



Previous Carrier Payoff Application

We'll base your one-time bill credit on the device installment plan charges, service contract charges, and early termination fees from your previous carrier — with a maximum credit of **\$1,000 per phone line** (Wireless) and/or **\$1,000 per residence** (Home Services). That credit will be applied to your C Spire bill until it has been depleted. You are responsible for paying any remaining balance to your previous carrier.

To receive your switching credit from C Spire, submit the following items via email within 90 days of activation or installation if submitting for home and wireless:

Have you included everything?
Check when complete

- Copy of the last bill from your previous carrier showing the remaining **device payment plan balance** (Wireless) or **early termination fee clearly marked** (Home Services), along with the account name and address.
- Completed copy of this form.

TO SUBMIT: Scan or take a picture of your bill and this form and send to: promocredit@cspire.com

NOTE: If you have not received credit on your C Spire account within 60 days, please contact us at 1-855-CSPIRE5 or chat with a representative at www.cspire.com

CUSTOMER INFORMATION

FIRST NAME _____ MI _____

LAST NAME _____

BILLING ADDRESS _____

CITY _____

STATE _____ ZIP _____ CONTACT NUMBER _____

EMAIL ADDRESS _____

WIRELESS

MOBILE NUMBERS RECENTLY ACTIVATED WITH C SPIRE

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DATE OF PURCHASE

____ / ____ / ____

Application must be received within 90 days of purchase for credit to be applied.

NOTE: Up to \$1,000 for remaining installment plan balance credit per phone line. Wearable or tablet lines do not qualify. Taxes not included in credit.

HOME SERVICES (Fiber Internet)

SERVICE ADDRESS (if different from billing address)

CITY _____

STATE _____ ZIP _____

DATE OF INSTALLATION

____ / ____ / ____

Application must be received within 90 days of installation for credit to be applied.

NOTE: Up to \$1,000 for early termination fee credit per residence. Taxes not included in credit.

Promotional Offer available to well-qualified buyers for limited time only. Wireless previous carrier payoff requires new smartphone activation on Device Payment Plan (DPP) and port-in. Complete documentation of customer's balance due on device installment plan with prior carrier must be submitted within 90 days of new activation. Customer may receive bill credit not to exceed the amount of device installment balance remaining from prior carrier; amount of credit may not exceed \$1,000. Credit will apply within 60 days after receipt of Previous Carrier Payoff Application and bill from prior carrier, listing final device installment balance. Submitted bill must match the phone number switched to C Spire. Fiber previous carrier payoff requires installation of C Spire Home Services. A copy of the final bill from a previous internet service provider, with early termination fees clearly marked, must be submitted within 90 days of installation or two weeks from the date listed on previous provider bill, whichever is later. Customer may receive bill credit not to exceed the amount of early termination fee charged by previous provider; amount of credit may not exceed \$1,000. Credit will apply within 60 days after receipt of Previous Carrier Payoff Application and bill from prior carrier, with early termination fees clearly marked. If submitting a Previous Carrier Payoff Application for both wireless and fiber services all required documents detailed above must be submitted within 90 days of installation or two weeks from the date listed on previous provider bill, whichever is later. Additional information may be required in C Spire's sole discretion. New C Spire account must be current on payments to receive bill credit. Offer void if C Spire service canceled prior to issuance of credit, or for any reason in C Spire's sole discretion. Not transferable; not redeemable for cash. Other restrictions may apply. ©2026 C Spire. All rights reserved.