

# Hawaii Sprint Relay Store Wireless Order Form



<b>Customer's Name:</b>	First Name	Middle Initial	Last Name

**New Activation?** OR  **Upgrade?** Phone Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

## Select One Phone and Color to Order

### Apple iPhone XR

Size - Choose one

64 GB

128 GB

### Apple iPhone XR

Color - Choose one (128 GB in Black only)

Black  Yellow

White  Coral

Red  Blue

### Apple iPhone 8

Size - Choose one

64 GB

Color

Space Gray

### Apple iPhone 8 Plus

Size - Choose one

64 GB

Color

Space Gray

Devices shown require a new-line activation (or eligible upgrade) on a qualifying plan with data and two-year agreement.

**Offer available only through the Relay Hawaii Equipment Program**

Not available at Sprint retail stores, TeleSales, or online at sprint.com

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## Monthly Service Plan

**Sprint Relay Data Only Plan - \$54.99/mo.** (\$44.99 plus \$10 required Premium Data add-on).  
Discounts do not apply to this plan.

Select	Monthly Price**	SMS Text Messaging	Unlimited Data	Voice Rate	Total Monthly Price
	\$54.99	Unlimited	Unlimited	\$0.20/minute	\$54.99

### **Plan Includes:**

- ✓ Unlimited email (while on the Sprint Network)
- ✓ Unlimited internet access (while on the Sprint Network)
- ✓ Unlimited instant messaging (while on the Sprint Network)
- ✓ Unlimited domestic SMS text and picture messaging (while on the Sprint Network)
  - Video text messages are not included
- ✓ Incoming calls are blocked on all devices. The block is not removable.
  - **NOTE: 9-1-1 will not be blocked**
- ✓ Outgoing voice calls will be billed \$0.20/min for local voice calls or \$0.40/min for long distance voice calls.

### **Choose Device Protection**

Choosing equipment protection is highly recommended. A nonrefundable deductible applies for approved claims for loss, theft, physical or liquid claims.

- **Sprint Complete:** Your initials here: \_\_\_\_ Accept, \$15/mo.  
Coverage for loss, theft, physical or liquid damage, and mechanical and electrical breakdown (malfunction). Unlimited cloud storage for your photos and videos. Online password management tools to help you protect your accounts, along with personalized help to restore your identity via the Complete Security app. With an eligible iPhone, you get 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 the first two accidental damage from handling claims during the first two years. Unlimited access to a live U.S. based Tech Expert for help with set-up, performance, device issues and even smart home accessories. Please refer to your complete terms and conditions, which include exclusions and limitations at <https://www.sprintcomplete.com/information/program-terms>.
- **No, thank you:** Your initials here: \_\_\_\_ Decline  
No thanks. I understand I am liable to pay full retail price for a replacement device if damage, loss, or theft occurs.
- **Upgrading to this device may require the \$10/mo. Premium Data add-on upon activation.**  
Your initials here: \_\_\_\_
- **One-time \$30 activation fee will be included on your Sprint invoice.** Your initial here: \_\_\_\_

**Other monthly charges apply\*\***

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**Provide Billing, Credit & Payment Information**

<b>Customer's Legal Name:</b>	First Name	Middle Initial	Last Name
<b>Billing/Shipping Address:</b>	Cannot ship to a P.O. Box		
	City	State	Zip Code
<b>Email Address:</b>			
<b>Home Phone Number:</b>	____ - ____ - ____ - ____		Required
<b>Date of Birth:</b>	___ / ___ / _____		Required for credit check
<b>Social Security Number:</b>	____ - ____ - ____		Required for credit check
<b>Driver's License or State ID Number:</b>	_____ State Issued: ___ Exp. Date: ___ / ___ / _____		
<b>Last 4 Digits of Credit Card Number:</b>	____ - ____	<b>Credit Card Expiration Date:</b>	___ / _____

→ This indicates that I understand Sprint will perform a credit check. Your initials here: \_\_\_\_

**Deposit:** You may be required to pay a deposit based on the credit check. If all monthly payments to Sprint are received on time and your account is current, the deposit will be credited to your Sprint account after 12 months. By checking below, you authorize us to charge your credit card, if a deposit is required. If you select **None**, and the results of the credit check require you to pay a deposit, you will not receive a device without paying the deposit.

→ I approve a deposit if required: \_\_\_ None \_\_\_ \$100 \_\_\_ \$150 \_\_\_ \$250

**Keep Your Account Secure:** Create or provide your existing 6 to 10-digit personal identification number (PIN). You will need it to access account information when you contact Sprint for customer service or technical support.

**Note:** The PIN # cannot be in sequential order such as 1234567890 or 1231231231. You cannot use your social security number, date of birth, or your Sprint wireless phone number.

<b>Create your own 6 to 10 Digit PIN #:</b>	_____
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# Hawaii Sprint Relay Store Wireless Order Form



Please select one security question and fill in your answer.

	Who is your business mentor?		Street you grew up on?
	Who is your favorite author?		First name of childhood best friend?
	First elementary school name?		First pet's name?

<b>Answer:</b>	
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**\*\*Monthly charges exclude taxes, Sprint Surcharges [incl. USF charge of up to 21.2% (varies quarterly), Administrative Charge (up to \$2.50/line/mo.), Regulatory Charge (99¢ Reg./line/mo.) & state/local fees by area (approx. 5-20%)]. Surcharges are not taxes. See [Sprint.com/taxesandfees](http://Sprint.com/taxesandfees).** Although Sprint IP, Fed IP, and Captel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Sprint IP, Fed IP, and Captel for emergency calling you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency services through Sprint IP, Fed IP, and Captel whether caused by the negligence of Sprint or otherwise. Featured devices may also be activated on voice plans. See Sprint Relay Representative for details and plan options. **Activ.Fee:** Up to \$30/line. Credit approval req. **Satisfaction Guarantee:** Call us to deactivate & return to place of purch. with complete, undamaged phone/device & receipt w/in 30 days of activ. We'll refund your phone/device cost, svc. charges & activ. fee. Excl. int'l. usage not incl. in plan, prem. content & 3rd party billing. We'll refund your phone/device cost. Sprint dealer may impose add'l. fees. A \$45 restocking fee may apply. Visit [sprint.com/returns](http://sprint.com/returns). **Phone Offer:** iPhone XR 64 GB MSRP \$599.99; iPhone XR 128 GB MSRP \$649.99; iPhone 8 64 GB MSRP \$449.99; iPhone 8 Plus 64 GB MSRP \$549.99. Offer ends 04/02/2020. While supplies last. Taxes and svc charges excluded. No cash back. **Incoming call block:** Incoming calls are blocked. Outgoing calls will be billed at \$0.20/minute (local voice calls) or \$0.40/minute (long distance voice calls). **Sprint Relay Data Only Plan: Messaging:** Includes sent/received domestic text, picture, and video. **Int'l msgs:** \$0.20/msg (in U.S.); \$0.50/msg. (outside U.S.). SMS voice messages may incur an additional data charge of \$0.03/KB. **Data:** Add'l charges apply for premium content/downloads. GPS reliability varies by environment. Int'l svcs are not included. Includes select e-mail. For discounted phones, an additional \$14.99 mo/line applies. **Usage Limitations:** Sprint may terminate svc. if off-network roaming usage in a mo. exceeds: (1) 800 min. or a majority of min. or (2) 300MB or a majority of KB. Prohibited network use rules apply. See [sprint.com/termsandconditions](http://sprint.com/termsandconditions). **Sprint Complete:** ERP is underwritten by Continental Casualty Company, a CNA company (CNA), Chicago, IL, and administered by Asurion Protection Services, LLC, a licensed agent of CNA (In Iowa, Lic. #1001002300. In California, Asurion Protection Services Insurance Agency, LLC, CA Lic. #OD63161. In Puerto Rico, Asurion Protection Services of Puerto Rico, Inc.). ESRP is provided by Asurion Warranty Protection Services, LLC or one of its affiliates. Terms and conditions are subject to change. Coverage terms may vary by state and eligibility may vary by device. All applicable taxes and surcharges extra. Visit [sprint.com/protection](http://sprint.com/protection) for complete terms, conditions, and limitations of coverage. **Other Terms:** Offers and coverage not available everywhere or for all phones/network. Other restrictions apply. See [sprintrelaystore.com](http://sprintrelaystore.com) for details. ©2020 Sprint. All rights reserved. Sprint and the logo are trademarks of Sprint. iPhone is a trademark of Apple Inc. Other marks are the property of their respective owners.

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To be eligible for equipment through this program, you **must** provide a copy of the appropriate report for your disability. If you are deaf or hard-of-hearing, you must submit a doctor's certificate or an audiologist's report **OR** if you have a communication disorder, you must submit certification by a physician or speech pathologist.

1. Have you enclosed a doctor's certificate or audiologist report?  Yes  No  
**OR**  
Have you enclosed a physician's or speech pathologist's certification?  Yes  No
2. I understand that Sprint Relay Hawaii or its agents are not liable for damages caused using the equipment or the possession of this equipment.  Yes  No
3. I understand that I am liable for the loss, neglect, or theft of the equipment.  Yes  No
4. I understand that I must be a resident of Hawaii.  Yes  No

By signing this Sprint Application, I understand that I agree to the terms above and to Sprint's terms and conditions for service ("Terms and Conditions"), which are located at: [sprint.com/termsandconditions](http://sprint.com/termsandconditions). Upon my request, Sprint will provide me with a copy of the Terms and Conditions.



\_\_\_\_\_  
**Applicant's Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
Parent or Guardian's signature (if applicant is under 18 years of age)  
If applicant is under 18 years of age, signature from a parent or guardian is required

## Mail the completed order form to:

Relay Hawaii Equipment Program  
Attention: Lisa Tom, Relay Program Manager  
420 Waiakamilo Road, Suite 405, Honolulu, HI 96817

Or fax to 1-866-410-4256

Email: [relayhawaii@sprint.com](mailto:relayhawaii@sprint.com)