



# Get Started

All you need to know to get going.  
Inicio. Todo lo que necesitas saber para empezar.



TRIM



P/N: MFL67475501 (1.1) MW



# Quick Reference Guide

Keep this important owner information with you in case you need to contact a Boost Customer Care Representative.

Mobile Phone #

Account PIN # (4-digit number)

Plan Info/Payment Date

Voicemail Passcode (4-10 digits)

# Guía De Referencia Rápida

Lleva esta importante información contigo en caso de que necesites comunicarte con un representante del Servicio de Atención al Cliente de Boost.

Nº de teléfono

Nº PIN de la cuenta (4-dígitos)

Plan/Fecha de Pago

Código de correo de voz (4-10 dígitos)

## Correo de Voz

Para configurar tu correo de voz y obtener acceso a los mensajes en el buzón de tu correo de voz

1. Mantén presionada la tecla 1, o desde el **Menú principal** de tu teléfono ve a **Mensajería**, desplázate hasta **Correo de voz**.
2. Para obtener acceso a los mensajes de tu correo de voz, cuando se te solicite, ingresa el código de acceso de tu correo de voz que estableciste.
3. Presiona **1** para escuchar los mensajes.
4. Presiona **7** para eliminarlos o **9** para guardarlos.

## Lo Básico de Boost®

**Re-Boost®** Marca #ADD (#233) desde tu teléfono Boost Mobile® para agregar crédito con una tarjeta de crédito o débito, o compra una tarjeta Re-Boost® y sigue las instrucciones en el reverso. Para encontrar tiendas Re-Boost®, desde el Menú Principal de tu teléfono, dirígete a Re-Boost® y desplázate al Localizador de Re-Boost®.

**Saldo** Revisa tu saldo gratis en cualquier momento, marcando #BAL (#225) desde tu teléfono.

**Asistencia Telefónica** Simplemente marca 4-1-1 para comunicarte con un operador.

Tarifas dependen del precio de tu plan.

## Servicio al cliente de Boost®

Marca **#611** desde tu teléfono Boost o llama al 1-888-BOOST-4U (1-888-266-7848).

No se aplican cargos por tiempo de uso al llamar al 6-1-1.

Visita [espanol.boostmobile.com/userguides](http://espanol.boostmobile.com/userguides).

**ADVERTENCIA:** Este producto contiene químicos conocidos por el Estado de California de causar cáncer y defectos de nacimiento u otros daños reproductivos. *Lávese las manos después de manipular.*

## Voicemail

To set up your voicemail and to access your voicemail box messages

1. Press and hold down the #1 key.
2. To access your voicemail messages, when prompted, enter the voice mail passcode you set up.
3. Press **1** to play messages.
4. Press **7** to delete or press **9** to save.

## Boost® Basics

**Re-Boost®** Dial #ADD (#233) from your Boost Mobile® phone to add money with a credit/debit card, or pick up a Re-Boost® Card and follow the instructions on the back. To find Re-Boost® locations from your phone's Main Menu, go to Re-Boost® and scroll down to Re-Boost® locator.

**Balance** Check your balance for free at any time by dialing #BAL (#225) from your phone.

**Directory Assistance** Simply dial 411 to get connected.

Rates dependent on your price plan.

## Boost® Customer Care

Call **#611** from your Boost phone or dial 1-888-BOOST-4U (1-888-266-7848).

Airtime charges do not apply when calling 611.

Visit [boostmobile.com/userguides](http://boostmobile.com/userguides).

**WARNING:** This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *Wash hands after handling.*

# Welcome

## Get Up & Running – Fast

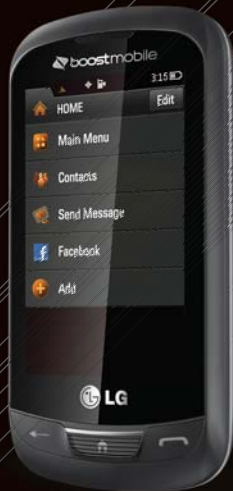
This guide gives you directions on the basics of getting started with Boost Mobile and your new LG Rumor Reflex. Follow simple, step-by-step instructions to learn how to:

- + Activate Your Device
- + Manage Your Account
- + Power Up Your Device
- + Get Started with Email
- + Send Text and Picture Messages
- + Take Pictures & Video
- + Personalize Your Phone
- + Find Additional Support

If you have any questions, check out [www.boostmobile.com/userguides](http://www.boostmobile.com/userguides) and download the full user guide for your device.

# LG Rumor Reflex

- + 3" Touchscreen
- + Full QWERTY Keypad
- + 2MP Camera with Video
- + Easy Access to Facebook® and Twitter
- + Keep in Touch with Email (Yahoo!®, Gmail®, Hotmail®)
- + GPS Enabled
- + Bluetooth® Technology
- + Wireless Web Enabled
- + Speakerphone
- + Voicemail, Caller ID, Call Waiting & 3-Way Calling



Welcome

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# Bienvenido

## Ponlo a funcionar, rápido

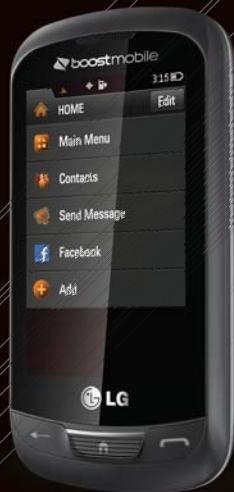
Esta guía te ofrece indicaciones sobre los conceptos básicos para comenzar con Boost Mobile y tu nuevo LG Rumor 4. Sigue estas simples instrucciones paso a paso para saber cómo:

- + Activar tu equipo
- + Encender tu equipo
- + Ingresar contactos
- + Comenzar con el correo electrónico
- + Crear mensajes de texto y de imágenes
- + Tomar fotos y grabar videos
- + Descargar juegos, tonos y más
- + Obtener ayuda adicional

Si tienes alguna pregunta, visita [www.boostmobile.com](http://www.boostmobile.com) y descarga la guía de usuario completa para tu equipo.

# LG Rumor Reflex

- + Pantalla Táctil de 3"
- + Teclado QWERTY complete
- + Cámara de 2MP con video
- + Acceso fácil a Facebook y Twitter
- + Mantente en contacto con Email (Yahoo!®, Gmail®, Hotmail®)
- + Habilitado con tecnología Bluetooth®
- + Habilitado con Internet Móvil
- + Altavoz
- + Buzón de voz, ID de Llamadas, Llamada en espera



Bienvenido

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Follow these 3  
steps to complete  
activation of your  
new Boost® phone.

Keep this guide in a safe place. You'll need to follow these steps to activate your new account.



## Step 1.

### Get Your Numbers

You will need the phone's MEID (DEC) number to activate your phone. The MEID (DEC) can be located on the box that the phone came in or on the back of the phone in the battery compartment. The MEID is an 18-digit number.

## Step 2.

### Get Activated

Go to **[boostmobile.com/activate](https://boostmobile.com/activate)** to start up your service and set up your account.

**Note:** During the activation process you can choose to get a new number or use an existing number.

## Step 3.

### Finalize Your Activation

You'll receive a message from Boost letting you know that your phone number and account is ready to go.

MEID (DEC) #

## Step 4.

### Now Use Your Phone

Once you've activated your phone, make a payment so you can start using all the great features Boost has to offer.

**For Monthly Plans:** Add enough to cover your monthly payment. Pay on or before your monthly payment date each month to keep your service from being interrupted.

**For Other Plans:** Make a payment when your account gets low. Simple as that.

**For All Plans:** Keep a little extra money in your account so you can customize your phone with the latest ringtones and wallpapers. Register your debit or credit card to set up worry-free automatic payments with Auto Re-Boost<sup>SM</sup>.

Make sure you charge the battery before trying to use your phone.

**Note:** If you don't have access to the web, call Boost Customer Care by dialing 1-888-BOOST-4U (1-888-266-7848) from a landline or another phone.

## Quick Tip.

### 4-digit Account PIN

Be sure to remember the 4-digit Account PIN you set up during activation. You'll need to enter your Account PIN when you log in to 'My Account' or anytime you call Boost about your account. If you forget your Account PIN, you will need to remember the month and year you activated your phone.

Activation

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Sigue estos tres pasos para realizar la activación de tu nuevo teléfono Boost.

Guarda esta guía en un lugar seguro. Necesitarás estos pasos informativos activar tu nueva cuenta.

## Step 1.

### Busca Tu Número

Necesitarás los números de MEID (DEC) del teléfono para activar tu teléfono. El MEID (DEC) se pueden encontrar en la caja que el teléfono vino en o en la parte posterior del teléfono en el compartimento de la batería. El MEID es un número de 18-dígitos.

## Step 2.

### Activa Teléfono

Visita **[boostmobile.com/activate](http://boostmobile.com/activate)** para activar el servicio y configurar tu cuenta.

**Nota:** Durante el proceso de activación puedes escoger un nuevo número de teléfono o decidir usar tu número actual.

## Step 3.

### Completa Tu Activación

Recibirás una confirmación del sitio de Boost Mobile con tu nuevo o actual número de teléfono de 10 dígitos, o si haz llamado desde un teléfono fijo u otro teléfono, recibirás confirmación del servicio de Atención al Cliente.

MEID (DEC) #

## Step 4.

### Ya Tienes El Teléfono; Ahora Úsalo.

Una vez que hayas activado tu teléfono, realiza un pago para que puedas empezar a usar las funciones y servicios que ofrece Boost Mobile.

**Para planes mensuales:** Agrega bastante dinero para cubrir tu pago mensual. Paga antes o en el día de tu pago mensual cada mes para mantener tu servicio sin interrupciones.

**Para los otros Planes:** Haz un pago cuando tú cuenta esta baja. Es así de simple.

**Para todos los otros planes:** Mantén un poco de dinero extra en tu cuenta para que puedas personalizar tu teléfono con los timbres y salvapantallas. Registra tu tarjeta de debito o crédito para configurar una manera de realizar tu pago automático sin preocupaciones con Re-Boost™ Automático Carga La Bateria. Asegúrate de cargar la batería antes de intentar usar tu teléfono. Si no tienes acceso a Internet, llama al servicio de Atención al Cliente de Boost al 1-888-BOOST-4U (1-888-266-7848) desde un teléfono fijo u otro teléfono.

## Quick Tip.

### El Pin De 4-Dígitos.

Asegúrate de recordar el PIN de 4-dígitos que creastes durante la activación. Necesitas saber tu PIN cuando accedas a 'Mi Cuenta' (My Account) o en cualquier momento que nos llames sobre tu cuenta. Además, en caso de que se te olvide el PIN de tu cuenta, tendras que recordar el mes y año en que activaste tu teléfono.

Activación

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# Device Guide & Setup

Guía y Configuración del Dispositivo





Device Guide

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# Your Device Features



# Manage Your Account

## Access Your Account at [boostmobile.com](http://boostmobile.com) to:

- + Review your account information.
- + Add money to your account.
- + Enroll in Auto Re-Boost<sup>SM</sup> to make automatic payments.
- + Buy accessories.
- + View available Boost service plans and options.
- + Learn more about data services and other products, like games, ringtones, wallpapers, and more.

## From Your Boost Phone

- + Make a payment or sign up for Auto Re-Boost<sup>SM</sup> by dialing **#233**
- + Check your account balance by dialing **#225**

## From Any Other Phone

- + Call Boost Customer Care at **1-888-BOOST-4U** (1-888-266-7848)




# Get Your Device Ready




## Turning Your Phone On

Press and hold .


## Turning Your Phone Off

Press and hold  for two seconds until you see the powering-down animation on the display screen.

## Making Calls

1. Press  and enter a phone number using the dial pad or the keyboard. (If you make a mistake while dialing, touch .
2. To end the call, drag the toggle key to .

## Answering Calls

1. Make sure your phone is on.  
(If your phone is off, incoming calls go to voicemail.)
2. Touch .

### **Your phone notifies you of incoming calls in the following ways:**

- + The phone rings or vibrates.
- + The indicator light flashes.
- + The backlight illuminates.
- + The screen displays an incoming call message.

If the incoming call is from a number stored in your Contacts, the entry's name will appear on your screen. You may also see the caller's phone number, if it's available.




**You also see the following options if your phone is on standby. To select an option, touch the corresponding touch key.**




- + **Silence** to mute the ringer.
- + **Send to Voicemail** to send the call to voicemail.
- + **Ignore with Text** to send a text message. You can send the preset message or write a new one.
- + **Answer** to answer the call.

## Contacts

Your phone can store up to 600 Contacts entries. Contacts entries can store up to a total of 7 phone numbers, and each entry's name can contain 64 characters.

### To Add a Contact

1. Touch  > **Contacts** .
2. Touch  > **New Contact**.

3. Touch **Enter Name** and type in the new contact name using the touch keypad or QWERTY keyboard, and then touch .
4. Touch **Add Number**, enter a phone number, and then touch .
5. Touch a phone label to select it (**Mobile, Home, Work, Pager, Fax, or Other**).
6. Scroll down to additional fields and enter or edit any information you want.
7. Touch .


After saving the number, your phone will display the Contacts list.

Your phone's email application lets you access and manage multiple email accounts simultaneously in one convenient location.



# Email

## Getting Started With Email

1. Touch  > **Main Menu** > (slide the screen up) > **Messaging** > **Email**. (The Email setup wizard will start.)
2. Touch **NEXT** to continue.
3. Select an email provider (such as Windows Live®, Hotmail®, Yahoo!®, Gmail®, AOL Mail®) and press the right softkey.

- or -

Select **Work** to set up an exchange email account using Outlook Web Access from a Microsoft Exchange Server for direct access.

- or -

Select **More** to choose from additional options. There are many available email options listed, or you may add your own POP or IMAP email accounts.

4. Follow the setup wizard instructions to enter the required sign-up information. Touch **ACCEPT** or **CONTINUE** if you

are prompted to accept any license agreements or disclaimers.

5. If applicable, read the notice regarding Mail Push. If you would like to enable Mail Push, touch **Yes**.

## Accessing Email

Using Email on your phone is even easier than using multiple email accounts on your computer. Launch the application for instant access to all your accounts.

1. Once you have set up your Email, touch  > **Main Menu** > (slide the screen up) > **Messaging** > **Email** to launch the application. (You will see your default account inbox.)

- or -

From an **Email New Message** notice (if you have enabled Mail Push), touch **GO** to go to your inbox.

2. Use your keyboard and touch the corresponding keys to read, manage, and reply to your email messages.
  - + Touch **Menu** to select messaging options, such as **Delete**, **Check Mail**, **Reply to**, **Mark as**, or **Other**.
  - + Touch **Options** > **Compose** to create new messages.
3. To view a different email account, touch the tab to the left or right of the Inbox tab at the top of the screen and then select an account.
4. To add a new account from the Email account screen, touch options and then select **Add Account**.



# Messaging

## Sending Text & Picture Messages

1. Slide the keyboard out and touch **Message**.

– or –

Touch  > **Send Message**.

2. Select an entry method:

+ Touch **New Addr** to use the keypad to enter a wireless phone number or email address of the recipient directly.

+ Go to **Contacts** to select a recipient from your Contacts. (Qualifying Contacts entries must contain a wireless phone number or an email address.)

3. Touch **Done** when you have finished entering recipients. (You may include up to 40 recipients per message.)

4. Enter your message.

+ To type a message, use your keyboard or touch keypad to enter your message.

+ To use a preset message, touch **Preset Msgs** in the upper right corner, and then touch a message to enter.

+ To enter a symbol, an emoticon, or a smiley:

- (On the touch keypad) touch **Abc** and select Symbols, Emoticons, or Smileys. Touch a symbol, emoticon, or smiley and **Done**.

5. To add attachments, touch **Add Attachment**.

6. Review your message and touch **Send** (You may select additional messaging options by touching **More** to add subject, set the message priority urgent, set the callback number, or save it as draft.)



# Pictures







## To Take A Picture

1. Touch  > **Main Menu** > **Photos & Videos** > **Camera** to activate camera mode. (Additional camera options are available through the camera mode options menu.)
2. Using the phone's display screen as a viewfinder, aim the camera lens at your subject.
3. Touch **CAPTURE** or press the side camera button until the shutter sounds. (Your phone automatically saves the picture to the default storage area.)
  - + To return to camera mode to take another picture, touch **Take New Picture**, or the side camera button.
4. Touch **More** for more options:
  - + **Send** to send your picture in a message.

- + **Assign** to assign the picture as a:
  - **Screen Saver** to use the picture as a screen saver.
  - **Picture ID** to display the picture for all incoming calls.
  - **Delete** to delete the picture you just took.
  - **Go to Album** to go to the In Phone folder or Memory Card folder (if available) to review your saved pictures.
  - **Lock Screen** to display picture as background while screen is locked.
  - **Take New Picture** to return to camera mode to take another picture.

# Video

## To Record a Video


1. Touch  > **Main Menu** > **Photos & Videos** > **Camcorder** to activate video mode. (Additional video options are available through the video mode options menu.)
2. Select **Video Mail** or **Long Video**.
3. Using the phone's display screen as a viewfinder, aim the camera lens at your subject.
4. Touch , or press the side camera button.
  - + To pause and then resume the recording, touch  or .
5. Touch , or press the side camera button to stop recording. (Your phone automatically saves the video in your default storage area.)
6. Touch for more options:
  - +  (only for Video Mail videos) to send the video.
  - + **Play** to play the video that was just recorded.
  - + **Assign** to assign the video as a ringtone.
  - + **Record New Video** to return to camcorder mode.
  - + **Delete** to delete the video that was just recorded.
  - + **Review My Videos** to go to the In Phone folder or Memory Card folder (if available) to review your saved videos.
  - + **Cancel** to close the options menu.



# Downloading

## Getting Games, Ringtones & More

### Accessing the Download Menus

1. Touch  > **Main Menu** > **My Stuff**.
2. Select a download category (**Games**, **Ringtones**, **Wallpapers**, **Applications**), and then select **Get New**. (The browser will start and take you to the corresponding download menu.)

### Selecting an Item to Download

You can search for downloads in a few different ways:

- + **Featured** displays various featured items.
- + **Categories** allows you to narrow your search to a general category. (There may be several pages of available content in a list.)
- + **Search** allows you to type in a search term. You may enter an entire word or title or perform a partial-word search.

### Downloading an Item

Once you've chosen and highlighted an item, touch it to select it. You will see a summary page for the item including its title, cost, and expiration date (if applicable). Links allow you to view the **Preview** page, to preview an item, **Description** page, which outlines the file size, description of the item, the vendor, and its version, and the **License Info** page, which details the price, license type, expiration, and terms of use.

# Tu Equipo



# Administra Tu Cuenta

## Accede A Tu Cuenta En [boostmobile.com](http://boostmobile.com) Para:

- + Acceder a la información de tu cuenta.
- + Ver y agregar dinero a tu cuenta.
- + Suscribirte a Auto Re-Boost para hacer pagos automáticos.
- + Comprar accesorios.
- + Ver los planes de servicio y las opciones de Boost disponibles.
- + Averigua más acerca de los servicios de datos y otros productos como juegos, tonos, fondos de pantalla y más.

## Desde Tu Teléfono de Boost

- + Hacer un pago o registrarte en Auto Re-BoostSM marcando #233.
- + Consultar el saldo de tu cuenta marcando #225.

## Desde Cualquier Otro Teléfono

- + Llamar al servicio de atención al cliente de Boost al 1-888-BOOST-4U (1-888-266-7848).




# Prepara Tu Dispositivo



## Para Encender Tu Teléfono

Mantén presionado 

## Para Apagar Tu Teléfono

Mantén presionado  por dos segundos hasta que veas la animación de apagado en la pantalla.

## Para Hacer Llamadas

1. Presiona  y escribe un número de teléfono usando el teclado numérico o el teclado normal. (Si cometes un error al marcar, toca  o presiona **BACK** para borrar los números.)

2. Toca **Talk** . (Para hacer una llamada mientras estás en roaming y la opción Protección de llamada está activada, toca Llda. roam y luego **Talk**.)

3. Para finalizar una llamada, pasa la tecla alternar a **End Call**.

## Para Responder Llamadas

1. Asegúrate de que tu teléfono esté encendido. (Si tu teléfono está apagado, las llamadas entrantes van al correo de voz.)

2. Toca **Answer**.

### Tu teléfono te notificará que hay una llamada entrante de las siguientes maneras:

- + El teléfono sonará o vibrará.
- + La luz indicadora parpadeará.
- + La luz de fondo se iluminará.
- + La pantalla mostrará un mensaje de llamada entrante.

Si la llamada entrante es de un número guardado en tus Contactos, se mostrará

el nombre del registro. También puedes ver el número de teléfono de quien llama, si está disponible.


**Si tu teléfono está en modo de espera, también podrás ver las siguientes opciones. Para seleccionar una opción, toca la tecla táctil correspondiente.**

- + **Silenciar**, para desactivar el timbre.
- + **Enviar correo de voz**, para enviar la llamada al correo de voz.
- + **Ignorar con texto**, para enviar un mensaje de texto. Puedes enviar un mensaje preestablecido o escribir uno nuevo.
- + **Responder**, para responder una llamada.

## Contactos

Tu teléfono puede almacenar hasta 600 registros de Contactos. Los registros de Contactos pueden almacenar un total de 7 números de teléfono, y cada nombre de registro puede contener hasta 64 caracteres.


## Para Agregar Un Contacto

1. En modo de espera, toca  > **Contactos**.
2. Toca **Add New** > **Nuevo Contacto**.
3. Toca **Escribir Nombre** y escribe el nombre del nuevo contacto usando el teclado táctil o el teclado QWERTY, y luego toca **Done**.
4. Toca **Agregar Número**, escribe un número de teléfono y luego toca **Done**.
5. Toca la etiqueta de un teléfono para seleccionarla (**Móvil, Casa, Trabajo, Buscapersonas, Fax u Otro**).
6. Deslízate hacia abajo para ver los campos adicionales y para ingresar o editar información como deseos.
7. Toca **Done**. Después de guardar el número, tu teléfono mostrará una lista de Contactos.

# Email

La aplicación de correo electrónico de tu teléfono te permite acceder y administrar varias cuentas de correo electrónico de manera simultánea desde una ubicación conveniente.

## Primeros Pasos Con El Correo Electrónico

1. Toca  > **Menú Principal** > (desliza la pantalla hacia arriba) > **Mensajería** > **Correo Electrónico**. (Se iniciará el asistente de configuración del correo electrónico.)
  2. Toca **CONTINUAR** para continuar.
  3. Selecciona un proveedor de correo electrónico (como Windows Live®, Hotmail®, Yahoo!®, Gmail®, AOL Mail®) y presiona la tecla multifunción derecha
- o bien -
- Selecciona **Trabajo** para configurar una cuenta de correo electrónico corporativo

usando Outlook con acceso a Internet desde un servidor de Microsoft Exchange para tener acceso directo

- o bien -

Selecciona **Más...** para elegir entre las opciones adicionales. Existen muchas opciones de correo electrónico disponibles en la lista o puedes agregar tus propias cuentas de POP o IMAP.

4. Sigue las instrucciones del asistente de configuración para ingresar la información de registro necesaria. Toca **ACEPTAR** o **CONTINUAR**, si se te pide aceptar contratos de licencia o cláusulas de exención de responsabilidad.
5. Si corresponde, lee el aviso respecto a Mail Push. Si quieres activar Mail Push, toca **Sí**.

## Cómo Acceder Al Correo Electrónico

Usar un correo electrónico en tu teléfono es incluso más fácil que usar varias cuentas de correo electrónico en tu computadora.



Abre la aplicación para acceder de manera instantánea a todas tus cuentas.

1. Una vez que hayas configurado tu correo electrónico, toca  > **Menú Principal** > (desliza la pantalla hacia arriba) > **Mensajería > Correo Electrónico** para abrir la aplicación to launch the application. (Verás la bandeja de entrada de tu cuenta.)

– o bien –

Desde el aviso de un **Mensaje Nuevo De Correo Electrónico** (si has activado Mail Push), toca **IR** para ir a tu bandeja de entrada.

2. Usa tu teclado y toca la tecla correspondiente para leer, administrar y responder tus mensajes de correo electrónico.


+ Toca **Menú** para seleccionar las opciones de mensajería, como **Eliminar**, **Revisar correo**, **Responder a**, **Marcar como**, u **Otro**.

+ Toca **Menú > Otro > Crear** para crear nuevos mensajes.

3. Para ver una cuenta de correo electrónico diferente, toca el menú desplegable a la izquierda de la pestaña **Bandeja** de entrada, en la parte superior de la pantalla, y luego selecciona una cuenta. También puedes tocar la pestaña **Inicio**, en la parte superior de la pantalla, y seleccionar una cuenta disponible desde allí.
4. Para agregar una nueva cuenta, toca la pestaña **Inicio**, en la parte superior de la pantalla, y luego selecciona **Agregar Cuenta**. También puedes tocar el menú desplegable a la izquierda de la bandeja de entrada, en la parte superior de la pantalla, y seleccionar **Agregar Cuenta**.


# Mensajes

## Para Crear Mensajes de Texto/Imágenes

1. Desliza el teclado hacia afuera y toca **Enviar Mensaje** – or –  
Toca  > **Enviar Mensaje**.
2. Selecciona un método de registro:
  - + **Nueva dir.** para usar el teclado para escribir directamente el número de teléfono inalámbrico o dirección de correo electrónico del destinatario.
  - + Ir a **Contactos** para seleccionar el destinatario de tus Contactos. (Los registros de los contactos habilitados contienen un número de teléfono inalámbrico o una dirección de correo electrónico).
3. Toca **Done** cuando hayas terminado de ingresar destinatarios. (Puedes incluir hasta 40 destinatarios por mensaje.)
4. Escribe un mensaje o usa los mensajes preestablecidos, símbolos, caritas sonrientes o emoticones.
  - + Para escribir un mensaje, usa tu teclado o toca el teclado numérico.
  - + Para usar un mensaje preestablecido, toca **Msjs Preest.** en la esquina superior derecha y luego toca un mensaje para introducirlo.
  - + Para ingresar un símbolo, un emoticón o una carita sonriente:
    - (En el teclado táctil) toca **Abc** y selecciona Símbolos, Emoticones o Caritas sonrientes. Toca el símbolo, emoticón o carita sonriente que desees y **Done**.
5. Para adjuntar archivos, toca **Add Attachment**.
6. Revisa tu mensaje y toca **Send** (Para seleccionar opciones adicionales de mensajes, toca **More** para poder agregar un asunto, establecer la prioridad del mensaje como urgente, asignar un número para llamar de regreso o guardarlo como borrador).

# Imágenes







## Cómo Tomar Fotografías

1. Toca  > **Menú principal** > Fotos y videos > Cámara para activar el modo cámara. (En el menú de opciones del modo cámara, hay opciones adicionales para la cámara.
2. Usando la pantalla del teléfono como visor, apunta el lente de la cámara hacia tu objetivo.
3. Toca **CAPTURE** o presiona el botón de la parte lateral de la cámara hasta que se escuche el sonido del obturador. (Tu teléfono guardará automáticamente la foto en tu área de almacenamiento predeterminada).  
Para regresar al modo cámara y tomar otra foto, toca **Take New Picture** o el botón de la parte lateral de la cámara.
4. Toca **More** para ver más opciones:
  - + **Enviar** para enviar tu imagen en un mensaje.

- + **Asignar** para asignar la imagen como:
  - + Protector de pantalla para usar la imagen como protector de pantalla.
  - + Foto para ID para mostrar la foto para todas las llamadas entrantes.
- + **Eliminar** para eliminar la foto que acabas de tomar.
- + **Ir Al Álbum** para ir a la carpeta En el teléfono o a la carpeta Tarjeta de memoria (si está disponible) para ver las imágenes guardadas.
- + **Imprimir** para imprimir las imágenes. Usa una impresora compatible con PictBridge (consulta la página 91) o una impresora compatible con Bluetooth (consulta la página 92).
- + **Tomar Una Nueva Foto** para regresar al modo cámara y tomar otra foto.


# Video

## Para Grabar Un Video

1. Toca  > **Menú Principal** > **Fotos y Videos** > **Videocámara** para activar el modo video. (En el menú de opciones del modo video, hay opciones adicionales para la grabación de videos. Consulta "Opciones del modo video" en la página 86).
2. Selecciona **Video para Correo** o **Video Largo**.
3. Usando la pantalla del teléfono como visor, apunta el lente de la cámara hacia tu objetivo.
4. Toca  o presiona el botón de la parte lateral de la cámara.  
Para pausar y reanudar la grabación, toca  o .
5. Toca  o presiona el botón de la parte lateral de la cámara para detener la grabación. (Tu teléfono guardará automáticamente el video en tu área de almacenamiento predeterminada).
6. Toca  para ver más opciones: (sólo para los videos para Correo) para enviar el video. (Consulta la página 87 para ver más detalles).
  - + **Reproducir** para reproducir el video que acabas de grabar.
  - + **Asignar** para asignar el video como timbre.
  - + **Grabar nuevo video** para regresar al modo videocámara.
  - + **Eliminar** para eliminar el video que acabas de grabar.
  - + **Ver mis videos** para ir a la carpeta En el teléfono o a la carpeta Tarjeta de memoria (si está disponible) para ver los videos guardados.
  - + **Cancelar** para cerrar el menú de opciones.

# Descargar

## Para Acceder A Los Menús de Descarga

1. Toca  > **Menú Principal** > **Mis Archivos**.
2. Selecciona una categoría de descarga (**Juegos, Timbres, Protectores de pantalla, Aplicaciones o Tonos de llamada**) y luego selecciona **Obtener Uno Nuevo**. (El navegador se iniciará y te llevará al menú de descarga correspondiente).

## Para acceder a los menús de descarga desde el navegador web:

1. Desde la página de inicio, selecciona **Mapa del sitio** > **Descargas**.
2. Selecciona **Tonos de llamada, Juegos, Timbres, Protectores de pantalla, Aplicaciones** y más para ir al menú de descargas correspondiente.

## Para seleccionar un artículo y descargarlo

Puedes buscar los artículos disponibles para descarga de varias formas:

**Destacados** muestra una selección de artículos destacados.

**Categorías** te permite reducir tu búsqueda a una categoría general. (Pueden haber varias páginas de contenido disponible en una lista. Selecciona Siguientes 9 para ver más artículos).

**Buscar** te permite usar tu teclado para escribir un criterio de búsqueda para localizar un artículo. Puedes ingresar una palabra o título completo o realizar una búsqueda de una parte de la palabra.

**Para Descargar Un Artículo** Una vez que hayas elegido y resaltado un artículo, tócalo para seleccionarlo. Verás una página de resumen del artículo que incluye su título, costo y fecha de vencimiento. Los enlaces te permiten ver la página **Vista** previa, para acceder a una vista previa del artículo, la página **Descripción**, que detalla el tamaño del archivo, la descripción del artículo, el proveedor y su versión, y la página **Info Licencia**, que detalla el precio, el tipo de licencia, el vencimiento y los términos de uso.

# Support

For additional LG Rumor Reflex support information, please see the web and mobile support pages listed below.

## **Boost Mobile Device Support Webpage**

<http://www.boostmobile.com/support/device-support/>



# Apoyo

Para información adicional acerca del LG Rumor Reflex, favor de visitar nuestro sitio web y las siguientes paginas de internet de apoyo.

## **Pagina de Apoyo para Dispositivos de Boost Mobile**

<http://www.boostmobile.com/support/device-support/>

(Elije Español en la parte superior/mano derecha de la página web).

# Get Personal. It's Your Phone.

Personalízalo. Es tu teléfono.

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Add-Ons

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# Personalize

Boost Mobile® offers wireless entertainment services with the latest games, real music ringtones, and unique wallpapers for download right to your phone. Get the hottest ringtones, wallpapers, and more! Go to 'Get Stuff' on your phone to get started.\*

Add-Ons

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\*Certain plans require that you have a balance in your Boost Mobile account AFTER purchasing any Get Stuff products. If you don't, Re-Boost® and try again. No credit card needed. Purchases are deducted from your Boost Mobile account. Airtime, data charges, and/or additional charges may apply. Certain services may require a compatible handset. Premium services (e.g., ringtones, wallpapers, games, and ringback tones) are available for an additional fee. Chat services may require per text charges in addition to standard rates. For more information on our products, prices and services check out [boostmobile.com](http://boostmobile.com).

# Re-Boost®

## Pick How You Want To Pay

Boost Mobile® makes it easy to add money to your account. You decide exactly how and where you want to pay. Keep your account active by using your phone and adding money to your account.

## Pay With Cash

Use the Re-Boost® Locator on your phone to find an Authorized Re-Boost® Retailer near you. Pick up a Re-Boost® Card or recharge for as low as \$10 at the register, where available.

## Pay Anytime With A Credit/Debit Card

Dial #ADD (#233) to add money from your phone or visit 'My Account' at [boostmobile.com](http://boostmobile.com) to do it online. Securely register your credit/debit card with Boost for more convenient one-time payments or to set up easy Auto Re-Boost<sup>SM</sup> payments.

## Set Up Worry-Free Payments With Auto Re-Boost<sup>SM</sup>

Visit [boostmobile.com/reboost](http://boostmobile.com/reboost) to get the details on all your Re-Boost® options.



# Important Information

## Voicemail Setup

To set up your voicemail, call your Boost Mobile® number from either a landline phone or your Boost Mobile phone. If calling from a landline phone, use your 7-digit phone number as the password. If calling from your Boost Mobile phone, you will not be prompted for a password. Follow the steps to record your name, a greeting, and a new voicemail password.

## Managing Your Account

You can go to 'My Account' at [boostmobile.com](http://boostmobile.com) to view your account information, Re-Boost®, or to make account changes. To log into 'My Account,' you will need your 7-digit phone number and the Boost account PIN number you set up at activation. For questions about your Boost account, please call **1-888-BOOST-4U (1-888-266-7848)**.

## Your Account PIN

For security purposes, and to protect your account, you must set up a 4-digit Account PIN (personal identification number) during activation. You'll need to enter your Account PIN anytime you log in to 'My Account' or when you call us about your account. Also, in case you forget your Account PIN, you will need to remember the month and year you activated your phone.

## Lost/Stolen Service

If your phone is ever lost or stolen, call Boost immediately at **1-888-BOOST-4U (1-888-266-7848)**. We will secure your account balance and your account information and help you keep your phone number.

## BuyBack Program

Allows Boost Mobile customers to sell their unwanted phones back to Boost for an account credit. Boost Mobile accepts hundreds of models of phones, including phones from other carriers. To view the full program details and a list of phones with their values, visit **buyback.boostmobile.com**. Phones that are not eligible for a buyback credit can still be sent back for proper recycling.

## Boost Xtras

Get more from Boost. Sign up for Xtras. Learn about events, promotions and more. Visit **boostmobile.com/xtras**.

## Can't live without your phone?

Get Phone Insurance today so you don't have to. For \$5/month and a low deductible, you are covered if your device breaks or is lost, stolen, or damaged – even with liquid. To sign up, call Boost Customer Care at **1-888-266-7848** within 15 days of a new phone activation.

Visit **plans.boostmobile.com/phone-insurance.aspx** for more information.

# Personaliza

Boost Mobile® ofrece servicios de entretenimiento móvil, con los últimos juegos, timbres de musica real, y salvapantallas únicos para bajar directamente a tu teléfono. ¡Consigue lo último en timbres, salvapantallas y más! ¡Ingresa a 'Get Stuff' desde tu teléfono para iniciar!

Opciones Adicionales

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\*Ciertos planes requieren que tengas un saldo de en tu cuenta de Boost Mobile DESPUÉS de comprar cualquier producto de "Get Stuff." En caso contrario, sólo recarga tu cuenta e inténtalo de nuevo. No necesitas tarjeta de crédito. Las compras se deducirán de tu cuenta Boost Mobile. Es posible que se apliquen cargos adicionales, cargos por datos y por tiempo de uso. Para algunos servicios es necesario tener un equipo compatible. Los servicios Premium (por ejemplo, timbres, salvapantallas, juegos y tonos) se encuentran disponibles a través de una tarifa adicional. Los servicios de chat pueden requerir cargos por cada mensaje de texto además de las tarifas estándares. Para obtener más información acerca de nuestros productos, precios y servicios, visita [boostmobile.com](http://boostmobile.com).

# Re-Boost®

## Escoge Cómo Deseas Pagar

Boost Mobile® te facilita la manera de agregar fondos a tu cuenta. Tú decides cómo y dónde quieres pagar. Para que tu cuenta siga activa, usa tu teléfono y agrega crédito a tu cuenta.

## Paga En Efectivo

Utiliza el Re-Boost® Locator (Localizador de Re-Boost) en tu teléfono para encontrar la Tienda Re-Boost® más cercana. Elige una Tarjeta de Re-Boost® o recarga desde \$10 en una caja registradora, donde esté disponible.

## Paga En Cualquier Momento Con Una Tarjeta De Crédito O Débito

Marca #ADD (#233) para agregar fondos a tu teléfono o visita My Account (Mi Cuenta) en [boostmobile.com](http://boostmobile.com) para hacerlo por Internet. De forma segura, registra tu método de pago preferido en Boost para realizar pagos únicos de manera más práctica o para configurar los prácticos pagos Auto Re-Boost<sup>SM</sup>.

## Configura Pagos Sin Preocupaciones Con Auto Auto Re-Boost<sup>SM</sup>

Ingresa a [boostmobile.com/reboost](http://boostmobile.com/reboost) para obtener los detalles sobre las opciones de Re-Boost®.



# Información Importante

## Configuración del Correo de Voz

Para configurar tu correo de voz, tendrás que llamar a tu teléfono Boost Mobile® desde un teléfono de línea fija o desde tu teléfono móvil. Si llamas desde un teléfono de línea fija, usa tu número de teléfono de 7 dígitos como contraseña. Si llamas desde tu teléfono móvil, no se te pedirá la contraseña. Sigue los pasos para grabar tu nombre, un saludo y una nueva contraseña para tu correo de voz.

## Administración de tu Cuenta

Para ver la información de tu cuenta, recarga tu cuenta con Re-Boost, o para realizar cambios a tu cuenta, puedes acceder a My Account (Mi Cuenta) a través de tu teléfono o en boostmobile.com. Para acceder a My Account (Mi Cuenta) desde tu teléfono, ve al icono de Navegación en el Main Menu (Menú Principal), selecciona My Account (Mi Cuenta) e ingresa tu número de teléfono y número PIN.

## El PIN de tu Cuenta

Por motivos de seguridad y para proteger tu cuenta, debes configurar un PIN (número de identificación personal) para la cuenta de 4-dígitos durante la activación. Necesitarás conocer tu PIN de la cuenta siempre que ingreses a My Account (Mi Cuenta) o cuando nos llames acerca de tu cuenta. Además, en caso de que olvides tu PIN de la cuenta, necesitarás recordar el mes y año en que activaste tu teléfono.



## Teléfono Extraviado/Robado

Podemos ayudarte. Si alguna vez pierdes tu teléfono o te lo roban, llama inmediatamente a Boost al **1-888-BOOST-4U (1-888-266-7848)**. Bloquearemos el saldo y la información de tu cuenta y te ayudaremos a que conserves tu número telefónico.

## Programa BuyBack

Les permite a los clientes de Boost Mobile a vender sus teléfonos no deseados a Boost por un crédito en la cuenta. Boost Mobile acepta cientos de modelos de teléfonos, incluyendo los teléfonos de otros proveedores. Para ver todos los detalles del programa y la lista de teléfonos junto a sus valores, visita **buyback.boostmobile.com**. Los teléfonos que no califiquen para un crédito de recompra todavía pueden ser enviados para un reciclaje apropiado.

## Boost Xtras

Obtén más de Boost. Regístrate para Xtras. Entérate de eventos, promociones y mucho más. Visita **boostmobile.com/xtras**.

## ¿No Puedes Vivir Sin Tu Teléfono?

Obtén seguro para tu teléfono para que no tengas que hacerlo. Por \$5 al mes y un bajo deducible, estás cubierto por si el dispositivo se rompe o se pierde, te lo roban o se daña – incluso con líquido. Para registrarte, llama a atención al cliente de Boost al **1-888-266-7848** dentro de los 15 días siguientes a la activación del nuevo teléfono. Visita **plans.boostmobile.com/phone-insurance.aspx** para más información.

# Tu Conexión Internacional

## Tarifas de Llamadas Internacionales

Mantente en contacto con los tuyos a través de tu teléfono Boost Mobile. Puedes hacer llamadas internacionales desde los Estados Unidos usando International Connect con llamadas sin límite a ciertos países o puedes aprovecharte de excelentes tarifas por minuto. La habilidad de hacer llamadas internacionales es conectada durante la activación. Recuerda que no necesitas usar tarjetas internacionales para tus llamadas desde tu teléfono Boost Mobile.

El costo de las llamadas internacionales es la suma de la tarifa internacional más el tiempo de uso estándar. Se pueden aplicar cargos adicionales y están sujetos a cambios. Visita [boostmobile.com/international](http://boostmobile.com/international) para conocer los detalles y las tarifas internacionales.

Opciones Adicionales

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Opciones Adicionales

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# Safety & Warranty Information



Safety & Warranty

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# Safety

## Important Safety Information

This phone guide contains important operational and safety information that will help you safely use your phone. Failure to read and follow the information provided in this phone guide may result in serious bodily injury, death, or property damage.

## General Precautions

There are several simple guidelines to operating your phone properly and maintaining safe, satisfactory service.

- + To maximize performance, do not touch the bottom portion of your phone where the internal antenna is located while using the phone.
- + Speak directly into the mouthpiece.
- + Avoid exposing your phone and accessories to rain or liquid spills. If your phone does get wet, immediately turn the power off and remove the battery.
- + Do not expose your phone to direct sunlight for extended periods of time (such as on the dashboard of a car).
- + Although your phone is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending, or sitting on it.
- + Any changes or modifications to your phone not expressly approved in this document could void your warranty for this equipment and void your authority to operate this equipment.
- + Do not disassemble or open, crush, bend or deform, puncture or shred.
- + Do not modify or remanufacture, attempt to insert foreign objects into the battery,

- immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- + Only use the battery for the system for which it is specified.
  - + Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
  - + Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
  - + Replace the battery only with another battery that has been qualified with the system per this standard, IEEEStd-1725-200x. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
  - + Promptly dispose of used batteries in accordance with local regulations.
  - + Battery usage by children should be supervised.
  - + Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
  - + Improper battery use may result in a fire, explosion or other hazard.
  - + For those host devices that utilize a USB port as a charging source, the host device's user manual shall include a statement that the phone shall only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.

**Note:** For the best care of your phone, only LG-authorized personnel should service your phone and accessories. Failure to do so may be dangerous and void your warranty.

**HAC statement**

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids.

It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise.

Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

**Part 15.19 statement**

This device and its accessories comply with part15 of FCC rules. Operation is subject to the following two conditions:

- (1) This device & its accessories may not cause harmful interference.
- (2) This device & its accessories must accept any interference received, including interference that may cause undesired operation.

**Part 15.21 statement**

Change or Modifications that are not expressly approved by the manufacturer could void the user's authority to operate the equipment.



### **Part 15.105 statement**

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- + Reorient or relocate the receiving antenna.
- + Increase the separation between the equipment and receiver.
- + Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- + Consult the dealer or an experienced radio/TV technician for help.

### **Maintaining Safe Use of and Access to Your Phone**

#### **Do Not Rely on Your Phone for Emergency Calls**

Mobile phones operate using radio signals, which cannot guarantee connection in all conditions. Therefore you should never rely solely upon any mobile phone for essential

communication (e.g., medical emergencies). Emergency calls may not be possible on all cellular networks or when certain network services or mobile phone features are in use. Check with your local service provider for details.

### **Using Your Phone While Driving**

Talking on your phone while driving (or operating the phone without a hands-free device) is prohibited in some jurisdictions. Laws vary as to specific restrictions. Remember that safety always comes first.

### **Following Safety Guidelines**

To operate your phone safely and efficiently, always follow any special regulations in a given area. Turn your phone off in areas where use is forbidden or when it may cause interference or danger.

### **Using Your Phone Near Other Electronic Devices**

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, RF signals from wireless phones may affect inadequately shielded electronic equipment. RF signals may affect improperly installed or inadequately shielded electronic operating systems or entertainment systems in motor vehicles. Check with the manufacturer or their representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle. Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, to determine if they are adequately shielded from external RF signals.

**Note:** Always turn off the phone in healthcare facilities, and request permission before using the phone near medical equipment.

### **Turning Off Your Phone Before Flying**

Turn off your phone before boarding any aircraft. To prevent possible interference with aircraft systems, the U.S. Federal Aviation Administration (FAA) regulations require you to have permission from a crew member to use your phone while the plane is on the ground. To prevent any risk of interference, FCC regulations prohibit using your phone while the plane is in the air.

### **Turning Off Your Phone in Dangerous Areas**

To avoid interfering with blasting operations, turn your phone off when in a blasting area or in other areas with signs indicating two-way radios should be turned off.

Construction crews often use remote-control RF devices to set off explosives.

Turn your phone off when you're in any area that has a potentially explosive atmosphere. Although it's rare, your phone and accessories could generate sparks. Sparks can cause an explosion or fire, resulting in bodily injury or even death. These areas are often, but not always, clearly marked. They include:

- + Fueling areas such as gas stations.
- + Below deck on boats.
- + Fuel or chemical transfer or storage facilities.
- + Areas where the air contains chemicals or particles such as grain, dust, or metal powders.

+ Any other area where you would normally be advised to turn off your vehicle's engine.

**Note:** Never transport or store flammable gas, flammable liquids, or explosives in the compartment of your vehicle that contains your phone or accessories.

### **Restricting Children's Access to Your Phone**

Do not allow children to play with it as they could hurt themselves and others, damage the phone or make calls that use your airtime balance.

### Using Your Phone With a Hearing Aid Device

A number of Boost phones have been tested for hearing aid device compatibility. When some wireless phones are used with certain hearing devices (including hearing aids and cochlear implants), users may detect a noise which can interfere with the effectiveness of the hearing device.

Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference noise they may generate. ANSI standard C63.19 was developed to provide a standardized means of measuring both wireless phone and hearing devices to determine usability rating categories for both.

Ratings have been developed for mobile phones to assist hearing device users find phones that may be compatible with their hearing device. Not all phones have been rated for compatibility with hearing devices. Phones that have been rated have a label located on the box. **Your LG Rumor Reflex has an M4 and a T4 rating.**

These ratings are not guarantees. Results will vary depending on the user's hearing device and individual type and degree of hearing loss. If a hearing device is particularly vulnerable to interference noise; even a phone with a higher rating may still cause unacceptable noise levels in the hearing device. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

**M-Ratings:** Phones rated M3 or M4 meet FCC requirements for hearing aid compatibility and are likely to generate less interference to hearing devices than unrated phones. (M4 is the better/higher of the two ratings.)

**T-Ratings:** Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. (T4 is the better/higher of the two ratings. Note that not all hearing devices have telecoils in them.)

## Caring for the Battery

### Protecting Your Battery

The guidelines listed below help you get the most out of your battery's performance.

+ Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. LG is not aware of similar problems with LG phones resulting from the proper use of batteries and accessories approved by LG or the

manufacturer of your phone. Use only approved batteries and accessories approved by LG. Buying the right batteries and accessories is the best way to ensure they're genuine and safe.

- + In order to avoid damage, charge the battery only in temperatures that range from 32° F to 113° F (0° C to 45° C).
- + Don't use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.
- + Never dispose of the battery by incineration.
- + Keep the metal contacts on top of the battery clean.
- + Don't attempt to disassemble or short-circuit the battery.
- + The battery may need recharging if it has not been used for a long period of time.
- + It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- + Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:
  - Less than one month: 4° F to 140° F (-20° C to 60° C)
  - More than one month: 4° F to 113° F (-20° C to 45° C)

### **Disposal of Lithium-Ion Polymer (Li-poly) Batteries**

Do not handle a damaged or leaking Li-poly battery as you can be burned.

**Special Note:** Be sure to dispose of your battery properly. In some areas, the disposal of batteries in household or business trash may be prohibited.

## Radio Frequency (RF) Energy

### **Understanding How Your Phone Operates**

Your phone is basically a radio transmitter and receiver. When it's turned on, it receive and transmits radio frequency (RF) signals. When you use your phone, the system handling your call controls the power level. This power can range from 0.006 watt to 0.2 watt in digital mode.

### **Knowing Radio Frequency Safety**

The design of your phone complies with updated NCRP standards described below. In 1991–92, the Institute of Electrical and Electronics Engineers (IEEE) and the American National Standards Institute (ANSI) joined in updating ANSI's 1982 standard for safety levels with respect to human exposure to RF signals. More than 120 scientists, engineers and physicians from universities, government health agencies and industries developed this updated standard after reviewing the available body of research. In 1993, the Federal Communications Commission (FCC) adopted this updated standard in a regulation. In August 1996, the FCC adopted hybrid standard consisting of the existing ANSI/IEEE standard and the guidelines published by the National Council of Radiation Protection and Measurements (NCRP).

## Body-Worn Operation

To maintain compliance with FCC RF exposure guidelines, if you wear a handset on your body, use a Sprint-supplied or Sprint-approved carrying case, holster or other body-worn accessory. If you do not use a body-worn accessory, ensure the antenna is at least 25/32 inch (2 centimeters) from your body when transmitting. Use of non-Sprint-approved accessories may violate FCC RF exposure guidelines. For more information about RF exposure, visit the FCC website at [www.fcc.gov](http://www.fcc.gov).

## Specific Absorption Rates (SAR) for Wireless Phones

The SAR value corresponds to the relative amount of RF energy absorbed into the head of a user of a wireless handset. The SAR value of a phone is the result of an extensive testing, measuring and calculation process. It does not represent how much RF the phone emits. All phone models are tested at their highest value in strict laboratory settings. But when in operation, the SAR of a phone can be substantially less than the level reported to the FCC. This is because of a variety of factors including its proximity to a base station antenna, phone design and other factors. What is important to remember is that each phone meets strict federal guidelines. Variations in SARs do not represent a variation in safety. All phones must meet the federal standard, which incorporates a substantial margin of safety. As stated above, variations in SAR values between different model phones do not mean variations in safety. SAR values at or below the federal standard of 1.6 W/kg are considered safe for use by the public.



The highest reported SAR values of the LG Rumor Reflex are:

**Cellular CDMA mode:**

Part22 Head: 0.54 W/kg; Body: 0.85 W/kg

Part24 Head: 1.15W/kg; Body: 0.66W/kg

Part90 Head: 0.50W/kg; Body: 0.79W/kg

### FCC Radio Frequency Emission

This phone meets the FCC Radio Frequency Emission Guidelines.

FCC ID number: ZNFLN272

More information on the phone's SAR can be found from the following FCC website: <http://transition.fcc.gov/oet/ea/fccid/>.

### Owner's Record

The model number, regulatory number, and serial number are located on a name-plate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Model: LG272, Serial No.:

User Guide template version 9a\_FM (July 2009)

# Warranty

Your phone has been designed to provide you with reliable, worry-free service. If for any reason you have a problem with your equipment, please refer to the manufacturer's warranty in this section.

## **1. WHAT THIS WARRANTY COVERS:**

LG offers you a limited warranty that the enclosed subscriber unit and its enclosed accessories will be free from defects in material and workmanship, according to the following terms and conditions:

- (1) The limited warranty for the unit and enclosed accessories shall be a period of one (1) year from the date of original purchase. The remaining warranty period for the unit being repaired or replaced shall be determined by presentation of the original sales receipt for the purchase of the unit.
- (2) The limited warranty extends only to the original purchaser of the product and is not assignable or transferable to any subsequent purchaser / end user.
- (3) The limited warranty is good only to the original purchaser of the product during the warranty period as long as it is in the U.S., including Alaska, Hawaii, U.S. Territories, and all Canadian Provinces.
- (4) The external housing and cosmetic parts shall be free of major defects at the time of shipment and, therefore, shall not be covered under these limited warranty terms.
- (5) Upon request from LG, the consumer must provide information satisfactory to LG to prove the date of purchase or exchange.

- (6) The customer shall bear the cost of shipping the product to the Customer Service Department of LG. LG shall bear the cost of shipping the product back to the consumer after the completion of service under this limited warranty.

## **2. WHAT THIS WARRANTY DOES NOT COVER:**

- (1) Defects or damage resulting from use of the product in other than its normal and customary manner.
- (2) Defect or damage from abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of LG, including damage caused by shipping, blown fuses, or spills of food or liquid.
- (3) Breakage or damage to antennas unless caused directly by defects in material or workmanship.
- (4) Alleged defects or malfunctions of the product if the Customer Service Department at LG was not notified by the consumer during the applicable limited warranty period.
- (5) Products which have had the serial number removed or made illegible.
- (6) This limited warranty is in lieu of all other warranties, expressed or implied, either in fact or by operations of law, statutory or otherwise, including, but not limited to, any implied warranty of marketability, merchantability, or fitness for a particular use.

- (7) Damage resulting from use of non-LG approved accessories.
- (8) All plastic surfaces and all other externally exposed parts that are scratched or damaged due to normal customer use.
- (9) Products operated outside published maximum ratings.
- (10) Products used or obtained in a rental program.
- (11) Consumables (such as fuses).

### **3. WHAT LG WILL DO:**

LG will, at its sole option, either repair, replace or refund the purchase price of any unit that does not conform to this limited warranty. LG may choose at its option to use functionally equivalent re-conditioned, refurbished or new units or parts or any units. In addition, LG will not reinstall or back-up any data, applications or software that you have added to your phone. It is therefore recommended that you back-up any such data or information prior to sending the unit to LG to avoid the permanent loss of such information.

### **4. STATE LAW RIGHTS:**

No other express warranty is applicable to this product. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY OR MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. LG SHALL NOT BE LIABLE FOR THE LOSS OF THE USE OF THE PRODUCT, INCONVENIENCE, LOSS OR ANY OTHER DAMAGES, DIRECT OR CONSEQUENTIAL,

ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY OR MERCHANTABILITY APPLICABLE TO THIS PRODUCT.

Some states do not allow the exclusion of limitation of incidental or consequential damages or limitations on how long an implied warranty lasts; so these limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

#### **5. HOW TO GET WARRANTY SERVICE:**

To obtain warranty service, please call the following telephone number from anywhere in the continental United States:

LG Electronics Service  
201 James Record Road  
Huntsville, AL 35824

Tel. **1-800-793-8896** Email: <http://us.lgservice.com>

Please call or write for the location of the LGE authorized service center nearest you and the procedures for obtaining warranty claims.

# General terms & conditions of service

## Basic Definitions

In this document: (1) “we,” “us,” “our,” and “Boost” mean Boost Mobile LLC; (2) “you,” “your,” “customer,” and “user” mean an account holder or user with us; (3) “Device” means any phone, aircard, mobile broadband device, any other device, accessory, or other product that we provide you, we sell to you, or is active on your account with us; and (4) “Service” means our offers, rate or service plans, options, wireless services, billing services, applications, programs, products, or Devices on your account with us. “Service(s)” also includes any other product or service that we offer or provide to you that references these General Terms and Conditions of Service (“Ts&Cs”).

## The Service Agreement

These Ts&Cs are part of your service agreement with us (the “Agreement”) and constitute a contract under which we provide you Services under terms and conditions that you accept. **THIS CONTRACT CONTAINS A MANDATORY ARBITRATION PROVISION THAT DISALLOWS CLASS ACTIONS, A CLASS ACTION WAIVER PROVISION, AND A JURY WAIVER PROVISION.** In addition to these Ts&Cs, there are several parts of the Agreement, which includes but is not limited to the following: (i) the subscriber agreement or transaction materials that you sign or accept; (ii) the plan(s) that you chose as set forth in our written services and transaction materials that we provide or refer you to during the sales transaction (if your service plan is not specifically set forth in any printed materials, the requirements and terms set forth in the current written services and transaction materials apply, excluding the plan charges and number of minutes included in your service plan); (iii) any confirmation materials that we may provide to you; and (iv) the terms set forth in the coverage map brochures. **It is important that you carefully read all of the terms of the Agreement.**

## Additional Terms

Additional terms will apply when you use certain applications, programs, Devices, and services, and these terms will be provided to you prior to your use of the items. Depending on who provides the items, the terms may come from Boost or a third party. You are subject to any terms provided by the third party, and the terms are directly between you and that third party. Boost is not responsible for these third-party items and associated terms.

## Our Policies

Services are subject to our business policies, practices, and procedures (“Policies”). You agree to adhere to all of our Policies when you use our Services. Our Policies are subject to change at any time with or without notice.

## When You Accept The Agreement

You must have the legal capacity to accept the Agreement. You accept the Agreement when you do any of the following: (a) accept the Agreement through any printed, oral, or electronic statement, for example, on the Web by electronically marking that you have reviewed and accepted; (b) attempt to or in any way use the Services; (c) pay for the Services; or (d) open any package or start any program that says you are accepting the Agreement when doing so. **If you don't want to accept the Agreement, don't do any of these things.**

## Service Activation

To activate the Service, you must both activate your account and establish an appropriate account balance to pay for pay-per-use charges and applicable subscription charges (defined in the “Types of Charges” section) based on the service plan you select. To establish an account balance, pay a subscription charge, or make any other appropriate payments, follow the instructions provided with the equipment; at [www.boostmobile.com](http://www.boostmobile.com); or through Boost Customer Care.

## Our Right To Change The Agreement & Your Related Rights

**We may change any part of the Agreement at any time, including, but not limited to, rates, charges, how we calculate charges, discounts, coverage, technologies used to provide services, or your terms of Service. We will provide you notice of material changes—and we may provide you notice of non-material changes—in a manner consistent with this Agreement (see “Providing Notice To Each Other Under The Agreement” section).** If you continue to access or use our Services or increase your account balance on or after the effective date of a change, you accept the change. Do not access or use our Services after the effective date of a change if you decide to reject the change and terminate Service. You will not be entitled to any credit for the unused portion of your account balance if you decide to terminate Service in response to a change to the Agreement.

## Our Right To Suspend Or Terminate Services

**We can, without notice, suspend or terminate any Service at any time for any reason.** For example, we can suspend or terminate any Service for the following: (a) failure to have or maintain an appropriate account balance for applicable charges; (b) harassing/threatening/abusing/offending our employees or agents; (c) providing false or inaccurate



information; (d) interfering with our operations; (e) using/suspicion of using Services in any manner restricted by or inconsistent with the Agreement and Policies; (f) breaching, failing to follow, or abusing the Agreement or Policies; (g) modifying a Device from its manufacturer specifications (for example, rooting the device); or (h) if we believe the action protects our interests, any customer's interests, or our networks.

## Your Right To Change Services & When Changes Are Effective

The account holder can typically change Services upon request. In some instances, changes may be conditioned on payment of certain charges. The effective date of any changes will depend on our Policies, the old Services, and the requested Services. We will not credit or refund any subscription or other charges as a result of a change in Services. We may—but are not obligated to—provide you the opportunity to authorize someone else to make changes to your Services. You are responsible for any changes to your Services made by a person you authorize, and those changes will be treated as modifications to this Agreement.

## Restrictions On Using Services

You can't use our Services: (a) in a way that could cause damage or adversely affect any of our other customers or our reputation, networks, property, or Services; or (b) in any way prohibited by the terms of our Services, the Agreement, or our Policies. You cannot in any manner resell the Services to another party. For additional restrictions on the use of our Services, see our Acceptable Use Policy and Visitors Agreement, which are available on our website, and the detailed plan or other information on Services that we provide or refer you to during the sales transaction.

## Your Device, Number, & Email Address; Caller ID

We don't manufacture any Device that we might sell to you or that is associated with our Services, and we aren't responsible for any defects, acts, or omissions of the manufacturer. **The only warranties on your Device are the limited warranties given to you by the manufacturer directly or that we pass through. Device performance may vary based on device specifications (for example, a device's software, memory, and storage), and device performance may impact access to all of our Services.** This Device is sold exclusively for use with our Service and in other coverage areas that we may make available to you. As programmed, it will not accept wireless service from another carrier. Except for any legal right you may have to port/transfer your phone number to another carrier, you have no—and cannot gain any (for example, through publication, use, etc.)—proprietary, ownership, or other rights to any phone number, identification number, email address, or other identifier that we assign to you, your Device, or your account. We'll notify you if we decide to change or reassign them.

## Porting/Transferring Phone Numbers

We don't guarantee that number transfers to or from us will be successful. If you authorize another carrier to transfer a number away from us, then that is considered a request by you to us to terminate all of the Services associated with that number.

## Coverage; Where Your Device Will Work; Service Speeds

Our coverage maps are available at our authorized retail locations or [www.boostmobile.com](http://www.boostmobile.com). The specific network coverage you get will depend on the radio transmissions your Device can pick up and Services you've chosen. **Our coverage maps provide high level estimates of our coverage areas when using Services outdoors under optimal conditions. Coverage isn't available everywhere. Coverage and Service speeds are not guaranteed. Coverage is subject to change without notice. Service speeds may depend on the Service purchased. Actual speeds will vary. Estimating wireless coverage, signal strength, and Service speed is not an exact science. There are gaps in coverage within our estimated coverage areas that—along with other factors both within and beyond our control (for example, network problems, network or Internet congestion, software, signal strength, your Device, structures, buildings, weather, geography, topography, server speeds of the websites you access, actions of third parties, etc.)—may result in dropped and blocked connections, slower Service speeds, or otherwise impact the quality of Service. Services that rely on location information, such as E911 and GPS navigation, depend on your Device's ability to acquire satellite signals (typically not available indoors) and network coverage.** While your Device is receiving a software update, you may be unable to use your Device in any manner until the software update is complete.

## Roaming

The term "roaming" typically refers to coverage on another carrier's network that we may make available to you based on our agreements with other carriers. These agreements may change from time to time, and roaming coverage is subject to change without notice. Your ability to receive roaming coverage depends on the radio transmissions your Device can pick up and the availability of roaming coverage. We make no guarantee that roaming coverage will be available. Roaming coverage may exist both within and outside our network coverage areas. Your Device will generally indicate when you're roaming. Depending on your Services, separate charges or limits on the amount of minutes used while roaming may apply. Certain Services may not be available or work the same when roaming (for example, data Services, voicemail, call waiting, etc.).

## About Data Services & Content

Our data Services and your Device may allow you to access the Internet, text, pictures, video, games, graphics, music, email, applications, sound, and other materials (“Data Content”) or send Data Content elsewhere. Some Data Content is available from us or our vendors, while other Data Content can be accessed from others (for example, third party websites, games, ringers, applications, etc.). We make absolutely no guarantees about the Data Content that you access on your Device. **Data Content may be: (1) unsuitable for children/minors; (2) unreliable or inaccurate; or (3) offensive, indecent, or objectionable. You’re solely responsible for evaluating the Data Content accessed by you or anyone through your Services. We strongly recommend that you monitor data usage by children/minors.** Data Content from third parties may also harm your Device or its software. We are not responsible for any Data Content. We are not responsible for any damage caused by any Data Content that you access through your Services, that you load on your Device, or that you request that our representatives access or load on your Device. To protect our networks and Services or for other reasons, we may place restrictions on accessing certain Data Content (such as certain websites, applications, etc.); impose separate charges; limit throughput or the amount of data that you can transfer; or otherwise limit or terminate Services. If we provide you storage for Data Content that you have purchased, then we may delete the Data Content without notice or place restrictions/limits on the use of storage areas. Data Content stored on a Device, transmitted over our networks, or stored by Boost may be deleted, modified, or damaged. You may not be able to make or receive voice calls while using data Services. Data Content provided by our vendors or third parties is subject to cancellation or termination at any time without notice to you, and you may not receive a refund for any unused portion of the Data Content.

## Specific Terms & Restrictions On Using Data Services

In addition to the rules for using all of our other Services, unless we identify the Service or Device that you have selected as specifically intended for that purpose (for example, wireless routers, Data Link, etc.), you can’t use our data Services: (1) with server devices or host computer applications, or other systems that drive continuous, heavy traffic or data sessions; (2) as a substitute or backup for private lines or frame relay connections; or (3) for any other unintended use as we determine in our sole discretion. We reserve the right to limit, suspend, or constrain any heavy, continuous data usage that adversely impacts our networks’ performance or hinders access to our networks. If your Services include Web or data access, you also can’t use your Device as a modem for computers or other equipment, unless we identify the Service or Device you have selected as specifically intended for that purpose (for example, with “phone as modem” plans, mobile broadband card plans, wireless router plans, etc.).

## Software License

If Boost provides you software as part of the Service and there are not software license terms provided with the software (by Boost or by a third party), then Boost grants you a limited, revocable, non-exclusive, non-transferable license to use the software to access the Services for your own individual use. You will not sell, resell, transfer, copy, translate, publish, create derivative works of, make any commercial use of, modify, reverse engineer, decompile, or disassemble the software. Boost may revoke this license at any time.

## Activation & Miscellaneous Charges

Based on our Policies, we may charge activation, prepayment, reactivation, program, or other fees to establish or maintain Services. Certain transactions may also be subject to a charge (for example, convenience payment, changing phone numbers, handset upgrades, etc.). You will be provided notice of these types of fees before we complete the requested transaction.

## Usage Charges

The types of charges that you incur will vary depending on the Service used and your service plan. You are responsible for the Services on your account and associated charges, including charges made by a person you permit to have direct or indirect access to your device even if you did not authorize its use. Charges may include, but are not limited to, prepayment for service charges; charges for additional services; and taxes, surcharges, and fees associated with your Services. For the actual usage charges applicable to your Service, see the detailed plan or other information we provide or refer you to during the sales transaction or on our website. Depending on your Services, charges for additional services may include operator and directory assistance, voicemail, call forwarding, data calls, texts, and Web access. If you (the account holder) allow end users to access or use your Device, you authorize end users to access, download, and use Services. You will generally be charged for use of Services before or at the time of use in accordance with your service plan. In certain instances, we may charge at some point after you use the Service. Charges are generally deducted from your account balance (for example, pay-per-use charges, subscription charges, etc.), though in some instances you may be able to pay for certain Services through a credit card, debit card, or other payment method. If you have incurred charges or fees that were not charged prior to your account balance reaching a zero balance, we may deduct these outstanding, unpaid charges and fees from any subsequent amounts you add to your account balance.

## Types of Charges

We typically assess the following types of charges: (1) “pay-per-use charges,” which are charges assessed each time a Service is used; (2) “subscription charges,” which are charges that allow you access to a Service or provide you a certain amount of use of a Service for a defined period of time. Subscription charges for Services end at 11:59 p.m., in the time zone in which your phone number is based, on the last day of your subscription period. Also, depending on your Service, certain types of subscription charges may be assessed automatically upon activation and automatically assessed for subsequent subscription periods; and (3) “download charges,” which are charges assessed when you download or access content, which we collect on behalf of ourselves or third-party content providers.

## How We Calculate Your Charges

**Regular Voice Calls:** We round up partial minutes of use to the next full minute. Time starts when you press “Talk” or your Device connects to the network and stops when you press “End” or the network connection otherwise breaks. You’re charged for all calls that connect, even to answering machines, voicemail, or voice transcription services. You won’t be charged for unanswered calls or if you get a busy signal. For incoming calls answered, you’re charged from the time shortly before the Device starts ringing until you press “End” or the network connection otherwise breaks. You’re charged for the entire call based on the rate that applies to the time period in which the call starts. However, the types of charges actually deducted from your account balance will vary depending on your Service.

**Walkie-Talkie Charges:** Charges for walkie-talkie calls apply to the person who starts the call and the person who receives the call. Depending on your Services, you may incur a charge for use of walkie-talkie Services for a designated period (for example, daily or monthly), or walkie-talkie usage may be charged on a pay-per-use basis. Pay-per-use charges work as follows: (1) usage is calculated by multiplying the duration of the call by the applicable rate; (2) you’re charged at least 6 seconds of airtime for each call you start, and subsequent communications in the same call are rounded up to and charged to the next second; (3) time begins when you press any button to start a walkie-talkie call and ends approximately 6 seconds after completion of a communication to which no participant responds, and subsequent walkie-talkie communications are considered new calls; and (4) responses to call alert transmissions are treated as new walkie-talkie transmissions even when responding within 6 seconds of receiving the alert. For the actual usage charges applicable to your Service, see the detailed plan or other information we provide or refer you to during the sales transaction (also available at [www.boostmobile.com](http://www.boostmobile.com)).

**Data Usage:** Depending on your Service, you may be charged for data usage. Unless we specifically tell you otherwise, data usage is measured in bytes, kilobytes, megabytes, and gigabytes—not in minutes/time. 1024 bytes equals 1 kilobyte (“KB”), 1024 KB equals 1 megabyte, and 1024 megabytes equals 1 gigabyte. Bytes are rounded up to KB, so you will be charged at least 1 KB for each data usage session (“data session”). Rounding occurs at the end of each data session and sometimes during a data session. Depending on your data Services, usage may be charged against an allowance or on a fixed price per KB, and you may be subject to limitations on the amount of data usage. If you are charged on a fixed price per KB, any fractional cents will be rounded up to the next cent. You are charged for all data directed to your Device’s Internet address, including data sessions you did not initiate and for incomplete transfers. As long as your Device is connected to our data networks, you may incur data charges. Examples of data for which you will be charged includes the size of a requested file or Data Content (game, ringer, etc.); Web page graphics (logos, pictures, banners, advertisement, etc.); additional data used in accessing, transporting, and routing the file on our network; data from partial or interrupted downloads; re-sent data; and data associated with unsuccessful attempts to reach websites or use applications. These data charges are in addition to any charges for the Data Content itself (game, ringer, etc.). Data used and charged to you will vary widely, even between identical actions or data sessions. Estimates of data usage—for example, the size of downloadable files—are not reliable predictors of actual usage.

## Taxes & Government Fees

Depending on your Services, we may deduct from your account balance all federal, state, and local taxes, fees, and other assessments that we’re required by law to collect and remit to the government on the Services that we provide to you. These charges may change from time to time without advance notice. If you’re claiming any tax exemption, you must provide us with a valid exemption certificate. Tax exemptions generally won’t be applied retroactively.

## Surcharges

Depending on your Services, you agree to pay all surcharges (“Surcharges”) that we may deduct from your account balance, which may include, but are not limited to: Federal Universal Service; various regulatory charges; Boost administrative charges; gross receipts charges and certain other taxes imposed upon Boost; or charges for the costs that we incur and pass along to you. **Surcharges are not taxes, and we are not required to assess them by law. They are charges we choose to collect from you, are part of our rates, and are kept by us in whole or in part. The number and type of Surcharges will be provided and may vary depending upon the location of the transaction or the primary account address of the payment method or Device and can change over time. We determine the rate for these charges, and these amounts are subject to change as are the components used to calculate these amounts.**

We will provide you notice of any changes to Surcharges in a manner consistent with this Agreement (see “Providing Notice To Each Other Under The Agreement” section). However, since some Surcharges are based on amounts set by the government or based on government formulas, it will not always be possible to provide advance notice of new Surcharges or changes in the amount of existing Surcharges. Information on Surcharges is provided during the sales transaction and is available on our website.

## Disputing Charges

Any dispute to a charge that we assess you must be made in writing within 60 days of the date we deduct the charge from your account balance. You accept all charges not properly disputed within the above time period.

## About Account Balances

To ensure continued access to the Service, you must maintain a positive account balance at all times or pay any applicable subscription charges (depending on your service plan). Account balances are not transferable, redeemable for cash, or refundable; that is, once you make payment on your account, you are provided a credit on your account that can only be used to pay for our Services during the effective period, which varies depending on your service plan. Positive account balances are forfeited if they are not used within the effective period specified in your service plan (if you properly replenish your account balance during the effective period, the effective period restarts). **If you do not use your account balance during the effective period, your account balance will expire and you will not be entitled to a refund or service credit.** Your Service will be interrupted if you fail to maintain a positive account balance or timely pay applicable subscription charges for each effective period. When this service interruption occurs, you will be given a period of time (which varies depending on your service plan) to make any appropriate payments on your account. **If you do not make such payments within this time period, your account will be cancelled. If your account is cancelled, you will lose any phone number, identification number, or email address associated with your account. Reactivation fees will apply if you choose to restart Service after cancellation.** There may be limits over which your account balance may not exceed. See the detailed plan or other information we provide or refer you to during the sales transaction (also available at [www.boostmobile.com](http://www.boostmobile.com)) for the effective period and cancellation period that applies to your Service.

## Establishing or Replenishing Account Balances

Information on how you can establish and maintain an account balance will be provided at activation and is also available at [www.boostmobile.com](http://www.boostmobile.com) or through Boost Customer Care. The replenishment methods available to you will depend on the terms of your Services. A fee may apply to certain replenishment methods. Some service plans may provide for automatic account balance replenishment through, for example, automatic billing to a credit card or debit

card or automatic debit from an eligible account with a financial institution. Payment through these methods may be subject to limitations, including, but not limited to, the number of times an account may be debited or charged in a particular time period; the amount that may be debited or charged from an account; or other limitations imposed by us or the financial institution that holds the account.

## Protecting Our Network & Services

We can take any action to: (1) protect our networks, our rights and interests, or the rights of others; or (2) optimize or improve the overall use of our networks and Services. Some of these actions may interrupt or prevent legitimate communications and usage—for example, message filtering/blocking software to prevent spam or viruses; limiting throughput; limiting access to certain websites, applications or other Data Content; prohibitions on unintended uses (for example, use as a dedicated line or use as a monitoring service), etc. For additional information on what we do to protect our customers, networks, Services and equipment, see our Acceptable Use Policy and Visitors Agreement at our website.

## Your Privacy

Our Privacy Policy is available at [www.boostmobile.com/privacy](http://www.boostmobile.com/privacy). This policy may change from time to time, so review it with regularity and care.

**Call Monitoring:** To ensure the quality of our Services and for other lawful purposes, we may monitor or record calls between us (for example, your conversations with our customer service or sales departments).

**Authentication and Contact:** You (the account holder) may password protect your account information by establishing a personal identification number (“PIN”). You may also set a backup security question and answer in the event you forget your PIN. You agree to protect your PIN, passwords, and other account access credentials like your backup security question from loss or disclosure. You further agree that Boost may, in our sole discretion, treat any person who presents your credentials that we deem sufficient for account access as you or an authorized user on the account for disclosure of information or changes in Service. You agree that we may contact you for Service-related reasons through the contact information that you provide, through the Services or Devices to which you subscribe, or through other available means, including text message, email, fax, recorded message, mobile, residential or business phone, or mail.

**CPNI:** As we provide telecommunications products and Services to you (the account holder), we develop information about the quantity, technical configuration, type, location, and destination of telecommunications products and Services you use, as well as some other information found on your bill (“CPNI”). Under federal law, you have the right, and we



have a duty, to protect the confidentiality of your CPNI. For example, we implement safeguards that are designed to protect your CPNI, including authentication procedures when you contact us. For some accounts with a dedicated Boost representative, we may rely on contacting your pre-established point of contact as the standard authentication measure.

**Third-Party Applications:** If you use a third-party application, the application may access, collect, use, or disclose your personal information or require Boost to disclose your information—including location information (when applicable)—to the application provider or some other third party. If you access, use, or authorize third-party applications through the Services, you agree and authorize Boost to provide information related to your use of the Services or the application(s). You understand that your use of third-party applications is subject to the third party's terms and conditions and policies, including its privacy policy.

**Information on Devices:** Your Device may contain sensitive or personal information (for example, pictures, videos, passwords, or stored credit card numbers). Boost is not responsible for any information on your Device, including sensitive or personal information. If possible, you should remove or otherwise safeguard any sensitive or personal information when your Device is out of your possession or control, for example, when you relinquish, exchange, return, or recycle your Device. By submitting your Device to us, you agree that our employees, contractors, or vendors may access all of the information on your Device.

### **Location-Enabled Services**

Our networks generally know the location of your Device when it is outdoors and/or turned on. By using various technologies to locate your Device, we can provide enhanced emergency 911 services and optional location-enabled services provided by us or a third party. Network coverage or environmental factors (such as structures, buildings, weather, geography, landscape, and topography) can significantly impact the ability to access your Device's location information and use of location-enabled services.

You agree that any authorized user may access, use, or authorize Boost or third-party location-enabled applications through the Services. You understand that your use of such location-enabled applications is subject to the application's terms and conditions and policies, including its privacy policy. If you activate location-enabled services for devices used by other authorized users, you agree to inform the authorized user(s) of the terms of use for location-enabled applications and that the Device may be located. For additional information on location-enabled services, see our Privacy Policy at our website.

## 911 Or Other Emergency Calls

**Public safety officials advise that when making 911 or other emergency calls, you should always be prepared to provide your location information.** Unlike traditional wireline phones, depending on a number of factors (for example, whether your Device is GPS-enabled, where you are, whether local emergency service providers have upgraded their equipment, etc.), 911 operators may not know your phone number, your location, or the location of your Device. In certain circumstances, an emergency call may be routed to a state patrol dispatcher or alternative location set by local emergency service providers. Enhanced 911 service (“E911”)—where enabled by local emergency authorities—uses GPS technology to provide location information. Even when available, however, E911 does not always provide accurate location information. If your Device is indoors or for some other reason cannot acquire a satellite signal, you may not be located. Some Devices have a safety feature that prevents use of the keypad after dialing 911—you should follow voice prompts when interacting with emergency service providers employing interactive voice response systems to screen calls.

## If Your Device Is Lost or Stolen

Call us immediately if your Device is lost or stolen because you may be responsible for usage charges before you notify us of the alleged loss or theft. You agree to cooperate if we choose to investigate the matter (provide facts, sworn statements, etc.). We may not credit or refund any account balance if you choose to terminate Services as a result of loss or theft of your Device.

## Disclaimer of Warranties

UNLESS EXPRESSLY PROVIDED IN WRITING OTHERWISE, WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING (TO THE EXTENT ALLOWED BY LAW) ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICES (INCLUDING YOUR DEVICE). WE DON'T PROMISE UNINTERRUPTED OR ERROR-FREE SERVICES AND DON'T AUTHORIZE ANYONE TO MAKE WARRANTIES ON OUR BEHALF.

## You Agree That We Are Not Responsible For Certain Problems

You agree that neither we nor our subsidiaries, affiliates, parent companies, vendors, suppliers, or licensors are responsible for any damages resulting from: (a) anything done or not done by someone else; (b) providing or failing to provide Services, including, but not limited to, deficiencies or problems with a Device or network coverage (for example, dropped, blocked, interrupted Services, etc.); (c) traffic or other accidents, or any health-related claims relating to our Services; (d) Data Content or information accessed while using our Services; (e) an interruption or failure in accessing or attempting

to access emergency services from a Device, including through 911, Enhanced 911 or otherwise; (f) interrupted, failed, or inaccurate location information services; (g) information or communication that is blocked by a spam filter; (h) damage to your Device or any computer or equipment connected to your Device, or damage to or loss of any information stored on your Device, computer, equipment, or Boost storage space from your use of the Services or from viruses, worms, or downloads of malicious content, materials, data, text, images, video, or audio; or (i) things beyond our control, including acts of God (for example, weather-related phenomena, fire, earthquake, hurricane, etc.), riot, strike, war, terrorism, or government orders or acts. You should implement appropriate safeguards to secure your Device, computer, or equipment and to back-up your information stored on each.

### **You Agree Our Liability Is Limited—No Consequential Damages**

TO THE EXTENT ALLOWED BY LAW, OUR LIABILITY FOR MONETARY DAMAGES FOR ANY CLAIMS THAT YOU MAY HAVE AGAINST US IS LIMITED TO NO MORE THAN THE PROPORTIONATE AMOUNT OF THE SERVICE CHARGES ATTRIBUTABLE TO THE AFFECTED PERIOD. UNDER NO CIRCUMSTANCES ARE WE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE, MULTIPLE, OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER ARISING OUT OF OR RELATED TO PROVIDING OR FAILING TO PROVIDE SERVICES IN CONNECTION WITH A DEVICE, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES.

## DISPUTE RESOLUTION

### **We Agree To First Contact Each Other With Any Disputes**

We each agree to first contact each other with any Disputes (defined below) and provide a written description of the problem, relevant documents and supporting information, and the proposed resolution. We agree to contact each other as described in the "Providing Notice To Each Other Under The Agreement" section.

### **Instead Of Suing In Court, We Each Agree To Arbitrate Disputes**

We each agree to arbitrate all Disputes between us, on an individual basis, not on a class-wide or consolidated basis. This agreement to arbitrate is intended to be broadly interpreted. In arbitration, there's no judge or jury. However, just as a court would, the arbitrator must honor the terms and limitations in the Agreement and can award damages and relief, including any attorneys' fees authorized by law. The arbitrator's decision and award is final and binding, with some exceptions under the Federal Arbitration Act ("FAA"), and judgment on the award may be entered in any court with jurisdiction. We each also agree as follows:

(1) **"Disputes" are any claims or controversies against each other related in any way to or arising out of in any way our Services or the Agreement, including, but not limited to, coverage, Devices, billing services and practices, policies, contract practices (including enforceability), service claims, privacy, or advertising, even if it arises after Services have terminated.** Disputes include claims that you bring against our employees, agents, affiliates, or other representatives or that we bring against you. It also includes but is not limited to claims related in any way to or arising out of in any way any aspect of the relationship between us, whether based in contract, tort, statute, fraud, misrepresentation, or any other legal theory.

(2) If either of us wants to initiate a claim to arbitrate a Dispute, we each agree to send written notice to the other providing a description of the dispute, a description of previous efforts to resolve the dispute, relevant documents and supporting information, and the proposed resolution. Notice to you will be sent as described in the "Providing Notice To Each Other Under The Agreement" section and notice to us will be sent to: General Counsel; Arbitration Office; 12502 Sunrise Valley Drive, Mailstop VARESA0202-2C682; Reston, Virginia 20191. We each agree to make attempts to resolve the dispute prior to filing a claim for arbitration. If we each cannot resolve the dispute within forty-five (45) days of receipt of the notice to arbitrate, then we each may submit the dispute to formal arbitration.

(3) The FAA applies to this Agreement and arbitration provision. We each agree that the FAA's provisions—not state law—govern all questions of whether a dispute is subject to arbitration.

(4) Unless we each agree otherwise, the Arbitration will be conducted by a single neutral arbitrator and will take place in the county of the last billing address of the Service.

(5) The arbitration will be governed and conducted by (a) a neutral third party arbitrator selected by each of us and based upon rules mutually agreed to by each of us or (b) JAMS. The JAMS rules, including rules about the selection of an arbitrator, filing, administration, discovery, and arbitrator fees, will be conducted under JAMS Comprehensive Arbitration Rules & Procedures. The JAMS rules are available on its website at [www.jamsadr.com](http://www.jamsadr.com). To the extent that this "Dispute Resolution" section conflicts with JAMS's minimum standards for procedural fairness, the JAMS's rules or minimum standards for arbitration procedures in that regard will apply. However, nothing in this paragraph will require or allow us or you to arbitrate on a class-wide or consolidated basis.

**(6) WE EACH AGREE THAT WE WILL ONLY PURSUE ARBITRATION ON AN INDIVIDUAL BASIS AND WILL NOT PURSUE ARBITRATION ON A CLASS-WIDE OR CONSOLIDATED BASIS. We each agree not to pursue arbitration on a classwide basis. We each agree that any arbitration will be solely between you and Boost (not brought on behalf of or together with another individual's claim). If for any reason any court or arbitrator holds that this restriction is unconscionable or unenforceable, then our agreement to arbitrate doesn't apply and the dispute must be brought in court.**

(7) We each are responsible for our respective costs relating to counsel, experts, and witnesses, as well as any other costs relating to the arbitration. However, we will pay for the arbitration administrative or filing fees, including the arbitrator fees. Otherwise the JAMS Comprehensive Arbitration Rules & Procedures and the JAMS Policy on Consumer Arbitrations Pursuant to Pre-Dispute Clauses, Minimum Standards of Procedural Fairness regarding costs and payment apply.

## No Class Actions

TO THE EXTENT ALLOWED BY LAW, WE EACH WAIVE ANY RIGHT TO PURSUE DISPUTES ON A CLASSWIDE BASIS; THAT IS, TO EITHER JOIN A CLAIM WITH THE CLAIM OF ANY OTHER PERSON OR ENTITY OR ASSERT A CLAIM IN A REPRESENTATIVE CAPACITY ON BEHALF OF ANYONE ELSE IN ANY LAWSUIT, ARBITRATION, OR OTHER PROCEEDING.

## No Trial By Jury

TO THE EXTENT ALLOWED BY LAW, WE EACH WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY LAWSUIT, ARBITRATION, OR OTHER PROCEEDING.

## Indemnification

You agree to indemnify, defend, and hold Boost and our subsidiaries, affiliates, parent companies harmless from any claims arising out of or relating to your actions, including, but not limited to, your use of the Service and any information you submit, post, transmit, or make available via the Service; failing to provide appropriate notices regarding location-enabled services (see "Location-Enabled Services" section); failure to safeguard your passwords, backup question to your shared secret question, or other account information; or violating this Agreement or any policy referenced in this Agreement, any applicable law or regulation, or the rights of any third party.

## Providing Notice To Each Other Under The Agreement

Except as the Agreement specifically provides otherwise, you must deliver written notice to us by mail to P.O. Box 54988, Irvine, CA 92619 or email to [Boostmobilecustomerassistance@boostmobile.com](mailto:Boostmobilecustomerassistance@boostmobile.com). We will provide you notice by correspondence to your last known address in our records, to any fax number or email address you've provided us, by calling you on your Device or any other phone number you've provided us, by voice message on your Device or any other phone number you've provided us, or by text message on your Device.

## Other Important Terms

Subject to federal law or unless the Agreement specifically provides otherwise, this Agreement is governed solely by the laws of the state encompassing the area code assigned to your Device, without regard to the conflicts of law rules of that state. If either of us waives or doesn't enforce a requirement under this Agreement in an instance, we don't waive our right to later enforce that requirement. Except as the Agreement specifically provides otherwise, if any part of the Agreement is held invalid or unenforceable, the rest of this Agreement remains in full force and effect.


This Agreement isn't for the benefit of any third party except our corporate parents, affiliates, subsidiaries, agents, and predecessors and successors in interest. You can't assign the Agreement or any of your rights or duties under it. We can assign the Agreement without notice. You cannot in any manner resell Devices or Services to another party. You cannot export any Device. The Agreement and the documents it incorporates make up the entire agreement between us and replaces all prior written or spoken agreements—you can't rely on any contradictory documents or statements by sales or service representatives. The rights, obligations, and commitments in the Agreement that—by their nature—would logically continue beyond the termination of Services (for example, those relating to billing, payment, 911, dispute resolution, no class action, no jury trial) survive termination of Services.

**BOOST MOBILE. BE HEARD.**

**boostmobile.com**

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