



Welcome to Sprint Wireless Advantage Club

The program designed for family and friends of Sprint employees

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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 EmployeeCare.

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. 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 Club subscribers can select between two different rate plans. Subscribers may change plans at anytime.

Advantage Unlimited Plus

Monthly Charge: \$30/line/month Price with Auto Pay

Data: Unlimited: Includes 50 GB of hotspot data per line and HD streaming video

Talk & Text: Unlimited

Bundled Extras: Hulu and TIDAL Premium

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

Advantage Unlimited Premium

Monthly Charge: \$40/line/month Price with Auto Pay

Data: Unlimited: Includes 100 GB of hotspot data per line and Full HD streaming video

Talk & Text: Unlimited

Bundled Extras: Hulu, TIDAL HIFI, Lookout Premium Plus

Premium Bundled Extra: Amazon Prime

International Roaming: Unlimited Talk, Text and 4G LTE data in Canada and Mexico

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 50GB/mo.

Data deprioritization during congestion. MHS. P2P and VPN reduced to 3G speeds after 100GB/mo.

For mobile broadband, tablet and Sprint Phone Connect plans, visit sprint.com/plans

More perks

- Waived upgrade fee. Waived activation fee
- Nationwide long distance. Call waiting. Three-way calling. Caller ID
- Global Roaming in over 200 Worldwide Destinations
- 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

Upgrade eligibility follows the Sprint Upgrade policy.

Visit sprint.com/upgrades for details.

For more information on Sprint Flex, visit 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 to place their order online.

- To upgrade your device or add lines to existing accounts call 866-337-1033 or visit sprint.com or a company-owned Sprint store.
- To find a store that supports Advantage Club, go to 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 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. Check out these simple options for fast self-serve:

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

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 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
- Authorize digital media purchases (ringtones and other downloads)
- Enroll in eBill Online Billing at 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 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.
3. Chat in from 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 Plans

Sprint encourages all subscribers to enroll in Sprint Complete for worry-free protection, repair, and support benefits to optimize their connected lives.

Sprint Complete provides coverage against loss, theft, damage and malfunction for all eligible devices. For smartphones, the monthly charge is \$15 or \$19, depending on the device, and includes these valuable benefits: \$29 cracked screen repair, unlimited hi-res cloud storage for photos and videos, online password management and protection, and live support from U.S.-based Tech Experts to help you get the most from your device. With an eligible iPhone, Sprint Complete also includes AppleCare Services for 24/7 priority access to Apple experts via phone and chat, and direct access to certified repairs at Apple Stores and Apple Authorized Service Providers. For basic phones, the monthly charge is \$9, and includes these benefits: \$25 cracked screen repair and 5 GB photo and video storage.

For smartwatches, the monthly charge is \$15 or \$19, depending on the model, and includes unlimited hi-res cloud storage for photos and videos, and live support from U.S.-based Tech Experts. With an eligible Apple watch, Sprint Complete also includes AppleCare Services for 24/7 priority access to Apple experts via phone and chat, and direct access to certified repairs at Apple Stores and Apple Authorized Service Providers. For tablets, the monthly charge is \$13, and includes unlimited hi-res cloud storage for photos and videos, and live support from U.S.-based Tech Experts.

For more information about the Sprint Complete suite of products, visit sprintcomplete.com/landing. Full terms and conditions for the program can be viewed and downloaded online at protection.sprint.com/terms-and-conditions.

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 Repair Center to have your device repaired or replaced.

Repair service fees vary by device, and will be quoted before any work is completed. Sprint Complete subscribers can find their specific service fees at sprintcomplete.com/landing.

Visit sprint.com/storelocator to find a Sprint Repair Center near you. If one is not close by, you may be able to initiate a mail-in repair at sprintcomplete.com/landing.

For tablets:

Sprint Repair Centers do not repair tablets. If you are a Sprint Complete subscriber, simply initiate a claim at sprintcomplete.com/landing.

If you are not a Sprint Complete subscriber, contact the manufacturer for support.

What to do if you lose your device, or if it is stolen or damaged beyond repair

For phones, smartphones or mobile broadband cards:

If you have Sprint Complete, call Asurion at 800-584-3666 or visit sprintcomplete.com/landing to file a claim to have your device replaced. There is a non refundable deductible of up to \$275 (depending on device model). Check for your model's deductible amount at phoneclaim.com/sprint and click on "My Deductible."

If you do not have Sprint Complete and are not eligible for an upgrade, you will need to purchase another device at full cost.

For tablets:

If you have Sprint Complete, visit sprintcomplete.com/landing to file a claim to have your device replaced. There is a nonrefundable deductible of \$100 or more (depending on device model).

If you do not have Sprint Complete, you will need to purchase another device at full cost.

****Monthly charges exclude taxes, Sprint Surcharges (incl. USF charge of up to 20.2% (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.**

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 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. **Advantage Premium Service Plans additional terms:** Includes unlimited domestic long distance calling, texting, data and allotment 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. Migration from current Sprint consumer accounts to Advantage Club is currently limited to 5 account per employee per calendar year. **Hulu,** Only available in the U.S. Req. registration from Sprint phone at 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. **Other Terms:** No additional plan discounts apply. Other restrictions apply. Coverage not available everywhere. Offer & service plan not available in all markets/retail locations or for all phones/networks. Included features/content may change or be discontinued at any time. Accounts that cancel lines within 30 days of activating on promo pricing may void savings. Pricing, offer terms, fees & features may vary for existing customers. See 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.