BEFORE YOU BEGIN

Your mobile phone should be powered Off. If this is a replacement phone, both new and old Mobile Phones should be Off. IMPORTANT: Failure to leave your old mobile phone powered Off could result in service problems.

You will need the following information:

- Mobile Number
- Last 4 digits of the Account Holder’s Social Security Number
- ZIP Code
- One of the following
  - C Spire Order # (located below the barcode)
  - Insurance Claim Number (located on the receipt included in the shipment)
  - Warranty Claim Number (located on your packing slip)

STEP 1 – Choose to Activate Online or by Phone

Option 1: Activate Online

1. Go to cspire.com/activate
If you don't have Wi-Fi or cellular access, you may need to connect iPhone to your computer in order to complete activation. Connecting iPhone to your computer also lets you sync information, music, and other content with iTunes. See “Syncing with iTunes” on page 18.

**STEP 2 – Setup and Activation**

1. Insert the 4G SIM card provided to you by following the instructions in your phone’s user guide.
   *Note: If you received a Samsung Galaxy S, you will not have been provided a 4G SIM card as they already have a non-removable SIM card inside.*
2. Insert the battery into your new phone (if applicable) and power the phone on.
3. Follow your phone’s activation prompts to complete the activation.
   *Do not, at any point, dial *228. This activation code does not work on 4G phones and can actually prevent the phone from activating properly.*
4. Once you have completed your phone’s activation, wait 5 minutes before placing a call or sending a text to give the phone time to acclimate itself.

**STEP 3 – For iPhone only - Connecting iPhone to your computer**

If you don’t have Wi-Fi or cellular access, you may need to connect iPhone to your computer in order to complete activation. Connecting iPhone to your computer also lets you sync information, music, and other content with iTunes. See “Syncing with iTunes” on page 18.

**Connect iPhone to your computer:** Use the Dock Connector to USB Cable provided with iPhone.

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**Option 2: Activate By Phone**

1. Call 1-855-CSPIRE5 (277-4735) from any phone other than your new phone and follow the prompts.
2. If you are moving your existing number from another carrier, the port must have been requested when you ordered your phone.

**STEP 3 – For iPhone only - Connecting iPhone to your computer**

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**Upgrade Phone Return**

US Postal Service Shipping instructions

**Note:** If you’ve agreed to trade in your existing handset for a trade-in credit, returning your old handset is required. Failure to return your device within 10 days of receiving your new phone will result in additional charges being applied to your C Spire account or credit card.

1. Power off your phone and place your existing handset to be returned to C Spire in the return envelope provided. Attach the label provided.
2. Drop in any US Postal Service mailbox.

**Insurance Phone Return**

US Postal Service Shipping instructions

**Note:** Returning your old handset, regardless of condition, is required. Failure to return your original phone to eSecuritel may result in charges of $100 in equipment and processing fees.

1. Place the damaged handset to be returned to eSecuritel in the return envelope provided. Attach the label provided.
2. Drop in any US Postal Service mailbox.
3. Please keep the receipt, original box, manual and all packaging materials in a safe place. In the event that you experience problems with your replacement handset you must have these items for future exchanges with eSecuritel.

**Warranty Phone Return**

US Postal Service Shipping instructions

**Note:** If you’ve agreed to trade in your existing handset for a trade-in credit, returning your old handset is required. Failure to return your original phone to eSecuritel may result in additional charges being applied to your C Spire account or credit card.

1. Power off your phone and place your existing handset to be returned to C Spire in the return envelope provided. Attach the label provided.
2. Ship via UPS. Place the package in any UPS drop box within 10 days of receiving your replacement phone. Visit www.ups.com to locate drop box or store locations near you. Do NOT drop off at a US Post Office.

**Option 2: Activate By Phone**

1. Call 1-855-CSPIRE5 (277-4735) from any phone other than your new phone and follow the prompts.
2. If you are moving your existing number from another carrier, the port must have been requested when you ordered your phone.

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