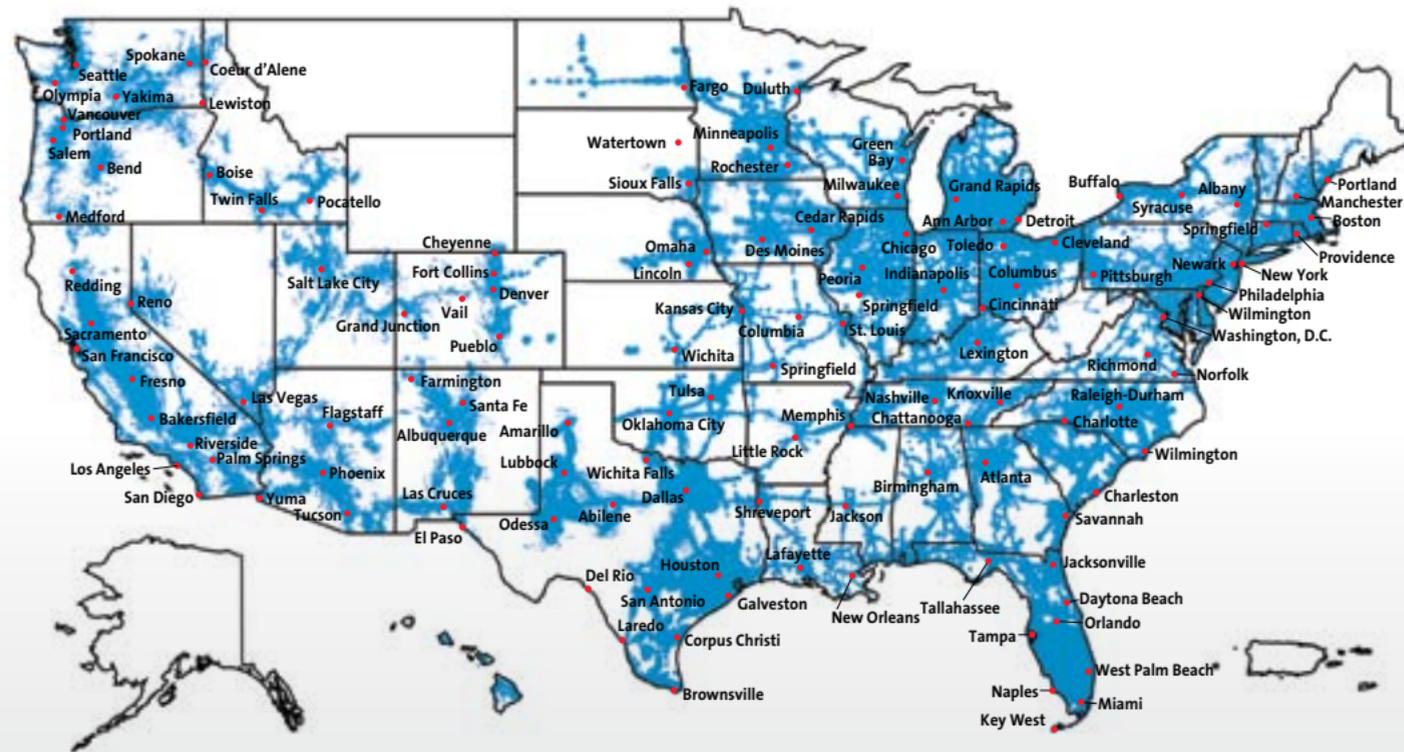
Connect instantly to one or up to 20 other Nextel subscribers with Nextel Direct Connect® and voice coverage.

### For Nextel phones

#### Nextel National Network, Voice and Direct Connect Coverage

Instantly get in touch, call any wireless phone with Any Mobile, Anytime and more.

Get the latest coverage at [www.sprint.com/coverage](http://www.sprint.com/coverage). Our interactive Sprint Coverage Tool shows you the most up-to-date, street-level voice and data coverage.



Map sets forth approximate service areas for outdoor coverage and is not a guarantee of service availability. Actual coverage, quality and availability of coverage may vary based on network problems, signal strength, your equipment, terrain, structures, weather and other limitations or conditions. See page 30 for complete details.

## Data Coverage

Get fast 3G data speed on the go where you need it with Sprint Mobile Broadband coverage.

### For Sprint phones and mobile broadband devices.

#### 3G Broadband Data & Nextel Direct Connect on Sprint Coverage

All the benefits of 3G data plus, connect in under a second on Sprint devices with Nextel Direct Connect®

#### 3G Broadband Data Coverage

Surf the Web, and more with outstanding 3G Broadband Data Coverage.

#### 3G Broadband Data Roaming

Stay connected via the Web and on your phone.

#### Data Coverage

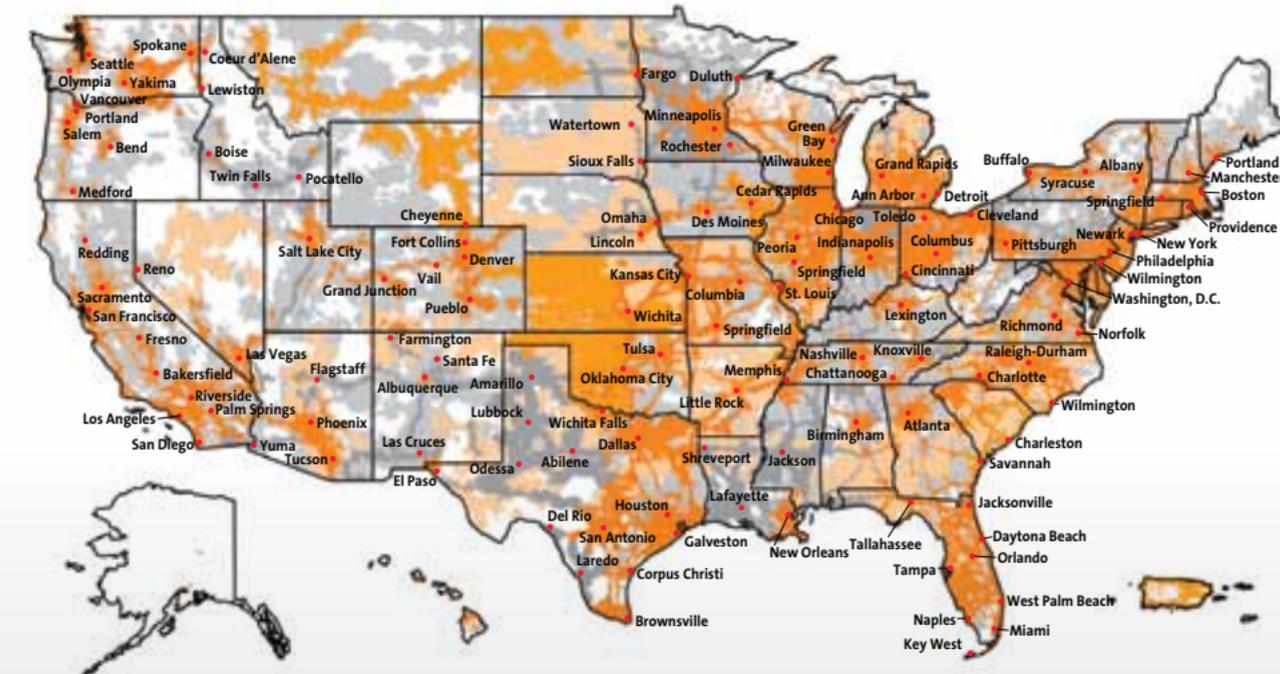
Connect and share data on the Nationwide Sprint Network.

#### Data Roaming

Stay connected and share data while roaming.

Ready for 4G? See in-store materials for the latest on 4G coverage and pricing.

Map sets forth approximate service areas for outdoor coverage and is not a guarantee of service availability. Actual coverage, quality and availability of coverage may vary based on network problems, signal strength, your equipment, terrain, structures, weather and other limitations or conditions. See page 30 for complete details.



**9PM:** 9PM–7AM Mon.–Thurs., 9PM Fri.–7AM Mon.

**7PM:** 7PM–7AM Mon.–Thurs., 7PM Fri.–7AM Mon.

**6PM:** 6PM–7AM Mon.–Thurs., 6PM Fri.–7AM Mon.

#### Important Service/Product Specific Terms

Your Agreement with Sprint Solutions, Inc. and its affiliates doing business as Sprint, Sprint PCS or Nextel includes terms of your service plan (including those outlined below) and the most recent Sprint Nextel Terms and Conditions of Service ("Ts and Cs") - carefully read all these terms which include, among other things, a MANDATORY ARBITRATION of disputes provision.

For business customers only, your Agreement with Sprint Solutions, Inc. also includes (a) the Standard Terms and Conditions for Communication Services ("Standard Terms and Conditions"), and (b) the Wireless Services Product Annex ("Product Terms and Conditions"), both as posted at [www.sprint.com/ratesandconditions](http://www.sprint.com/ratesandconditions) on the date you signed your wireless service agreement. In the event of conflicting terms or inconsistency for business customers only, your wireless service agreement controls followed by the Product Terms and Conditions, then the Standard Terms and Conditions. For business customers, dispute resolution procedures are described in the Standard Terms and Conditions.

**\*\*Monthly charges exclude taxes and Sprint Surcharges [incl. USF charge of up to 14.1% (varies quarterly), Administrative Charge (up to \$1.99/line/mo.), Regulatory Charge (\$0.40/line/mo.) & state/local fees by area]. Sprint Surcharges are not taxes or gov't-required charges and are subject to change. Details: [www.sprint.com/taxesandfees](http://www.sprint.com/taxesandfees).**

#### TERMS OF SERVICE

**Service Agreement:** The Agreement is provided to you at activation. There are several parts to the Agreement, including, but not limited to, the Subscriber Agreement you sign or accept, the detailed plan or other information on Services we provide or refer you to during the sales transaction, and any confirmation materials we may provide you. **General Terms:** If you agree to maintain service for a minimum Term, the Term begins when you accept the Subscriber Agreement (e.g., signature, activate service, use phone, etc.). You may terminate any line of service before its Term ends by calling us, however, you will be responsible for an EARLY TERMINATION FEE of up to \$200 ("ETF") for each line/number terminated early — except for terminations consistent with our return policy. Subscriber Agreements starting after 11/02/08 are subject to Sprint's prorated policy (\$200 through month 5 of term, decreasing \$10 a month until \$50 minimum applies to remaining terms). Payment of the ETF does not satisfy other obligations owed to us, including Term commitments with other lines or service/equipment charges. All offers, including plans and customizable/upgrade options are available from **2/14/2010 to 6/5/2010** — we reserve the right to cancel offers early or extend offers without notice. Offers are subject to credit approval. An account spending limit may apply — ask for specific amount. Spending limit accounts are subject to a fee of \$4.99/mo. per account. The fee will be waived for accounts enrolled recurring automatic payments. Monthly service plan charges accrue even if your service is turned off for exceeding

your spending limit or non-payment. Offers may not be available everywhere, combinable with other promotions/options, or available to business customers. Coverage is not available everywhere and varies by service — see mapping brochures or visit [www.sprint.com/coverage](http://www.sprint.com/coverage) for details. Monthly charges exclude taxes, Sprint Surcharges [incl. USF charge (varies quarterly), cost recovery and administrative fees, & state/local fees by area (e.g., in some areas up to 16% but in most areas less than 3%)]. Sprint Surcharges are not taxes or gov't-required charges and are subject to change. Up to a \$36 phone activation fee applies to new activations, certain service plan changes or upgrades of phones or devices ("phones"). A \$25 reconnect fee may apply to reestablish service on all accounts that have been disconnected for nonpayment. A deposit, in most instances between \$50 and \$750 (but sometimes up to \$1000), may be required per line to establish service. Our services will only work with our phones — not all services are available with all phones or on all networks. Monthly service charges are not refunded or prorated if service is terminated or modified before your billing cycle ends. All phone usage, including incoming/outgoing calls, incurs charges unless specified otherwise. Except where specified, included plan minutes are not good for off-network roaming calls. International roaming rates for voice and data services are additional and will vary. On calls that cross time periods, minutes are generally deducted or charged based on the call start time. Unused monthly plan minutes do not carry forward. Partial minutes of use are rounded up to the next whole minute.

#### PROMOTIONS, OPTIONS AND OTHER PROVISIONS

Business Device Select and Sprint Business Premier Programs available to Corporate-liable accounts only. Sprint Premier is not available to Corporate liable customers. **Messaging (text, picture and video):** Messaging rates are subject to change. Standard message rates are charged when a message is sent or received, whether read or unread, viewed or unviewed, solicited or unsolicited. Unused monthly plan messages do not carry forward. Certain messages, including those to 3rd parties to participate in a promotion or other program, will result in additional charges. International messaging rates may vary and are subject to change. There is no guarantee that messages will be received, and we are not responsible for lost or misdirected messages. Most text messages are limited to 160 characters. Messages may incur an additional Pay-As-You-Go data charge of 3¢/KB. **Music:** \$2.50/song charge applies to Sprint Music Store downloads if no data plan is selected. **Any Mobile, Anytime:** Applies when directly dialing/receiving standard voice calls between domestic wireless numbers as determined when the call is placed using indep. 3rd party and Sprint databases. (excludes calls to voicemail, 411, and other indirect methods). Not available while roaming. **Sprint Mobile to Mobile:** Allows you to make or receive unlimited calls directly to or from Sprint subscribers on the Nationwide Sprint Network or the Nextel National Network without using your service plan minutes. Only available for calls directly between Sprint phones and/or most Nextel phones (not through Voicemail, 411 or other indirect methods). Not available while roaming. **Sprint Premier:** Only the primary line may be eligible for annual upgrade after having service on the same device for more than 12 consecutive months. Other benefits available to secondary lines as well. Account must remain in good standing. See [www.sprint.com/premiercustomer](http://www.sprint.com/premiercustomer) for more details. **GPS Navigation:** Environment may limit GPS location information. Requires Account holder's authorization for Sprint to share location and other needed enabling information with 3rd parties. It is the responsibility of the Account holder to notify device users that location can be identified while using GPS applications. **Location Based Services:** Environment may limit location based service information.

Location Based Services require an account holder's authorization for Sprint to share location and other needed enabling information with third parties. It is the responsibility of the account holder to notify device users that location can be identified while using location based service applications. **Total Equipment Protection:** Equipment Replacement Program is insurance underwritten by Continental Casualty Company, a CNA company (CNA) and administered by Asurion Protection Services, LLC, a licensed agent of CNA (Asurion Protection Services Insurance Agency). Please see the Protection brochure available at any participating retail location or visit [www.sprint.com/TEP](http://www.sprint.com/TEP) for complete terms and conditions of coverage. Terms and conditions are subject to change. May not be available in all states. Eligibility varies by device. **Sprint to Home:** Monthly charge is invoiced to Sprint wireless account. Not available for Corporate-liable accounts. **Mobile to Office:** Monthly charge is invoiced to Sprint wireless account. Available only for Corporate-liable accounts. **Add-a-Phone:** Requires a minimum two-year Term Agreement for each line added ("Secondary Line"). The first phone activated on the service plan ("Primary Line") and Secondary Lines may have different Term end dates. If the Primary Line on the account is terminated prior to the expiration of the Term of any Secondary Line, a Secondary Line will become the Primary Line. **Email:** Wireless access to corporate/employee email may require add'l server or server access, licenses, or additional requirements which incur add'l charges. **Data:** Services are not available with all Sprint phones. Usage is calculated on a per kilobyte, megabyte or gigabyte (depending on your plan) basis and is rounded up to the next whole kilobyte, megabyte or gigabyte. Rounding occurs at the end of each session or each clock hour and, at which time we deduct accumulated usage from your plan, or assess overage or casual usage charges. You are responsible for all data activity from and to your device, regardless of who initiates the activity. Estimates of data usage will vary from actual use. Your invoice will not separately identify the number of kilobytes, megabytes or gigabytes attributable to your use of specific sites, sessions or services used. Premium content (games, ringtones, songs, etc.) priced separately. Services are not available for use in connection with server de-vices or host computer applications, other systems that drive continuous heavy traffic or data sessions, or as substitutes for private lines or frame relay connections. Except with Phone-as-Modem plans, you may not use a phone (including a Bluetooth phone) as a modem in connection with a computer, PDA, or similar device. We reserve the right to deny or terminate service without notice for any misuse or any use that adversely affects network performance. Availability of downloadable or streaming content is subject to change, including but not limited to television channels and radio stations. If user is not subscribed to a data included plan or Add-on, Pay-As-You-Go charges are incurred when using data applications and services. **Web Access:** Sprint can help you prevent the transmission of material harmful to minors on certain devices by allowing access only to a limited number of Internet websites or restricting web access. For more information, visit [www.sprint.com](http://www.sprint.com). **Off-network Roaming on Sprint Phones:** Not available with single-band phones, or to customers residing outside an area covered by the Nationwide Sprint Network. Sprint may deny, terminate, disconnect or suspend service if in a given month (1) more than 800 minutes, (2) a majority of minutes or (3) a majority of data kilobytes are used while roaming. International calling, including in Canada and Mexico, is not included in plans with no roaming charges. Roaming usage may be invoiced after 30-60 days. Data services and certain calling features (Voicemail, Caller ID, Call Waiting, etc.) may not be available in all roaming areas. **Data Usage Limitation (Mobile Broadband Cards, USB Modems, Embedded Modems and Phone-as-Modem):** The amount of data transmitted over our network is measured in kilobytes (KB), megabytes (MB) or gigabytes (GB). Sprint reserves the right to limit throughput speeds or amount of data transferred; and to deny, terminate, disconnect or suspend service if usage either exceeds (a) 5GB/month in total, unless specified otherwise or (b) 300MB/month while off-network roaming. 1024KB equal 1MB. 1024MB equal 1GB. **International Long Distance and Messaging:** Phones must be activated for international service in order to make international long-distance calls, and in certain cases to send international text. For verification purposes, you may be required to provide additional information and activation of plan may take approximately 1 to 3 days. Verification for account spending limit customers may take up to 30 days. Rates,

mobile termination fees, and available countries at [www.sprint.com/internationalrates](http://www.sprint.com/internationalrates). International rates are subject to change without notice. **Mexico Long Distance Dial Codes:** Agua Prieta (633), Alter (637), Ciudad Acuña (877), Ciudad Juárez (656), Ensenada (646), Matamoros (868), Mexicali (686), Naco (633), Nogales (631), Nuevo Laredo (867), Ojinaga (626), Piedras Negras (878), Puerto Palomas (656), Reynosa (899), Rosarito (661), San Luis Río Colorado (653), Sonora (651), Tecate (665), & Tijuana (664). **Domestic (U.S.):** Includes the 50 United States, Washington D.C., Puerto Rico, and the Virgin Islands. **Nextel Direct Connect™:** Customer must select rate plan or Add-on with Nextel Direct Connect access in order to make or receive Direct Connect calls. Nextel and PowerSource devices operate on the Nextel National Network and Sprint devices operate within certain EVDO Rev-A coverage areas on the Sprint Mobile Broadband Network. **Group Connect™:** Currently operates between parties on the same push-to-talk network platform. **International Direct Connect™ Access:** Calls use Direct Connect minutes included in your plan. (20¢/min.) times # of participants Pay-As-You-Go charge for services not included in your rate plan or option. Access available in and between the U.S. and Canada, Mexico, Brazil, Peru, Chile and Argentina. **One Way Messaging Alerts:** 15¢ per message received by the customer. Only available on Nextel and PowerSource phones. Subject to change. **NextMail/NextMail Locator:** Recording outside the U.S. will incur International Direct Connect charges. Only available on select Nextel Direct Connect-capable phones. GPS service require GPS capable phone. Environment may limit GPS location info. Standard messaging or data rates may apply for sending photos along with NextMail Locator messages. **Coverage Maps:** Maps reflect coverage available with Sprint (CDMA) phones or Nextel (iDEN) phones. Not all services are available in all coverage areas or with all phones. Certain voice services (Voicemail, Caller ID, Call Waiting, etc.) may not be available or work the same. Certain data services (Location based services, Datalink, Sprint Music Store, etc.) may not be available or work the same. Services generally require activation of a service plan and any applicable options. Ask a representative or see in-store materials for full details on the availability of services. Coverage maps are high-level representations of approximate service areas for outdoor coverage based on computer-generated, radio-frequency coverage projections, experience and information provided by third parties. There are gaps in coverage, even within areas shown as covered on the maps. Coverage is not available everywhere, nor can we guarantee you will receive coverage at all times or without interruptions or delays (e.g., dropped calls, blocked calls, etc.) even in the coverage areas we identify. Actual coverage, data download and upload speeds and the quality of service may be affected by conditions within or beyond our control, including network problems, software, signal strength, your equipment, structures (including buildings in which you may be located), atmospheric, geographic, topographic or other conditions. Coverage is subject to change.

## ***There's now more than before.***

*As a Sprint customer, you get more of what you want out of every moment of your life. And with Any Mobile, Anytime,<sup>SM</sup> you now get unlimited nationwide calling to and from any U.S. mobile phone on any wireless carrier while on the Sprint network.*

*Plus, with a dependable 3G network, an unmatched selection of devices and plans with recognized value, Sprint provides a truly outstanding wireless experience.*



*Call 800-Sprint-1  
Click [www.sprint.com](http://www.sprint.com)  
Go to the nearest Sprint Store*



The Nationwide Sprint Network reaches over 273 million people. The Nextel National Network reaches over 277 million people. The Sprint 3G Middle Broadband Network reaches over 255 million people. See page 31 for details on Any Mobile, Anytime. Restrictions apply. © 2010 Sprint. All rights reserved. SPRINT, the Sprint logo, and other trademarks are trademarks of Sprint Nextel. All other product or service names are property of their respective owners. All rights reserved.

Attachment D

Transaction Summary



## Welcome to Sprint

To serve you better, your first outgoing call will be re-directed to our Welcome Center.

### Account Information

ACCOUNT #: 456345890  
 CUSTOMER: Michael Scott  
 ADDRESS: 215 Vine Street  
 Suite 220  
 Scranton, PA 18501

ACCOUNT SPENDING LIMIT: \$375.00  
 E-MAIL: mscott@dundermifflin.com  
 CONTACT METHOD: E-mail  
 BILLING METHOD: Mail

ACCOUNT PIN: \_\_\_\_\_  
 SECURITY QUESTION: \_\_\_\_\_  
 SECURITY ANSWER: \_\_\_\_\_

### Your Lines and Recurring Charges

#### Shared Plan

Everything Messaging - 1500 Shared Anytime Minutes Included ..... **\$99.99**  
 - Voice Minutes after 1500 will be \$.35 each.

New Line 02/22

#### (570) 645-3764, Michael Scott

Eligible for a rebate  
after 10/22/10

Bonus Minutes - 500 Anytime Minutes Included ..... **\$0.00**  
 Unlimited Nights&Weekends-7pm ..... **\$0.00**  
 Unlimited Night & Wknd Min 9pm ..... **\$0.00**  
 Unl Msg/VoiceMail/Amer Roaming - Included with Plan ..... **\$0.00**  
 - Data Usage will be \$.03/KB

New Line 02/22

#### (570) 645-5935, Dwight Schrute

Eligible for a rebate  
after 10/22/10

Everything Messaging - 1500 Shared Anytime Minutes Included ..... **\$0.00**  
 Unlimited Nights&Weekends-7pm ..... **\$0.00**  
 Unlimited Night & Wknd Min 9pm ..... **\$0.00**  
 Unl Msg/VoiceMail/Amer Roaming - Included with Plan ..... **\$0.00**  
 - Data Usage will be \$.03/KB

#### Single Plan

New Line 02/22

#### (570) 269-7086, 189\*314583\*14, Jim Halpert

Eligible for a rebate  
after 10/22/10

Sprint Basic - 200 Anytime Minutes Included ..... **\$0.00**  
 Sprint Basic 200 MRC ..... **\$29.99**  
 Unltd Direct Connect & Group Connect ..... **\$10.00**  
 Total Equipment Protection - \$3 insurance premium & \$4 service/repair ..... **\$7.00**  
 Unlimited Night & Wknd Min 9pm ..... **\$0.00**  
 - Voice Minutes after 200 will be \$.40 each.  
 - Text messages (sent/received, solicited/unsolicited) will be \$.20 each.  
 - Data Usage will be \$.03/KB

**AIRAVE Coverage \$4.99/device** ..... **\$4.99**  
**Sprint Surcharges\*** ..... **\$3.80**  
**Government Fees & Taxes\*** ..... **\$1.60**

\*For more details, see the Monthly Surcharge, Fee & Tax Details section later in this document.  
 For plans that have limited data usage, overage rates will apply.

**Total \$157.37**



## Today's Extra Charges

### Shared Plan

**(570) 645-3764, Michael Scott**

Activation Fee ..... **\$18.00**

**(570) 645-5935, Dwight Schrute**

Activation Fee ..... **\$18.00**

### Single Plan

**(570) 269-7086, 189\*314583\*14, Jim Halpert**

Activation Fee ..... **\$18.00**

Activation Fee Credit ..... **-\$18.00**

**Sprint Surcharges for the above charges** ..... **\$0.50**

**Government Fees & Taxes for the above charges** ..... **\$2.03**

Charges for future dated changes may not be reflected.

**Total \$38.53**

## Understanding Your Bill

**Your Lines and Recurring Charges** ..... **\$157.37**

This is the normal amount to expect on your bill due to your lines and services.  
Any eligible discounts will be applied on the invoice.

**Today's Extra Charges** ..... **\$38.53**

This is the extra amount due to this transaction that will be added to your next bill.

**Additional Charges** ..... **Unknown**

This is the unknown amount that can be added to your next bill due to previous account transactions, overage minutes, 411 directory assistance calls, text messages, data usage, downloads (ringtones, screensavers, songs, etc.), international calls, international text messages, past due amounts or late payment fees.

**Total (without any Additional Charges) \$195.90**

## New Device Details

LINE: (570) 645-3764  
DEVICE: Palm Treo 800  
ESN: 33333333333333

LINE: (570) 645-5935  
DEVICE: Palm Centro 800  
ESN: 44444444444444

LINE: (570) 269-7086  
DEVICE: Motorola i670  
IMEI: 5555555555555555  
SIM: 124213122321

For New Phone Returns, read our 30 Day Guarantee policy in the Sprint Policies & Guidelines section.



### Monthly Surcharge, Fee & Tax Details

This is an estimated breakdown of your surcharges, fees and taxes that will be applied to your monthly charges. Monthly charges exclude taxes, and Sprint Surcharges include USF charge of up to 12.9% (varies quarterly), administrative charge (up to \$1.99/line/mo.), regulatory charge (\$0.40/line/mo.) and state/local fees by area. These charges are subject to change.

**Sprint Surcharges:** Sprint Surcharges are rates we choose to collect from you to help defray costs imposed on us. Surcharges are not taxes or amounts we are required to collect from you by law. Surcharges may include: Federal USF, regulatory charges, administrative charges, gross receipts charges, and other charges incurred to recover costs associated with governmental programs. The amounts, and the components used to calculate Surcharge amounts, are subject to change.

**Washington Customers:** Sprint chooses to collect Washington State B&O Fee of 0.471% of your monthly billed charges to recover its costs.

**Government Fees & Taxes:** Taxes and fees Sprint is required to collect from customers on behalf of the government."

**Sprint Surcharges**

Federal-Univ Serv Non-LD .....	\$1.22
Administrative Charge .....	\$1.08
Regulatory Charge .....	\$1.50
<b>Total</b>	<b>\$3.80</b>

**Government Fees & Taxes**

Oregon State-911 Taxes.....	\$1.50
Oregon State-RSPF Surcharge.....	\$0.10
<b>Total</b>	<b>\$1.60</b>

### Account Spending Limit (CUSTOMER CONSENT REQUIRED)

Your account has a preset spending limit of \$375.00.

Your account has a pre-set spending limit which is the maximum balance your account can reach at any given time. Spending limit accounts are subject to a fee of \$4.99/mo per account. The fee will be waived for accounts enrolled in recurring automatic payments. Your limit pertains to all lines on the account and includes (but is not limited to) any past due balances or recent activity such as downloads (ringers, screensavers, music, etc.), casual data, casual text messaging, voice overage, directory assistance calls, international calling or international roaming charges.

Sprint will automatically send a free text message to the account administrator as the account approaches the limit and as the limit is hit. You are responsible for paying your bill in full every month. When you reach your spending limit, all phones on your account may be unable to make or receive calls until you pay the past-due balance. If you need to make a payment dial \*3, go to www.sprint.com, or visit a store.

Customer Acknowledged Terms

### Equipment Protection (CUSTOMER CONSENT REQUIRED)

**DECLINED**

LINE: (570) 645-3764, NAME: Michael Scott, DEVICE: Palm Treo 800, ESN: 3333333333333

LINE: (570) 645-5935, NAME: Dwight Schrote, DEVICE: Palm Centro, ESN: 4444444444444

I understand devices are only eligible for enrollment in one of the Equipment Protection programs within 30 days of activation or upgrade. I understand that if my device is lost, stolen or damaged I may be required to pay the full retail price for a replacement device.



**Total Equipment Protection (TEP)**

LINE: (570) 269-7086, NAME: Jim Halpert, DEVICE: Motorola i670, ESN: 55555555555555

Covers loss, theft, physical or liquid damage, mechanical or electrical failure due to defect or normal wear and tear.

**Deductible:** \$50 or \$100 non-refundable deductible per approved claim depending on model. Deductible applies to claim for Loss, Theft, Physical or Liquid Damage.

**Claim Limits:** 3 approved claims per 12 month period with a maximum replacement value of \$1000 per claim for Loss, Theft, Physical or Liquid Damage claims.

**Replacement Equipment:** Replacement equipment may be new or remanufactured and or a comparable model.

**Cancellation Policy:** You may cancel your optional coverage at any time and receive a pro-rated credit of your unearned charges.

**Customer Acknowledged Terms**

**Sprint Policies & Guidelines**

**Email Communications:** If you gave Sprint your email address, important account-related information including, but not limited to, a welcome letter, and contract confirmation letters, your invoice and other important information will be sent to this email address . Please make sure the email address provided is valid. If it changes, please update the information with Sprint.

**30 Day Guarantee:** Enjoy the benefit of trying your new device, plan or service for 30 days. If you are not completely satisfied with Sprint, simply return your undamaged device and deactivate services within 30 days. We'll refund your activation fee and waive your early termination fee. A \$35 restocking fee may apply for color or different model exchanges. Visit [sprint.com/returns](http://sprint.com/returns) for details.

**Right Plan Promise:** Our Sprint Right Plan Promise allows you to change your plan at any time without extending your contract, so if your needs change, so can your plan.

**Account Administrator:** The first line activated on the account is designated as the account administrator. Text messages regarding account information including applicable Account Spending Limit messages will be sent to this handset. Except for deactivations under our return policy, if your service is modified or terminated before the end of your bill cycle, no credit or refund will be provided for unused minutes or other services, and monthly service charges will not be prorated to the date of termination. To modify the account administrator, please contact us.

**Web and Internet Access Notice:** Sprint can help prevent the transmission of material harmful to minors on certain devices by allowing access to a limited number of websites or restricting internet access. For more information, call \*2 or ask your rep.

**Directory Assistance:** Sprint subscribers who dial 411 for directory assistance calls will be charged \$1.79 for each call (subject to change).

**Activation Fee:** A device activation fee of up to \$36 applies to each new line activated and to certain plan changes or upgrades of equipment.

**Shared Plan Designations:** The first line activated on any shared plan will become the primary line of service. This line of service will be billed for the full monthly recurring charge. If the primary line cancels while plan is still on the account, the second line activated will be responsible for the monthly recurring charge and other lines will be billed under the terms of the plan. To change the primary designation, please contact us.

**Bring Your Number:** With Wireless Local Number Portability (WLNP), you may have the ability to switch wireless carriers without giving up your existing phone numbers. Now you may be able to bring your current wireless or landline (business or home) number to Sprint. It can take up to 2 days to transfer your wireless number to Sprint. Transferring your landline number to Sprint can take up to 145 days, and Sprint may need to contact you during the transfer process should your landline provider have questions or require clarification.

**Terms and Conditions:** For a the most recent copy of the Sprint Terms and Conditions, please visit [sprint.com/termsandconditions](http://sprint.com/termsandconditions) or dial \*2.

**Contact Us**

Call us airtime free from your wireless phone:

DIAL \*2: Customer Service

DIAL \*3: Make a payment

DIAL \*4: Check your minutes and account balance

DIAL \*5: Customer Service - Spanish

TOLL-FREE CUSTOMER SERVICE: 888-211-4727

SALES, UPGRADES, OR ADDITIONAL LINES: 800-SPRINT1

BUSINESS CARE: 800-927-2199

ONLINE CHAT: Visit [www.sprint.com/chat](http://www.sprint.com/chat)



## New Contract

LINE: (570) 645-3764  
DEVICE: Palm Treo 800  
ESN: 3333333333333

CONTRACT: 2 Year Advantage Agreement  
START DATE: 02/22/2009  
END DATE: 02/22/2011

### Early Termination Fee

Subject to the terms and conditions below, an early termination fee (ETF) of up to \$200 per line applies if you terminate service early. Contracts starting after 11/2008 are subject to Sprint's prorated policy (\$200 through month 5 of term, decreasing \$10 a month until \$50 minimum applies to remaining term). For more information, visit [www.sprint.com/etf](http://www.sprint.com/etf).

Customer Acknowledged Terms

### Terms and Conditions

**Subscriber Agreement:** You are entering into a binding legal agreement with Sprint on behalf of yourself or your company (if you are a Business customer).

**Your Service Agreement ("Agreement") includes:** (i) the requirements and terms of the Service Plan(s) you choose as set forth in our Plans brochure and other printed materials made available to you; (ii) if your Service Plan is not specifically set forth in any printed materials, the requirements and terms set forth in the current Plans brochure apply, excluding the monthly charge and number minutes included in your Service Plan; (iii) the terms set forth in the Coverage Map brochures; (iv) the most recent General Terms and Conditions of Service ("Ts&Cs"); and (v) this Subscriber Agreement.

**Business Customers:** If you are a business customer, your Agreement is exclusively governed by the Standard Terms and Conditions for Communications Service, the Wireless Services Product Annex, and the applicable Product specific terms posted at <http://www.sprint.com/ratesandconditions>. Rates and charges are listed in the Plans brochure for business customers and other supplemental materials.

Please ask a representative to provide you any part of your Agreement (Plans brochure, Ts&Cs, or Coverage Map brochures) that you may be missing.

**Bundled Services:** If you purchase wireless service as part of a bundle with services from a 3rd party, that 3rd party may be authorized to bill and collect for all wireless services changes on our behalf. Also, as a bundled services customer, additional terms may apply that modify or replace certain terms included in your Agreement. Please refer to your bundled services Plans brochure for information on where to obtain all additional terms.

**Changes:** We may make changes to the Ts&Cs or other parts of the Agreement from time-to-time and will provide you notice of any material changes and may provide notice of non-material changes. The Ts&Cs set forth your rights in the event we make a material change.

**MANDATORY ARBITRATION:** As set forth in the Ts&Cs, you agree to a mandatory arbitration provision providing that (except for matters properly brought to small claims court) any legal or equitable claim, controversy or dispute of any kind between you and Sprint and/or any of its representatives, must be resolved by final and binding arbitration.

**Employees and Organization Member Discounts:** The discount percentage may vary from month-to-month based on the terms of the agreement your employer, association or other organization (each an "Organization") has with Sprint. The discount will be zero after your agreement or your Organization's agreement with Sprint ends.

Customer Acknowledged Terms

By signing below, you (i) represent that all information you have provided to Sprint is correct; (ii) agree that you have read and agreed to all terms of this Agreement, including the terms of your service plan and the Ts&Cs; and (iii) if acting on behalf of a business, represent that you have authorization to legally bind the business and agree to pay all charges if that business denies responsibility. THIS CONTRACT CONTAINS A BINDING ARBITRATION PROVISION WHICH MAY BE ENFORCED BY THE PARTIES.

Signature *Michael Scott* Date 02/22/09

## New Contract

LINE: (570) 645-5935  
DEVICE: Palm Treo 800  
ESN: 4444444444444

CONTRACT: 2 Year Advantage Agreement  
START DATE: 02/22/2009  
END DATE: 02/22/2011

### Early Termination Fee

Subject to the terms and conditions below, an early termination fee (ETF) of up to \$200 per line applies if you terminate service early. Contracts starting after 11/2008 are subject to Sprint's prorated policy (\$200 through month 5 of term, decreasing \$10 a month until \$50 minimum applies to remaining term). For more information, visit [www.sprint.com/etf](http://www.sprint.com/etf).

Customer Acknowledged Terms

### Terms and Conditions

**Subscriber Agreement:** You are entering into a binding legal agreement with Sprint on behalf of yourself or your company (if you are a Business customer).

**Your Service Agreement ("Agreement") includes:** (i) the requirements and terms of the Service Plan(s) you choose as set forth in our Plans brochure and other printed materials made available to you; (ii) if your Service Plan is not specifically set forth in any printed materials, the requirements and terms set forth in the current Plans brochure apply, excluding the monthly charge and number minutes included in your Service Plan; (iii) the terms set forth in the Coverage Map brochures; (iv) the most recent General Terms and Conditions of Service ("Ts&Cs"); and (v) this Subscriber Agreement.

**Business Customers:** If you are a business customer, your Agreement is exclusively governed by the Standard Terms and Conditions for Communications Service, the Wireless Services Product Annex, and the applicable Product specific terms posted at <http://www.sprint.com/ratesandconditions>. Rates and charges are listed in the Plans brochure for business customers and other supplemental materials.

Please ask a representative to provide you any part of your Agreement (Plans brochure, Ts&Cs, or Coverage Map brochures) that you may be missing.

**Bundled Services:** If you purchase wireless service as part of a bundle with services from a 3rd party, that 3rd party may be authorized to bill and collect for all wireless services changes on our behalf. Also, as a bundled services customer, additional terms may apply that modify or replace certain terms included in your Agreement. Please refer to your bundled services Plans brochure for information on where to obtain all additional terms.

**Changes:** We may make changes to the Ts&Cs or other parts of the Agreement from time-to-time and will provide you notice of any material changes and may provide notice of non-material changes. The Ts&Cs set forth your rights in the event we make a material change.

**MANDATORY ARBITRATION:** As set forth in the Ts&Cs, you agree to a mandatory arbitration provision providing that (except for matters properly brought to small claims court) any legal or equitable claim, controversy or dispute of any kind between you and Sprint and/or any of its representatives, must be resolved by final and binding arbitration.

**Employees and Organization Member Discounts:** The discount percentage may vary from month-to-month based on the terms of the agreement your employer, association or other organization (each an "Organization") has with Sprint. The discount will be zero after your agreement or your Organization's agreement with Sprint ends.

Customer Acknowledged Terms

**By signing below,** you (i) represent that all information you have provided to Sprint is correct; (ii) agree that you have read and agreed to all terms of this Agreement, including the terms of your service plan and the Ts&Cs; and (iii) if acting on behalf of a business, represent that you have authorization to legally bind the business and agree to pay all charges if that business denies responsibility. THIS CONTRACT CONTAINS A BINDING ARBITRATION PROVISION WHICH MAY BE ENFORCED BY THE PARTIES.

Signature *Michael Scott* Date 02/22/09



### New Contract

LINE: (570) 269-7086  
DEVICE: Motorola i670  
ESN: 5555555555555555

CONTRACT: 2 Year Advantage Agreement  
START DATE: 02/22/2009  
END DATE: 02/22/2011

### Early Termination Fee

Subject to the terms and conditions below, an early termination fee (ETF) of up to \$200 per line applies if you terminate service early. Contracts starting after 11/2008 are subject to Sprint's prorated policy (\$200 through month 5 of term, decreasing \$10 a month until \$50 minimum applies to remaining term). For more information, visit [www.sprint.com/etf](http://www.sprint.com/etf).

Customer Acknowledged Terms

### Terms and Conditions

**Subscriber Agreement:** You are entering into a binding legal agreement with Sprint on behalf of yourself or your company (if you are a Business customer).  
**Your Service Agreement ("Agreement") includes:** (i) the requirements and terms of the Service Plan(s) you choose as set forth in our Plans brochure and other printed materials made available to you; (ii) if your Service Plan is not specifically set forth in any printed materials, the requirements and terms set forth in the current Plans brochure apply, excluding the monthly charge and number minutes included in your Service Plan; (iii) the terms set forth in the Coverage Map brochures; (iv) the most recent General Terms and Conditions of Service ("Ts&Cs"); and (v) this Subscriber Agreement.  
**Business Customers:** If you are a business customer, your Agreement is exclusively governed by the Standard Terms and Conditions for Communications Service, the Wireless Services Product Annex, and the applicable Product specific terms posted at <http://www.sprint.com/ratesandconditions>. Rates and charges are listed in the Plans brochure for business customers and other supplemental materials.  
Please ask a representative to provide you any part of your Agreement (Plans brochure, Ts&Cs, or Coverage Map brochures) that you may be missing.  
**Bundled Services:** If you purchase wireless service as part of a bundle with services from a 3rd party, that 3rd party may be authorized to bill and collect for all wireless services changes on our behalf. Also, as a bundled services customer, additional terms may apply that modify or replace certain terms included in your Agreement. Please refer to your bundled services Plans brochure for information on where to obtain all additional terms.  
**Changes:** We may make changes to the Ts&Cs or other parts of the Agreement from time-to-time and will provide you notice of any material changes and may provide notice of non-material changes. The Ts&Cs set forth your rights in the event we make a material change.  
**MANDATORY ARBITRATION:** As set forth in the Ts&Cs, you agree to a mandatory arbitration provision providing that (except for matters properly brought to small claims court) any legal or equitable claim, controversy or dispute of any kind between you and Sprint and/or any of its representatives, must be resolved by final and binding arbitration.  
**Employees and Organization Member Discounts:** The discount percentage may vary from month-to-month based on the terms of the agreement your employer, association or other organization (each an "Organization") has with Sprint. The discount will be zero after your agreement or your Organization's agreement with Sprint ends.

Customer Acknowledged Terms

By signing below, you (i) represent that all information you have provided to Sprint is correct; (ii) agree that you have read and agreed to all terms of this Agreement, including the terms of your service plan and the Ts&Cs; and (iii) if acting on behalf of a business, represent that you have authorization to legally bind the business and agree to pay all charges if that business denies responsibility. THIS CONTRACT CONTAINS A BINDING ARBITRATION PROVISION WHICH MAY BE ENFORCED BY THE PARTIES.

Signature *Michael Scott* Date 02/22/09

Attachment E

First Bill



Customer Account Number Bill Period Bill Date  
 Jeff Sample 0077133025 Jun 05 - Jun 05 Jun 09, 2008

1 of 6

# Welcome!

Because this is your first bill, you will see charges for more than one month of service.

**(913) 559-9800**

Jun 05 Deposit .....	\$100.00
New Charges .....	\$132.79

**Total Due \$232.79**

Sprint is making changes to its policies. Please see the "Sprint News and Notices" box on page 2, the back of this page, for details.

Thank you for choosing Sprint. We have lots of info on the back of this bill about your new Sprint service. Check it out!

Your account has a \$150.00 Spending Limit. To avoid service interruption, keep your total balance under this limit. For more information see the back page of this bill.

### You can contact Sprint Customer Service

On the Web:  
[www.sprint.com](http://www.sprint.com)

By phone:  
 1-888-211-4727

Use your Mobile free of charge:  
 Dial \*2 to contact Customer Service  
 Dial \*3 to make a one-time payment

CONS\_TEMPLATE\_2008\_3rdQtr\_v1.1\_First Bill



Detach and return this remittance form with your payment.  
 Past due amount of \$100.00 due immediately. New charges due by Jun 29.

#BWNKCTX  
 #0000 0191366059 B 0#  
 000000538 01 AT 0.334

JEFF SAMPLE  
 ATTN: JEFF  
 APT 2011  
 7778 BROOK AVE  
 PASSAIC, NJ 07645



Amount Due **\$232.79**

Amount Enclosed \$



PO BOX 660075  
 DALLAS, TX 75266-0075

609521362 000003514 0000024040 0000059187



Customer Account Number Bill Period Bill Date  
 Jeff Sample 0077133025 Jun 05 - Jun 05 Jun 09, 2008

**SPRINT NEWS AND NOTICES**

This section contains important updates about your Sprint Services, Including Service or Rate Changes, Promotions and Offers.

**Hearing Aid Compatibility**

Sprint offers a variety of handsets that have been rated for compatibility with several types of hearing aids. Please visit [sprint.com/accessibility](http://sprint.com/accessibility) for more information.

**IMPORTANT INFORMATION RELATING TO YOUR SPRINT BILL**

**Billing Information.** This bill is due on the date shown. A late payment charge applies for unpaid balances and is charged at the highest rate permissible by law. Sprint Nextel will impose a \$25 charge for each returned check. Service is subject to disconnection if payment is not received by the due date shown. Contact us first with any billing disputes. Disputes must be made within 60 days of the date of the bill. Charges that are not properly disputed will be deemed accepted and due by the date shown. Roaming charges accrued during the billing period may appear on subsequent bills because of third party processing delays.

**Contacting Sprint.** Address written correspondence to: Sprint Customer Service, PO Box 8077, London, KY 40742. Include your name and account number on any written correspondence to Sprint. Please do not include any correspondence in your bill.

**OTHER IMPORTANT INFORMATION**

**E911.** Please note that Enhanced 911 (E911) services, which provide public safety officials your location during a 911 call, are not available everywhere and at all times. E911 availability is dependent on many factors, including the ability of particular local public safety agencies to receive and process location information, the capabilities of your equipment, and other factors affecting the delivery of services.

**Privacy Information.** You can access Sprint's privacy policy online at [www.sprint.com](http://www.sprint.com). We recommend that you use a unique password to enhance the security of your account. Unique passwords help prevent unauthorized persons from accessing your account information. Remember, when setting up a password, don't use commonly used or known numbers or facts, such as birthdays and social security numbers.

**Terms and Conditions.** The terms and conditions of Sprint service sometimes change. Updates to your terms will be provided each month in the News and Notices section of the bill. For the most current version, visit our website or contact customer service.

CONS\_TEMPLATE\_2008\_3rdQtr\_v1.1\_First Bill

Address Change

NAME \_\_\_\_\_  
 MAILING ADDRESS \_\_\_\_\_  
 \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

Email

EMAIL \_\_\_\_\_  
 E-Bill: Receive your bill by email (You will no longer receive paper bills.)  
 Receive Sprint updates and special offers via email

AutoPay Enroll

AutoPay Enrollment (Checking) ROUTING AND TRANSIT NUMBER \_\_\_\_\_  
 BANK ACCOUNT NUMBER \_\_\_\_\_

Log into your Sprint account at [www.Sprint.com](http://www.Sprint.com) to sign up for AutoPay using a credit or debit card.

SIGNATURE (Required) \_\_\_\_\_

**AUTOPAYMENT DISCLOSURE**  
 By signing below, you authorize Sprint Nextel to debit your bank account monthly for the balance due. A bill statement will be sent to you at least 10 days before the scheduled payment. To withdraw the authorization, you must call customer service.





Customer Account Number Bill Period Bill Date  
 Jeff Sample 0077133025 Jun 05 - Jun 05 Jun 09, 2008

# Charges

## Total Anytime Minutes Used

(913) 559-9800 ..... 3

### Jun 05 - Jun 05 - Prorated Charges

#### Single Plan

Everything Plan - 450 Anytime Minutes Included.....	\$2.33
Total Equipment Protection - \$3 insurance premium & \$4 service/repair .....	\$0.23
Unlimited Nights&Weekends-7pm.....	\$0.00
Sprint Navigation .....	\$0.00
Picture Mail.....	\$0.00
Data Usage - Unlimited KB.....	\$0.00

Because Sprint bills in advance, your July charges are in this bill.

### Next Month

#### Single Plan

Everything Plan - 450 Anytime Minutes Included.....	\$69.99
Total Equipment Protection - \$3 insurance premium & \$4 service/repair.....	\$7.00

Activation Fee .....	\$36.00
Sprint Surcharges .....	\$8.89
Government Taxes & Fees.....	\$8.35

**Total \$132.79**



# ***Out with the old, in with the new...***

*Activate your phone online.*

*At Sprint, we want to make your life as simple as possible. With our new online phone swap tool, you can now activate your phone quickly and easily from your computer.*

***It's secure. It's fast. It's easy.*** And it's the best way to update and activate your phone at SprintSpeed.™

***To find out more, go to [sprint.com/activate](http://sprint.com/activate).***

1000BRA1



Customer Account Number Bill Period Bill Date  
 Jeff Sample 0077133025 Jun 05 - Jun 05 Jun 09, 2008

# Details, details...

(913) 559-9800

**Your Base Plan includes: (See the Charges page regarding your add-on services.)**

Need more information? Visit [sprint.com](http://sprint.com) for a complete view of account activity and call detail.

Everything 450 \$69.99	450 Anytime Minutes Included
Nationwide Long Distance Included	America - Roaming Included
Caller ID	Call Waiting
Unlimited SMS Text Messaging	Unlimited Picture Mail
Unlimited Data Usage	Sprint Navigation
Power Vision Essentials Pack	Nights: M-TH 7pm-7am Wknd: F 7pm-M 7am

## Sprint Surcharges

Sprint Surcharges are rates we choose to collect from you to help defray costs imposed on us. Surcharges are not taxes or amounts we are required to collect from you by law. Surcharges may include: Federal USF, regulatory charges, administrative charges, gross receipts charges, and other charges incurred to recover costs associated with governmental programs. The amounts, and the components used to calculate Surcharge amounts, are subject to change.

Federal-Univ Serv Assess Non-LD .....	\$2.31
Texas State-Infrastructure Reimburse .....	\$1.23
Texas State-Margin Fee Reimbursement .....	\$0.93
Texas State-Univ Serv Assessment.....	\$3.47
Administrative Charge .....	\$0.75
Regulatory Charge .....	\$0.20
	<hr/>
	\$8.89

## Government Fees & Taxes

Taxes and fees Sprint is required to collect from customers on behalf of the government.

Texas State-911 Taxes.....	\$0.50
Texas State-Equalization Surcharge.....	\$0.01
Texas State-Sales Tax .....	\$6.33
Marlin City-Sales Tax .....	\$1.51
	<hr/>
	\$8.35

CONS\_TEMPLATE\_2008\_3rdQtr\_v1.1\_First Bill

# Important information for our new customers.



## Manage your account the easy way.

We're working hard to make your wireless experience relaxed and simple by providing the tools you need to help you manage your account effortlessly and avoid unexpected high wireless bills.

Your account has a pre-set spending limit. Your spending limit is the maximum balance your account can reach at any given time. The limit pertains to the total account balance for all lines on the account, which includes recent activity (including downloads, out-of-plan calls, international roaming and directory assistance) as well as any past due balances.

Usage for all the phones on your account is continuously monitored and checked against your account's spending limit throughout the day. Sprint makes it easy for you to check your account balance anytime, day or night, by providing the following free and easy-to-use tools:

- > Dial \*4 (or \*5 for Spanish) on your Sprint phone to check your minutes, or dial \*2 to check your minutes, account balance and spending limit balance or to find your nearest Sprint store.
- > Simply dial \*3 on your Sprint phone to check your account balance and make a payment. From the menu, select 1 for English or 2 for Spanish.

- > Manage your account via the web from your phone. Access your account by clicking Home in your phone browser. Once there, select My Account.
- > Sprint will automatically send a free text message to your phone letting you know when you're approaching your pre-set limit. If you exceed your limit, service on all phones on the account may be interrupted until the amount over the limit is paid and posted to your account.
- > Log on to [sprint.com](http://sprint.com) to view your current account balance and spending limit balance, pay your bill, check minutes, learn more about your phone, view and modify your plan and services, change your password and access the online Sprint tour and bill tutorial.

## Accidents happen. But protection is available. Act soon! Enrollment is limited to within 30 days of phone activation.



Protect your phone against loss, theft and physical damage, as well as mechanical and electrical failures, with **Total Equipment Protection**.

For just \$7 a month, **Total Equipment Protection** gives you the combined coverage offered by the Equipment Service & Repair Program and the Equipment Replacement Program in one complete package. Each program is available separately. You'll pay no additional out-of-pocket charges to repair failures of your phone, and only a \$50 non-refundable deductible for each approved claim applies to the insurance portion of the Program if your phone is lost, stolen or has physical damage.

Get the protection you want and the peace of mind you deserve with **Total Equipment Protection**. Call 1-800-584-3666 within 30 days of phone activation.

Equipment Replacement Program is insurance underwritten by Continental Casualty Company, a CNA company (CNA) and administered by Asurion Protection Services, LLC, a licensed agent of CNA (Asurion Protection Services Insurance Agency, LLC CA Lic. #0D63161). Equipment Service & Repair Program is a service warranty for the customers of Sprint. See program brochures available at participating retail locations or visit [www.sprint.com](http://www.sprint.com) for complete terms and conditions of coverage. Terms and conditions are subject to change. May not be available in all states. Eligibility varies by device. Claims may be fulfilled with new or refurbished equipment.

**asurion**  
Our passion is your peace of mind®



Customer Account Number Bill Period Bill Date  
Jeff Sample 0077133025 Jun 05 - Jun 05 Jun 09, 2008

A1 of 1

## Call details

(913) 559-9800

	Date	Time	Phone Number	Call Destination	Rate Type	Minutes Used	Total Charges
1	06/05	12:25 PM	404-238-6642	Atlanta, GA	MM/PU	1	
2	06/05	12:41 PM	800-659-6367	Incoming	PU	2	
3	06/05	12:50 PM	913-579-2345	Incoming	PU	1	
4	06/05	11:21 PM	913-579-7984	Overland Park, KS	NW/PU	6	

MM - Sprint Mobile to Mobile    PU - Plan/Promotional Usage    NW - Night and Weekends

Attachment F

Sales Script

**Confirm rate plan, details, phone, price, contract date:**

**To confirm your order, Mr. /Ms. ---, you have chosen the --- rate plan which offers --  
-- (for handset purchases) and the --- (phone) for \$---**.

**If handset(s) are purchased - You have accepted a new --- [one or two year] year  
Subscriber Agreement. Your term commitment expires on xx/xx/xx. There is an  
Early Termination Fee of up to \$200 that will apply to each phone on this order that  
you cancel prior to this date. This fee will be pro-rated if you choose to leave Sprint  
during your contract term. This pro-rated amount is calculated by multiplying the  
number of months remaining in contract by \$10. There is a \$50 Min and a \$200 Max. Do  
you agree to these terms?**

**Within approximately 14 days, we will send written confirmation of the terms of  
your new Subscriber Agreement. Please keep this information for your records. Do  
you agree to these terms?**

**Also, on your monthly bill, in addition to your rate plan charge, taxes, surcharges  
including a Universal Service Fund (USF) charge which may change monthly and  
cost recovery fees or other fees which vary by market, are not included. Cost  
recovery fees are not taxes or government required charges.**

Attachment G

Welcome Letter



*We're out to turn a good thing  
into something great.*

Dear Sample A. Sample,

We wanted to thank you for choosing Sprint—and let you know we're 100% focused on making your wireless life more exciting. Get ready to do more than ever, faster than ever. Welcome to the Now Network.™

In this letter you'll find an overview of your services. Please review this information and keep a copy for your records.

**We've also enclosed two handy booklets to help you get the most out of your new service.** One gives you valuable account information to save time, and offers shortcuts to help manage your account. The other outlines all of the cool stuff your phone can do beyond just talk. Plus learn how to surf the web, get directions, email and more.

**If you need additional help,** just come into a select Sprint Store and we'll set up your email, voicemail, Web access and much more. Then we'll show you how it all works, one-on-one. Simply set up an appointment online at [sprint.com/readynow](http://sprint.com/readynow) or in-store and we'll get you going in no time.

Visit [sprint.com/support](http://sprint.com/support) to learn about your phone's features, download manuals, troubleshoot and more. For the most up-to-date personal account information, and to manage your account online, sign up for My Sprint at [sprint.com](http://sprint.com).

**Also, when you sign up for Online Billing, you'll save \$5 on your next bill!** Just go to [sprint.com](http://sprint.com) to enroll and you'll get a monthly email when your bill is ready. It's a convenient way to manage your account and save on stamps—plus it's great for the environment. Your account brochure offers more convenient payment options, too.

If you have any questions or believe any of this information is not correct, please contact us immediately at **1-888-211-4727** or press **#2 TALK** on your new phone.

Thanks again for choosing Sprint.

Sincerely,

Jeff Hallock  
Vice President, Base Management

**P.S. If you haven't already, sign up now for our Total Equipment Protection,** which safeguards your phone against damage, theft, mechanical or electrical malfunction, failure from normal wear and tear, as well as routine maintenance needs. Just call 1-800-584-3666 or visit a store for more information and sign up within 30 days of activation.

**Account Information:**

Account Holder Name: Sample A. Sample  
Account Number: 9999999999  
Contract: Subscriber Agreement

**Subscriber Detail:**

Phone Number: 999-999-9999  
Phone Model: SPHM300ISS  
Contract Start Date: 99/99/99  
Contract End Date: 99/99/99  
Early Termination Fee: \$999.99

An early termination fee may apply to each line on your account if you cancel service before your contract end date.

**Service Plan Monthly Charge:\* \$99.99**

Service Plan Monthly Charge does not include charges for any additional services. No corporate or other plan discounts apply.

**Your Service Plan Includes:**

Simply Everything  
Simply Everything Plan  
Line 1: \$99.99 Minimum Monthly Charge  
Line 2: \$94.99  
Line 3: \$89.99  
Line 4: \$84.99  
Line 5: \$79.99  
Unlimited Anytime Minutes  
Nationwide Long Distance Included  
America - Roaming Included  
Unlimited SMS Text Messaging  
Unlimited Picture Mail  
Unlimited Data Usage  
Sprint Navigation  
Sprint Vision Pack  
Caller ID  
Call Waiting  
Three-Way Calling  
Voicemail

**Additional Service(s):**

Picture Mail  
Sprint Navigation  
CDMA Welcome Call  
Data Usage  
Simply Everything MRC

The "Additional Services" section reflects any other services you've added to your account. Promotional periods or discounts for additional services are not indicated.



*Bring a friend to Sprint and get \$25. See back for details.*

!:

our friends, family members and co-workers.

Sprint retailer—or they can visit [sprint.com](http://sprint.com).

al by calling **#REF** (#733) and following  
number handy.

**to 12 people per year, and you'll earn up to \$300**

ferred person's activation to receive the offer. A customer may not refer himself/herself. Accounts  
at least 24 hours after referring person's phone activation. A referring purchaser and a referred  
ent- and corporate-liable accounts, and customers on connection card plans are not eligible  
chaser and referred purchaser must have an active account for 30 consecutive days or longer  
oyees are not eligible. Please allow six to eight weeks for processing. Sprint reserves the right

## Getting your \$25 is easy

- 1 Visit [sprint.com/referralprogram](http://sprint.com/referralprogram) to email information to you
- 2 Have them purchase and activate a new Sprint phone at a
- 3 Within 15 days of activation, they must complete the referral  
the voice prompts. Just make sure they have your phone n

**Refer more friends and earn more rewards. Refer up to  
on your reloadable debit card.**

**Referral Program:** A completed referral must be received by Sprint within 15 days of the refer  
are limited to 12 referrals in a calendar year. Referred person's phone activation must occur a  
purchaser on a company-sponsored business account are not eligible for the offer. Governm  
to participate. Debit cards are mailed to the party responsible for payment. Both referring pur  
before the reward can be applied. Sprint employees, Affiliate employees and third-party empl  
to alter or discontinue this program at any time without notice.