Your service and repair questions answered.

With or without a device protection plan, you can resolve a variety of issues at one of over 1,200 Sprint Phone Repair Centers.

Many repairs can be resolved the same day, and in some cases in about an hour. A Sprint Technician will determine in-store repair eligibility. Some issues may be resolved by exchanging the device. Device replacements typically arrive within 3-4 business days. Insurance replacements typically arrive in one business day.

### Service and Repair Pricing at Sprint Phone Repair Centers

<table>
<thead>
<tr>
<th>Level</th>
<th>Issue</th>
<th>Total Equipment Protection (TEP)</th>
<th>No Protection (w/o TEP or AppleCare+)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Content Management</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>2</td>
<td>Mechanical/Electrical</td>
<td>$0 for first two. A $25 service fee applies to each subsequent incident in any consecutive 12-month period.</td>
<td>$75 Repair: $75 Exchange: $350</td>
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<tr>
<td></td>
<td>In Warranty</td>
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<tr>
<td></td>
<td>Mechanical/Electrical</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Out of Warranty</td>
<td>Repair: $200 Exchange: $350</td>
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</tr>
<tr>
<td></td>
<td>Insurance Repair Claim</td>
<td>$25/$50/$75/$100/$125 Deductible*</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Exchange: $50/$100/$150/$200/$250 Deductible*</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Insurance Replacement Claim</td>
<td>$50/$100/$150/$200/$250 Deductible*</td>
<td>MSRP/CPO Purchase</td>
</tr>
</tbody>
</table>

### Are all devices eligible for repair in a Sprint Phone Repair Center?

Most phones and data cards are eligible for in-store repair. Ineligible devices include tablets, inactive phones, phones on prepaid plans and other selected devices.

### How will my issue be resolved?

Every effort will be made to resolve your issue and return your original device to you. If you are enrolled in Total Equipment Protection, you can contact Asurion to file a claim for loss, theft, physical or liquid damage. An approved device replacement or repair insurance claim will incur a nonrefundable deductible charge.

### If my device is exchanged, what should I expect of my replacement device?

Replacement equipment may be new or a Sprint-certified remanufactured* device. Equipment will be the same or a comparable model with similar features as your original device. Remanufactured replacements have been tested and inspected to meet or exceed Sprint quality standards. Standard battery and standard battery charger are only covered if part of a repair or loss to the covered equipment. In the case of ordered replacements, you may keep your original device until the replacement arrives. The original device must be returned to Sprint. Upon Receipt, Sprint will clear all remaining content from your device, microSD™ and SIM to protect your privacy. All content left in the device will be irretrievable.

### Can I get help customizing my device?

Once your repair service is complete, just ask your repair technician and he or she will be happy to provide more information as well as assist you in customizing your device.

### What stores can I go to?

For mechanical or electrical failures, you can have your device repaired at one of more than 1,200 convenient Sprint Phone Repair Centers with on-site experts to assist you with a wide variety of device issues, covering more types of issues than the rest of the industry. To find a complete list of Repair Centers near you, go to sprint.com/storelocator. Not all Sprint stores are authorized to provide service or repair for device issues.

### If my device is exchanged, will my phonebook and content be transferred to the replacement device?

In most cases, Sprint will be able to transfer your phonebook. In select cases there may be device limitations that prevent it. You may need to download some applications and media from their original sources again. You should always keep a backup of your phonebook and content to ensure retention. To protect your privacy, all personal content will be cleared from the Sprint systems after transfer.

### How do I file an insurance claim if I’m enrolled in Total Equipment Protection (TEP)?

Claims can be submitted at phoneclaim.com or by calling Asurion at 800-584-3666. Your claim must be filed within 60 days of the loss, theft, or physical or liquid damage. Limit of three claims within any consecutive 12 months with a maximum replacement value of $1,500 per approved claim. A nonrefundable deductible between $25 and $125 applies for replacement claims. Equipment will be the same or a comparable model with similar features as your original device. Device replacements for approved claims typically arrive in one business day when submitted by 10:00 PM Central Time. A nonrefundable deductible between $25 and $125 applies for repair claims. You may cancel your optional coverage at any time and receive a prorated refund/credit.

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For complete details on device protection for all Sprint devices, visit sprint.com/deviceprotection.

*Deductibles are based on device type. For a complete deductible list visit sprint.com/protection.

**Remanufactured equipment provided by CNA as replacement equipment meet Sprint's strict quality standards and are Sprint certified.

Total Equipment Protection is a combination of the Equipment Replacement Program (ERP) underwritten by Continental Casualty Company, a CNA company (CNA), and administered by Asurion Protection Services, LLC, a licensed agent of CNA (In California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #0A63961. In Iowa, Lic. #1001002300. In Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.), and the Equipment Service and Repair Program administered by Asurion Warranty Protection Services, LLC or one of its affiliates. Please see the program brochure available at any participating retail location or visit phoneclaim.com/sprint/program for complete terms of coverage. Terms and conditions are subject to change. Coverage terms may vary by state and eligibility may vary by device. All applicable taxes and surcharges are extra.