

ACTIVATE YOUR DEVICE TODAY

ONLINE

1. Visit myaccount.prepaid.sprint.com and log in.
2. Click on "Swap Phones" under the I want to... section.
3. Enter new equipment information (ESN or MEID) and click "Next."



BY PHONE

Call Sprint Customer Service at
1-855-639-4644

1. From the Main Menu, press 5 for "Anything Else."
2. Press option 1 to Swap Handsets.
3. Then follow the activation steps to complete the swap.



READY, SET, GO!

If You Have a Broken Device:

- Please place the broken device in the provided return envelope, attach the included label, and drop the sealed envelope in the appropriate mailbox.
- Make sure you return your broken device with all the required components to eSecuritel to avoid incurring additional fees.
- If the broken device is not returned within 10 days, you may be subject to equipment and processing fees of up to \$200.

Important Note: eSecuritel will appear as the payee on your banking statement or credit statement by which you paid your claim deductible. This will appear on your next statement.

About Your Replacement:

- If you received a new SIM card with your replacement materials, please place it in your new phone.
- Your eSecuritel replacement device comes with a 90 day warranty. If your replacement malfunctions during this time period, please call 1-844- 534-3097 to file a defective claim. Upon approval, you'll be shipped a replacement via overnight delivery.
- 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 device, you must have these items for future exchanges with eSecuritel.

 **eSecuritel**[™]
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Sprint 
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