



---

# Welcome to Sprint Wireless Advantage Club

The program designed for family and friends of Sprint employees

■ Plans	Page 2
■ Device pricing	Page 2
■ How to purchase	Page 2
■ Billing	Page 2
■ Employee Care	Page 3
■ Device Protection Coverage	Page 4
■ What to do if you have a problem with your device	Page 4

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

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

# Sprint Wireless Advantage Club

The program for your family and friends

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

## Rate Plans

### Advantage Unlimited Freedom

Monthly Charge	\$30/line/month Price with Auto Pay
Data	Unlimited Includes 15 GB of hotspot data per line and HD streaming video
Talk & Text	Unlimited
Bundled Extras	Hulu and TIDAL Premium

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

International Roaming: Unlimited Talk, Text and 10GB LTE data in Canada and Mexico.

Ultra high definition buy-up: \$10/mo.

For mobile broadband, tablet and Sprint Phone Connect plans, visit [sprint.com/plans](http://sprint.com/plans)

#### More perks

- HD streaming video, 15GB of hotspot data per line
- Waived upgrade fee, Waived activation fee
- Nationwide long distance, Call waiting, Three-way calling, Caller ID
- Unlimited talk, text and 10GB LTE data in Mexico & Canada
- Global Roaming in over 185 Worldwide Destinations
- TV you love, with Hulu/Music streaming with TIDAL Premium
- 25% discount on accessories

#### Device pricing and upgrade eligibility

Advantage Club prices are the same as national consumer prices. For specific device prices, visit [sprint.com](http://sprint.com)

Upgrade eligibility follows the Sprint Upgrade policy.

Visit [sprint.com/upgrades](http://sprint.com/upgrades) for details.

For more information on Sprint Flex, visit [sprint.com/flex](http://sprint.com/flex)

#### How to purchase

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

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

#### Account management

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

#### Account Limit

Each employee is allowed to sponsor 100 Advantage Club accounts.

#### Complete program details

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

- Program overview
- Policy documents
- FAQs

#### Billing

All Advantage Club accounts are required to be on eBill. Accounts receiving a paper bill will be charged \$0.99/month. Go to [sprint.com/ebill](http://sprint.com/ebill) to change billing preferences.

## The importance of self-service

At Sprint, our self-service tools provide fast and convenient service for you. From the plans and devices we offer to the services we provide, everything is designed to help ensure you have the best wireless experience possible. We offer simple and flexible options, which all start at [sprint.com](https://sprint.com). Check out these simple options for fast self-serve:

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

[Sprint.com](https://sprint.com) is your first step for all transactions before contacting Employee Care!

### My Sprint®

Manage your account online by going to [sprint.com/mysprint](https://sprint.com/mysprint) and registering as an account holder.

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

**Registering as an account holder will allow you to:**

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

### Employee Care

After you have tried [sprint.com](https://sprint.com) to resolve your issues, these options are available for you:

1. Visit Sprint retail store Service and Repair for device performance issues.
2. Email your issue to [employeehoneprograms@sprint.com](mailto:employeehoneprograms@sprint.com).
3. Chat in from [sprint.com](https://sprint.com).
4. Press **✱ 2** to speak to an agent.

Push **✱ 3** on your wireless device to pay your bill (available 24/7).

Push **✱ 4** on your wireless device to check minutes used (available 24/7).

## Device Protection Coverage

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

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

Visit [sprint.com/protection](https://sprint.com/protection) for complete terms and conditions and a list of devices by MRC.

Advanced Protection Pack provides protection for tablets. Advanced Protection Pack is the best value at \$13 per month. However, you may enroll in Advanced Device Insurance for \$3.25/month/device or Advanced Device Service and Support for \$4/month/device. A \$100 or \$200 nonrefundable deductible per approved loss, theft and accidental damage claim applies; there is no deductible for mechanical and electrical breakdown. There is a limit of three approved claims within a 12-month rolling period, beginning on the fulfillment date of your first repair or replacement, with a maximum replacement value of \$1,500 per claim inclusive of standard accessories — applies to claims for accidental damage, loss or theft. There is no limit on number of mechanical and electrical breakdown claims. If the claim involves a damaged or malfunctioning device, you will be provided with detailed instructions on how to return the device. Replacement equipment may be a new or refurbished device and/or a comparable model. You may cancel your optional coverage at any time online at [sprint.com](https://sprint.com), and you will receive a prorated refund and/or credit, if any, of your unearned premium/fee, within the applicable time required by law.

## What to do if you have a problem with your device

For phones, smartphones or mobile broadband cards:

- If you have a mechanical/electrical problem, failure from normal wear and tear or need routine phone maintenance, go to a Sprint Phone Repair Center to have your device repaired or replaced.
- If you have Total Equipment Protection Plus, Total Equipment Protection, or the Equipment Service & Repair Program (ESRP) on your account, your first two repair/exchange transactions are included at no additional charge. A \$25 service fee applies to each subsequent repair or exchange in any consecutive 12-month period.
- If you do not have a device protection program listed above, charges for repairs will be quoted before work is begun.
- Visit [sprint.com/storelocator](https://sprint.com/storelocator) to find a store near you.

For tablets:

- If you have Advanced Protection Pack, file a claim at [sprint.com/protection](https://sprint.com/protection).
- If you do not have Advanced Protection Pack, contact the manufacturer for support.

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

For phones, smartphones or mobile broadband cards:

- If you have Total Equipment Protection or Total Equipment Protection Plus, call Asurion at 800-584-3666 or visit [sprint.com/protection](https://sprint.com/protection) to file a claim to have your device replaced. There is a nonrefundable deductible of up to \$250 (depending on device model). Check for your model's deductible amount at [phoneclaim.com/sprint](https://phoneclaim.com/sprint) and click on "My Deductible."
- If you do not have Total Equipment Protection or Total Equipment Protection Plus and are not eligible for an upgrade, you will need to purchase another device at full cost.

For tablets:

- If you have Advanced Protection Pack, visit [sprint.com/protection](https://sprint.com/protection) to file a claim to have your device replaced. There is a nonrefundable deductible of up to \$200 (depending on device model).
- If you do not have Advanced Protection Pack, you will need to purchase another device at full cost.

**\*\*Monthly charges exclude taxes, Sprint Surcharges [incl. USF charge of up to 17.90% (varies quarterly), Administrative Charge (up to \$2.50/line/mo.), Regulatory Charge (\$0.40/line/mo.) & state/local fees by area (approx. 5%–20%)]. Sprint Surcharges are not taxes or gov't.-required charges and are subject to change. Details: [sprint.com/taxesandfees](https://sprint.com/taxesandfees).**

**Subject to credit. Employee Phone Program Service Plans:** Offers are not combinable with other offers. Sprint may change or cancel offers at any time. **Quality of Svc. (QoS):** Customers who use more than 50GB of data during a billing cycle will be deprioritized during times & places where the Sprint network is constrained. See [sprint.com/networkmanagement](https://sprint.com/networkmanagement) for details. **Usage Limitations:** To improve data experience for the majority of users, throughput may be limited, varied or reduced on the network. Sprint may terminate service if off-network roaming usage in a month exceeds: (1) 800 min. or a majority of min.; or (2) 100MB or a majority of KB. Prohibited network use rules apply. See [sprint.com/termsandconditions](https://sprint.com/termsandconditions). **Lease:** Credit approval req. Terms for all other customers will vary including amount due at signing & taxes/fees. Req. qualifying device & service plan. No equipment security deposit required. Upon completion of 18-mo. term, customer can continue to pay monthly lease amount, purchase or return the device. Customer is responsible for insurance and repairs. **Early termination of lease/service:** Remaining lease payments will be due immediately, and requires device return or payment of purchase option device price in lease. **Annual Upgrades:** Req. active line thru time of upgrade with min. 12 consecutive monthly service plan payments, & add-on if required, new phone Lease, acct. in good standing, & give back of current eligible device in good & functional condition. After upgrade, remaining unbilled lease payments are waived. Add-on must be added within 30 days of purchase. **Advantage Service Plans additional terms:** Includes unlimited domestic long distance calling, texting, data and 15GB of high-speed mobile hotspot, VPN and P2P data. Third-party content/downloads are add'l. charge. Select international services included. See [sprint.com/globalroaming](https://sprint.com/globalroaming). Migration from current Sprint consumer accounts to Advantage Club is currently limited to 1 account per employee per calendar year. **Hulu:** Only available in the U.S. Req. registration from Sprint phone at [hulu.com/sprint](https://hulu.com/sprint). Incl. access to one Hulu Limited Commercials plan per each eligible Sprint account (excl. other Hulu plans and add-ons) while eligible Sprint plan is active and in good standing. Valid for new or returning Hulu subscribers or certain existing Limited Commercials subscribers. Select Hulu content streams in HD on supported devices subject to connectivity. Tablets may stream Hulu content via included Sprint Hot Spot or may subscribe to separate unlimited data plan for tablets. Not redeemable or refundable for cash or gift subscriptions. Hulu may place account on inactivity hold based on Hulu usage. Cancel Hulu anytime. See full offer terms at [sprint.com/hulu](https://sprint.com/hulu). **Other Terms:** No additional plan discounts apply. Other restrictions apply. Coverage not available everywhere. Offer & service plan features not available in all markets/retail locations or for all phones/networks. Pricing, offer terms, fees & features may vary for existing customers. See [sprint.com/coverage](https://sprint.com/coverage) for details. © 2018 Sprint. Sprint and the logo are trademarks of Sprint. Other marks are the property of their respective owners. All rights reserved.