

# Previous Carrier Device Payoff Application

We'll base your one-time bill credit on the device installment plan charges and early termination fees from your old carrier, with a maximum credit of \$1,000 per line. That credit will be applied to your C Spire bill until it has been depleted. You are responsible for paying any balance to your previous carrier.

**To receive your switching credit from C Spire, submit the following items via email within 90 days of purchase:**

Have you included everything?  
Check when complete

- Copy of the last bill from your previous wireless carrier showing the remaining device payment balance on each mobile number and 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](mailto: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](http://www.cspire.com)

FIRST NAME

MI

LAST NAME

BILLING ADDRESS

CITY

STATE

ZIP

CONTACT NUMBER

EMAIL ADDRESS

MOBILE NUMBERS RECENTLY ACTIVATED WITH C SPIRE

**NOTE:** Up to \$1,000 for remaining installment plan balance credit per phone line. Wearable or tablet lines do not qualify and are not eligible to paid off from previous carrier. Taxes not included in credit.

DATE OF PURCHASE

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

Offer available to well-qualified buyers for limited time only. 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 Device Payoff Application and bill from prior carrier, listing final device installment balance. Submitted bill must match the phone number switched to C Spire. Additional information may be required in C Spire's sole discretion. New C Spire account must be current on payments to receive bill credit. Not transferable; not redeemable for cash. Other restrictions may apply. ©2026 C Spire. All rights reserved.

