



EASY ACTIVATION INSTRUCTIONS FOR 4G PHONE

If this is a shipped order and you are returning your phone for a trade-in credit, warranty exchange, or insurance exchange, please refer to the detailed return instructions after your activation is complete.

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

The screenshot shows a web browser window displaying the C Spire activation page. The page title is "Activating Your Device". At the top, there is a navigation bar with links for "WIRELESS", "BUSINESS", "FIBER TO THE HOME", "SHOP", "PERCS", and "COMMUNITY". Below the navigation bar, there is a "SIGN IN" button and a search icon. The main content area contains a form with the following fields and options:

- Mobile Number:** A text input field with a placeholder "() () - () ()".
- How did you receive your new phone or mobile broadband device?** A radio button selection with three options:
 - I bought it on the website or via Telesales, or I bought it on the website and picked it up in the store.
 - It was given to me as a replacement by the Phone Insurance / Extended Warranty provider.
 - It was given to me as a replacement through the warranty process.
- Order Number:** A text input field with a placeholder "(10-digit number sent to your email address)".
- Last four digits of the Social Security Number or Tax ID Number used to set up the account:** A text input field.

At the bottom of the form, there is a blue "Continue" button. On the right side of the page, there is a "Common Questions" section with links to "Activation Instructions", "iPhone Activation Instructions", "BlackBerry Activation Instructions", "C Spire Quick Facts Guide", "Contact Us", and "Visit Answer Center". Below that, there is a "Have More Questions?" section with links to "Find answers to all your questions" and "Visit Support".



2. Enter your Mobile Number
3. Choose how you received your new phone

I bought it on the website, via telesales or picked up in-store

- Enter your Order Number (located on the top right of your packing slip) and click Continue.
- If you are moving your existing number from another carrier, the port must have been requested when you ordered your phone.

Note: By activating the phone(s) included in this shipment, you acknowledge receiving a copy of the C Spire Service Agreement and that you have read and agree to the Service Agreement. This agreement can be found online at cspire.com. If you purchased the phone(s) under a Promotion Offer Contract ("POC") you further agree to maintain C Spire service for the device(s) for the Term set forth in the POC, and if you deactivate Service before the expiration of the Term, you will be required to pay a Liquidated Damages Termination Charge ("LDTTC") or Early Termination Fee ("ETF") in the amount set forth in the POC.

It was given to me as a replacement by the Phone Insurance provider

- Enter your Insurance Claim Number (located on the receipt included in the shipment) and click Continue.
- If your insurance claim was for a damaged phone, you need to return the damaged phone. See **Insurance Phone Return** for instructions.

It was given to me as a replacement through the warranty process

- Enter your Warranty Claim Number (located on your packing slip) and click Continue.
- If the warranty phone is the same model as your current phone, you need to keep the back cover and battery from your original phone, and ship your original phone. See **Warranty Phone Return** for instructions.

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 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 3, 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.

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

UPS Shipping instructions 

NOTE: Failure to return your original phone to C Spire within 10 days of receiving your replacement phone will result in additional charges being applied to your C Spire account or credit card.

1. Place your original phone to be returned to C Spire in the plastic bubble wrap pouch and seal the pouch by removing the plastic strip to expose the adhesive. Don't forget to keep the back cover and battery from your original phone if your replacement phone is the same type as your original phone.
2. Place the pouch in the cardboard box provided for shipping. Remove the plastic strip to expose the adhesive and fold down the top to seal the box. Your original phone should now be secured and ready to ship to C Spire. NOTE: The box includes a pre-printed shipping label. No additional postage is required if shipped via UPS.
3. 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.