

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JUL 26 2005

PUBLIC SERVICE
COMMISSION

In the Matter of:

AN INQUIRY INTO LIMITATIONS)
OF USE FOR TARIFFED SERVICES) Administrative Case
DESIGNATED OR OTHERWISE) 2005-00186
REFERRED TO AS UNLIMITED)

RESPONSE OF SPRINT COMMUNICATIONS COMPANY, LP

Sprint Communications Company, LP, by counsel, provides the following responses to the Attorney General's data request of June 23, 2005.

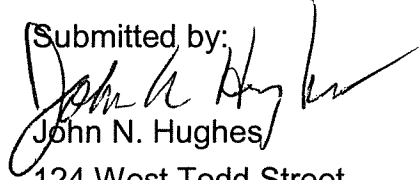
1. Please provide copies of all advertisements, regardless of medium, solicitations, and explanations provided to the public to introduce, explain and/or market any plan labeled or otherwise described as "unlimited." In the event that the medium used is audio or video in nature, a transcript of same is deemed sufficient.

RESPONSE: See Attached.

2. Please provide a copy of any and all contracts signed by customers who have participated or are participating in a plan labeled or otherwise described as "unlimited." This request seeks only a copy of the blank contract(s), not the executed contract for every customer.

RESPONSE: Contracts are not used.

Submitted by:



John N. Hughes

124 West Todd Street

Frankfort, Kentucky 40601

(502) 227-7270

-and-

Edward Phillips

Sprint Communications Company, L.P.

14111 Capital Boulevard

Mailstop NCWKFR0313

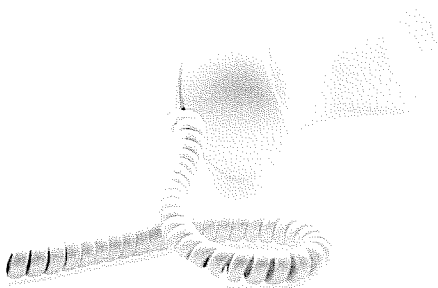
Wake Forest, North Carolina 27587-5900

(919) 554-7870 (T)

(919) 554-7913 (F)

Attorneys for Sprint Communications

Company, L.P.



Choose the home long distance calling plan that's right for you.

Sign up in-store today for one of these great offers, or call 1-888-823-4666.

Visit www.sprint.com for more details

Sprint Unlimited at Home™

As a Sprint PCS subscriber, you can get unlimited home domestic long distance calling on your home phone for \$15/mo.**

We will switch your home long distance to Sprint when you sign up in-store. For a limited time, sign up in stores for Sprint Unlimited at Home™ for \$15 per month** (other monthly charges apply)

This low monthly rate includes unlimited domestic long distance calling from your home phone on:

- State-to-state calls
- In-state calls
- Local toll calls (where available)

Make International Calls?

You can save even more money with Sprint Unlimited at Home with International Calling for \$18 per month.** (other monthly charges apply) Get the same great benefits of Sprint Unlimited at Home, plus get discounted per-minute rates on international calls

Offer available to new and existing customers with Sprint PCS Service
See back of brochure for additional information

Sprint 50 at Home™

As a Sprint PCS subscriber, you can get up to 50 bonus minutes of home domestic long distance per month on your home phone.

We will switch your home long distance to Sprint when you sign up in-store. Just sign up for Sprint 50 at Home at a Sprint Store, pay no per-minute rate for your first 50 minutes of domestic home long distance and local toll (where available) each month.

- Use your minutes for in-state, state-to-state and local toll calls (where available).
- Additional state-to-state calls are 7¢ a minute – anytime
- Additional in-state and local toll rates vary by state
- No recurring monthly fee for residential long distance service as long as you remain a Sprint PCS subscriber and long distance customer.** (other monthly charges apply)

Make International Calls?

Get great low per minute rates on international calls – with all the benefits of Sprint 50 at Home™ long distance – when you choose Sprint 50 at Home with International Savings for \$3.00 per month** (other monthly charges apply)

FRONT

BACK



Sign up for Sprint
Unlimited at HomeSM
and **Save**
\$25



Save money with Sprint.

Sign up for Sprint Unlimited at HomeSM or Sprint Unlimited at Home with International Calling and save \$25 instantly on a Sprint PCS[®] Phone or receive a \$25 service credit on your Sprint PCS invoice.
Sign up in-store today, or call 1-888-823-4666.

Hurry, offer ends soon.

© 2005 Sprint. All rights reserved. Sprint, Sprint Unlimited at Home and the diamond logo design are trademarks of Sprint Communications Company, L.P.

One \$25 offer per Sprint Unlimited at Home or Sprint Unlimited at Home with International Calling activation. Offer may not be combined with other offers, discounts or promotions. Restrictions apply. Offer subject to withdrawal without notice. Offer not available in all areas. Offer ends 8/31/05. \$25 instant savings may be redeemed only at participating stores where this offer is displayed. Offer ends 8/31/05. \$25 instant savings may not be redeemed in whole or in part for cash. Terms and conditions apply. Requires in-store purchase and activation of a new Sprint PCS Phone by 8/31/05. Savings may not exceed total purchase price of phone. Customers purchasing Sprint PCS Phones may be eligible for a \$25 service credit on their Sprint PCS invoice or purchase. \$25 Service credit will appear within the first two Sprint PCS invoices.

MCS013-3651



www.sprint.com

Choose the plan – and savings –
that are right for you.

Sign up in-store today, or call
1-888-823-4666



**Prices exclude monthly taxes and surcharges (including a Carrier Universal service charge of 18.7% which may vary by month, Carrier Cost Recovery Charge of \$0.99 and certain in-state surcharges)

Sprint 50 at Home: Available to new Sprint long-distance customers with a Sprint PCS account in good standing. Subject to credit. For domestic residential, direct-dial calling from your home phone. Requires that you switch your long distance and local toll (where available) service to Sprint. 50 minutes for state-to-state, local toll (except in Florida), and in-state calling. Minutes are pro-rated on first and last invoices. Unused minutes do not carry over to the next month. Add'l state-to-state minutes are \$0.07 each – add'l local toll and in-state minute rates will vary. If you no longer qualify for this plan, you will change to Sprint 7c Anytime – \$5.95 monthly service charge, with per minute state-to-state, local toll & in-state rates that vary. Limit 4 lines per account. International, directory assistance, operator-assisted, and toll-free/calling card calls rates excluded. All rates and terms subject to change. Add'l restrictions apply. Call 888-823-4666 for or visit www.sprint.com/ratesandconditions <http://www.sprint.com/ratesandconditions> for full rates, terms & conditions.

Sprint Unlimited At Home: Available to new Sprint long-distance customers with a Sprint PCS account in good standing. Subject to credit. For domestic single-family residential, direct-dial voice calling from your home phone. Requires that you switch your long distance and local toll (where available) service to Sprint. For state-to-state, local toll (where available) and in-state calling. With reasonable notice, Sprint reserves the right to terminate or change your plan if you no longer qualify. International, directory assistance, operator-assisted, and toll-free/calling card calls rates excluded. Depending on your billing cycle, your first invoice may include a partial monthly fee & standard monthly fee billed in advance. All rates and terms are subject to change. Additional restrictions apply. Call 888-823-4666 for or visit www.sprint.com/ratesandconditions <http://www.sprint.com/ratesandconditions> for full rates, terms & conditions.

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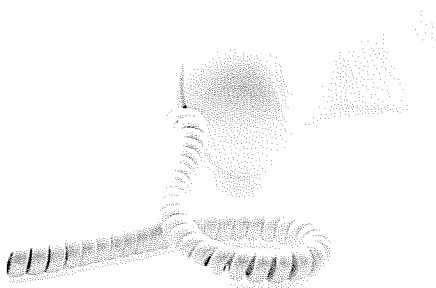
**The choice is yours.
So are the savings.**

*We will switch your home
long distance to Sprint
when you sign up in-store.*

As a Sprint PCS® subscriber you can save money on your home long distance service on your same plan.

Sprint Residential Long Distance Calling Plans

- Sprint Unlimited at Home
- Sprint 50 at Home



Choose the home long distance calling plan that's right for you.

Sign up in-store today for one of these great offers, or call 1-888-823-4666.

Visit www.sprint.com for more details.

Sprint Unlimited at Home™

As a Sprint PCS subscriber, you can get unlimited home domestic long distance calling on your home phone for \$15/mo.**

We will switch your home long distance to Sprint when you sign up in-store. For a limited time, sign up in stores for Sprint Unlimited at Home™ for \$15 per month** (other monthly charges apply)

This low monthly rate includes unlimited domestic long distance calling from your home phone on:

- State-to-state calls
- In-state calls
- Local toll calls (where available)

Make International Calls?

You can save even more money with Sprint Unlimited at Home with International Calling for \$18 per month** (other monthly charges apply) Get the same great benefits of Sprint Unlimited at Home, plus get discounted per-minute rates on international calls

Offer available to new and existing customers with Sprint PCS Service See back of brochure for additional information

Sprint 50 at Home™

As a Sprint PCS subscriber, you can get up to 50 bonus minutes of home domestic long distance per month on your home phone.

We will switch your home long distance to Sprint when you sign up in-store. Just sign up for Sprint 50 at Home at a Sprint Store, pay no per-minute rate for your first 50 minutes of domestic home long distance and local toll (where available) each month

- Use your minutes for in-state, state-to-state and local toll calls (where available).
- Additional state-to-state calls are 7c a minute – anytime
- Additional in-state and local toll rates vary by state
- No recurring monthly fee for residential long distance service as long as you remain a Sprint PCS subscriber and long distance customer.** (other monthly charges apply)

Make International Calls?

Get great low per minute rates on international calls – with all the benefits of Sprint 50 at Home™ long distance – when you choose Sprint 50 at Home with International Savings for \$3.00 per month** (other monthly charges apply)

(6AV) Sprint Unlimited at HomeSM with International Savings

You can make unlimited domestic in-state, state-to-state long-distance, and local toll (where available) calls from your home phone 24 hours a day, 7 days a week for a monthly recurring charge of **\$18.*** (Other monthly charges apply.) Plus you will receive great per minute rates on your international calls. To receive this offer, you must remain a customer of both Sprint and Sprint PCS. You've selected this service for: <<phone>>

FNE0284 for 6AV

*Prices exclude taxes and certain Sprint surcharges (Carrier Universal Service, Carrier Cost Recovery Charge, Mobile Phone Termination and Payphone surcharges and certain in-state surcharges.) See enclosed Terms and Conditions booklet for details. Surcharges are not taxes or government required charges.

Available to new Sprint long-distance customers with a Sprint PCS account in good standing. Subject to credit. For domestic, single-family residential, direct-dial voice calling from your home phone. Requires that you switch your long distance and local toll (where available) service to Sprint. For state-to-state, local toll (where available) and in-state calling. With reasonable notice, Sprint reserves the right to terminate or change your plan if you no longer qualify. International, directory assistance, operator-assisted and toll-free/calling card calls rates excluded. Depending on your billing cycle, your first invoice may include a partial monthly fee and standard monthly fee billed in advance. All rates and terms are subject to change. Additional restrictions apply. Call 1-800-877-4646 or visit www.sprint.com/ratesandconditions for full rates, terms and conditions.

(4TF) Sprint Unlimited at HomeSM

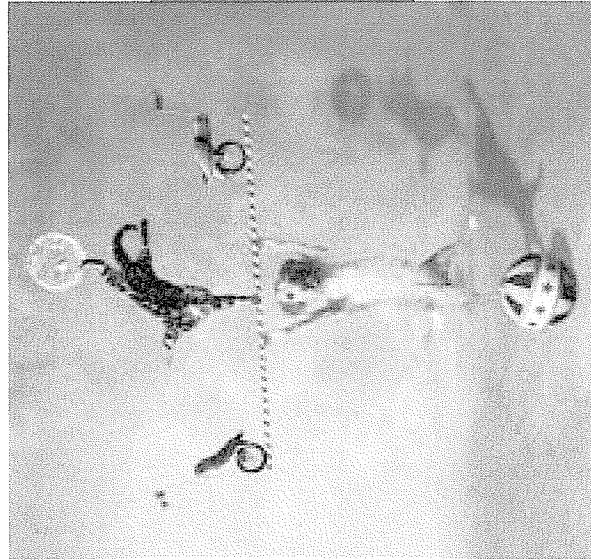
You can make unlimited in-state, state-to-state long-distance, and local toll (where available) calls from your home phone 24 hours a day, 7 days a week for a monthly recurring charge of **\$15.** (Other monthly charges apply)*

You've selected this service for: <<phone>>

FNE0284 for 4TF

*Prices exclude taxes and certain Sprint surcharges (Carrier Universal Service, Carrier Cost Recovery Charge, Mobile Phone Termination and Payphone surcharges and certain in-state surcharges.) See enclosed Terms and Conditions booklet for details. Surcharges are not taxes or government required charges.

Available to new Sprint long-distance customers with a Sprint PCS account in good standing. Subject to credit. For domestic single-family residential, direct-dial voice calling from your home phone. Requires that you switch your long distance and local toll (where available) service to Sprint. For state-to-state, local toll (where available) and in-state calling. With reasonable notice, Sprint reserves the right to terminate or change your plan if you no longer qualify. International, directory assistance, operator-assisted and toll-free/calling card calls rates excluded. Depending on your billing cycle, your first invoice may include a partial monthly fee and standard monthly fee billed in advance. All rates and terms are subject to change. Additional restrictions apply. Call 1-800-877-4646 or visit www.sprint.com/ratesandconditions for full rates, terms and conditions.



Unlimited

local, local toll, and domestic
long-distance calls from home
for one low rate every month.

Now that's unbelievable.



Now, with **Sprint Complete SenseSM**, you'll receive
unlimited local, local toll, and domestic long distance
for an unbelievably low monthly rate.*

Introducing the Sprint Complete Sense calling program, which offers a plan that provides you unlimited domestic calling from home — including a wide array of convenient features — for one low monthly rate, plus taxes and fees.

You can save money. And you will enjoy these handy calling features.

- **Call Waiting** — Helps prevent you from missing calls and allows your incoming callers to avoid busy signals.
- **Caller ID** — Identifies incoming callers with ease.
- **Voice Mail** — A reliable and convenient way to pick up your messages anytime/anywhere using the phone or the Internet
- **Find-Me/Follow-Me** — Helps you to avoid missing important calls by forwarding them to up to three additional phone numbers of your choice.
- **3-Way Calling** — Lets you speak to more than one person at a time.
- **Speed Dial 8** — An added time-saving feature that allows you to program up to eight frequently called numbers.

With all this, plus the ease of writing one monthly check, it's plain to see that Sprint Complete Sense is a great idea. Call now to sign up for this plan or learn about other great offers (including international calling options).

**Sprint can help save you money *every month* with
Sprint Complete Sense. Sign up now. Call 1 866 209-8561.**



**Sprint Complete SenseSM. One incredibly easy plan.
One unbelievably low price. To sign up, call 1 866 209-8561.**



SprintSM

One Sprint. Many Solutions.SM

*State-to-state and international long-distance services are governed by Sprint Terms and Conditions of Service. Local and in-state long-distance (including local toll) services are governed by the applicable state tariffs and/or state terms and conditions of service. Sprint Complete SenseSM is for domestic residential voice service usage only. Monthly fee does not include usage for calls to 900 numbers, Directory Assistance, Sprint FONCARESM service, or operator services. Service may not be used for commercial use, Internet, data, or Facsimile services for extended periods of time. If Sprint determines that usage is not consistent with residential voice applications, service may be assessed a data usage fee or disconnected. For more information, please visit www.sprint.com/regulatory. U.S. residents only. Dial-1 service available in select areas. One voice-mail box is included. Monthly fee includes one phone line. Depending upon billing cycle, customer's first invoice may include partial monthly fee in addition to the standard monthly fee billed in advance. Installation fee may apply. International rates vary and surcharges may apply, including surcharges on residential calls made to foreign mobile phones. Call 1-866-209-8561 for rates. Additional in-state fees may apply. Carrier property tax of 1.41%, Carrier Universal Service charges and Network Access Surcharge (up to \$700 per line) will apply. Operator-assisted calls, international, and toll-free/calling card calls made from payphones in the U.S. will be assessed a surcharge. All rates subject to change. Additional restrictions may apply. Copyright © Sprint 2003. All rights reserved.

Introducing Sprint Complete SenseSM

	Sprint Complete Sense 50SM	Sprint Complete Sense 250SM	Sprint Complete Sense UnlimitedSM	Sprint Complete Sense UnlimitedSM with PCS
Price per month*	34.99	44.99	49.99	179.99
plus PCS Option	plus the price of any PCS Service Plan	plus save 5% off the price of any PCS Service Plan	plus save 5% off the price of any PCS Service Plan	with Unlimited PCS
Home Phone Features				
Domestic Long Distance Minutes	50	250	Unlimited	Unlimited
Local Minutes	Unlimited	Unlimited	Unlimited	Unlimited
Long Distance to Canada Included	N	N	Y	Y
Call Waiting	Y	Y	Y	Y
Caller ID	Y	Y	Y	Y
Three-way Calling	Y	Y	Y	Y
Speed Dial	Y	Y	Y	Y
Voicemail	N	N	Y	Y

*Prices exclude taxes, USF charges, surcharges (including up to \$7 for network access, and \$1.50 and other fees for PCS service). See disclaimer for details. Customers will receive separate invoices for PCS Services and for Local/Long Distance services.

A plan for you.

With Sprint Complete Sense, you pick the amount of residential long distance minutes you need—50, 250 or Unlimited.

The types of long distance calls included in your plan are:

Local Toll Calls
Calls to locations just outside of your local calling area.

Intrastate Calling
Long distance calls from one area of your state to another.

State-to-State (Interstate) Calling
Calling from one state to another in the United States.

For better rates on international calls, ask about our Sprint Complete Sense™ international plans.

Convenient home local calling features help you stay in touch.

Voicemail
Callers can leave messages when you're on or away from the phone so you can stay in touch. Includes Find-Me Call Forwarding, which allows calls to be sent to your wireless phone.

Call Waiting
Alerts you of another incoming call when you're already on the phone so you never miss an important call.

Caller ID
Identifies caller name and number so you know who's calling before you answer.

Three-Way Calling
Allows three people at different phone numbers to talk at the same time so you can share information with your group with just one call.

Speed Dial
Assign short codes to your most frequently called numbers

49.99 Sprint Complete Sense Unlimited plus 130.00 Unlimited PCS Service Plan with:

- Unlimited PCS Calling while on our Nationwide PCS Network
- Nationwide Long Distance Included

Add additional services for more flexibility:
Add an additional PCS line 100.00/month
Add PCS Vision™ — See PCS Service Plans Guide for PCS Vision details.
 1-year PCS Advantage Agreement and qualifying credit required. Off-network roaming charges not included.

Sprint makes it easy.
Sprint Complete Sense.

Sign up in-store now.



One Sprint. Many Solutions.™

1234567891
20041129 ZTLVNP1/A 000000 00001 ZTL 5
John Q. Sample
1438 W Fremont Ave
Fresno, MA 93711

C O N F I R M A T I O N

Customer Service: 1-800-822-7802
Web Site: www.sprint.com/completemanager

We're delighted to have you as a Customer! With Sprint, you'll enjoy innovative technology and exceptional Customer service. Here are the services you requested:

Sprint Complete Sense UnlimitedSM

Sprint Complete Sense UnlimitedSM features local basic telephone service with unlimited calling for all of your direct dial, local toll, in-state and state-to-state domestic calls and calls to Canada, twenty-four hours a day, seven days a week. You will receive the following calling features with your service: Caller ID, Call Waiting, 1 Voicemail, Find-Me Call Forwarding, 3-way Calling, Speed Dial 8.*

Your monthly recurring charge is **\$53.19**.

Sprint FONCARD ServiceSM

Sprint FONCARDSM calls to anywhere in the United States are 40¢ a minute, twenty-four hours a day, seven days a week. No per call connection fee applies.

Voicemail

The enclosed Sprint Complete SenseSM guide and Quick Reference Card, will provide information on how to set-up and access your Voicemail. The Monthly recurring fee for your voicemail service is \$0. Taxes and fees apply. Login Number(s) & voicemail number(s) are listed below:
785-838-4774 5555

Sign up for Sprint PCS® service today and get a FREE Nokia® 6016i phone!

As a loyal Sprint customer, you are eligible for great savings. Receive a Sprint PCS Voice Phone 6016i by Nokia free after \$149.99 instant savings with activation of a new line of service and a two-year Sprint PCS Advantage Agreement. The Nokia 6016i offers a large full-color screen, SMS text and voice messaging, and built-in games and ring tones. All your services work the same wherever you go on the Sprint PCS nationwide network.

Call 1-877-520-1029 now or visit your local Sprint Store to find out about the latest PCS Service Plans.

Nationwide network reaches over 240 million people. Coverage not available everywhere. Offer may not be available everywhere. Subject to credit. Terms and conditions apply. Offer ends 3/31/05 or until supplies last. Only available at participating Sprint Stores. Requires purchase and activation by 3/31/05. Savings may not exceed total purchase price of the phones. A \$36 non-refundable activation and \$150 early termination fee will apply. Deposit may be required.

*The provision of your Sprint Complete Sense UnlimitedSM state-to-state and international long distance service is governed by Sprint Terms and Conditions of Service (see enclosed booklet). The provision of your Sprint Complete Sense Unlimited local and in-state long distance service is governed by the applicable state tariff and/or state terms and conditions of service.

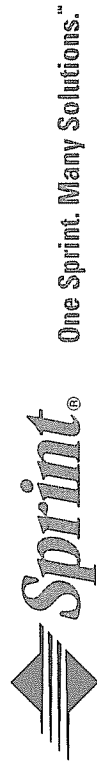
Sprint Complete Sense Unlimited is for Domestic residential voice service usage only. The unlimited minutes of service do not include usage for calls to 900 numbers, Directory Assistance, Sprint FONCARDSM service, or operator services. All Collect and 3rd Party Collect Call services will be automatically blocked unless recurring credit card billing for all Sprint Complete Sense services is selected. All 900/976 services will be blocked. Service may not be used for commercial use, Internet, data, or facsimile service for extended periods of time. If Sprint determines that usage is not consistent with residential voice applications, the customer's service may be assessed a data usage fee or disconnected. For more information please visit www.sprint.com/regulatory.

U.S. residents only. Dial 1 service. Available in select areas. Monthly fee includes one phone line only. Depending upon billing cycle, customer's first invoice may include partial monthly fee in addition to the standard monthly fee billed in advance. Installation fee may apply. One voicemail account included in standard monthly fee; additional voicemail accounts available for additional monthly fee. International rates vary and surcharges may apply (including surcharges on residential calls made to foreign mobile phones.) Additional in-state fees may apply. Carrier Universal Service charges and Network Access Surcharges (up to \$7.00 per line) will apply. Operator assisted calls, international calls, and toll-free/calling card calls made from payphones in the U.S. will be assessed a surcharge. All rates subject to change. Additional restrictions may apply. Copyright® Sprint 2003. All rights reserved.

Please refer to Section 12.2 of the enclosed *Sprint Terms and Conditions of Service* booklet for a full explanation of your rights concerning your Customer Information.

Per the Consumer Affairs and Business Regulation for the state of Massachusetts, consumers may register for the Do Not Call Registry in two ways: On line: www.mass.gov/donotcall or by calling toll free at 1-866-231-2255. Consumers may still receive certain telephone calls, including: noncommercial polls or surveys; calls made by tax-exempt, non-profit organizations, e.g. universities and some charities; sales calls to existing customers; sales calls made to consumers with their prior, express written or verbal permission; sales calls up to 90 days after consumers sign-up; sales calls made primarily in connection with an existing contract or debt; calls made to consumers in response to a visit to that company's fixed commercial location; or sales calls when a face to face meeting is required prior to the sale.

*Residential, direct dial calling only. U.S. residents only. In-state rates may be higher. International rates vary. Call Customer Service for in-state and international rates. Alaska excluded. Additional in-state fees may apply. Carrier Universal Service charge will apply. International Mobile Termination per minute surcharge will apply to each call made from residential phone to foreign mobile phones in certain countries. Operator-assisted calls, international calls and toll-free/calling card calls made from payphones in the U.S. will be assessed a surcharge. All rates subject to change. Restrictions apply. See rates, terms and conditions at sprint.com.



Welcome to
Sprint Complete

Visit www.sprint.com for more information.

SenseSM

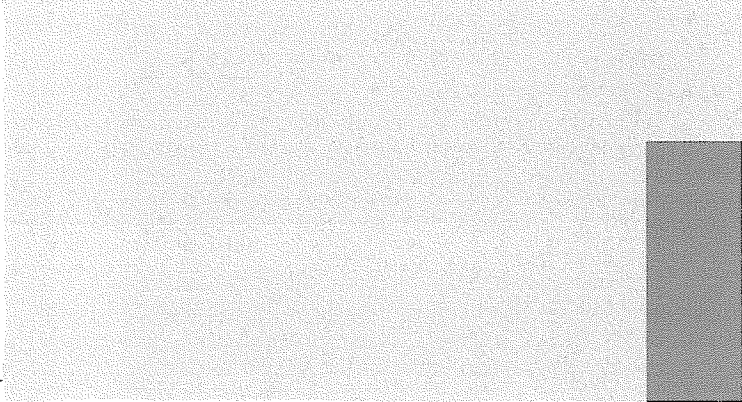


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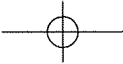
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20050208 ZTLNPLA 000000 00001 ZTL 5
KIMBERLY KINDOLL
1519 Fisher Ave
Carrollton, KY 41008-9665



C O N F I R M A T I O N

Customer Service: 1-800-822-7802
Web Site: www.sprint.com/completemanager

We're delighted to have you as a Customer! With Sprint, you'll enjoy innovative technology and exceptional Customer service. Here are the services you requested for your home phone:

Sprint Complete SenseSM Unlimited

Sprint Complete SenseSM Unlimited features basic telephone service with unlimited calling for all of your direct dial, local toll, in-state and state-to-state domestic calls and calls to Canada twenty-four hours a day, seven days a week. You will receive the following calling features with your service: Caller ID, Call Waiting, 1 Voicemail, Find Me Call Forwarding, 3-way Calling, Speed Dial 8+.

Your monthly recurring charge is **\$58.49**

Sprint FONCARDSM Service

Sprint FONCARDSM calls to anywhere in the United States are **40¢** a minute, twenty-four hours a day, seven days a week. A **25¢** per call connection fee applies.



Features

Welcome to Sprint Complete Sense™

We'd like to take this opportunity to thank you for becoming a Sprint Complete Sense™ customer. We're excited about providing you with world-class service and advanced products to fit all of your communications needs.

This convenient User's Guide includes important information about your local service features and troubleshooting tips.

If you have any questions or would like to further customize your Sprint service, visit us on the web at www.sprint.com/completemanager or contact Customer Service. (Please refer to help sections prior to contacting Sprint.)

Caller ID

Who's calling you?

Caller ID provides the phone number and name of the caller. Caller ID requires a Caller ID enabled phone or display device which can be purchased at

most retail stores.* (Some long-distance calls may display only the caller's phone number.)

- To block your name and number from appearing on another person's Caller ID, press [*]+[6]+[7] before dialing the number.

Call Waiting

Switch between two calls quickly and easily.

Call Waiting notifies you when you have another phone call. When receiving a second call, you will hear a tone.

- To talk to the second caller, just press the receiver button.
- Press the button again to talk to the first caller.
- To switch between calls, press the receiver button as needed.

- To end either call, ask the person to hang up, then press the receiver button and return to the other caller.

- If you need to temporarily disable Call Waiting, press [*]+[7]+[0] on your phone. After you hear the tone, dial your call. Call Waiting will be automatically re-enabled after you hang up.

Speed Calling

Reach important numbers fast!

Speed Dial 8 allows you to create a list of frequently called numbers which may be dialed via speed dial codes.

1. Just dial [*]+[7]+[4] (certain areas dial [7]+[4]+[#]).
2. When you hear the dial tone, dial a one-digit code from 2 through 9, then enter the phone number you want that code to call. You'll hear two beeps to confirm your number has been accepted.

Follow the same steps to program your additional numbers. (Be sure to write down the codes you've chosen.) Remember, always include [1]

*Must be purchased separately.



Voice Mail

and/or the area code for any phone numbers outside your local calling area.

3. To reach any of your selected Speed Calling numbers, just pick up your phone and press the code followed by [#].

3-Way Calling

Talk with two different parties at once.

3-Way Calling allows three people at different numbers to converse at the same time.

1. If you're speaking to someone and you want to add another person to the conversation, simply press the receiver button and wait for the dial tone.
2. Dial the third party's number.
3. When they answer, press the receiver button again – and all three of you are on the line. If the line is busy, just press the receiver button two times to reconnect with your first call.
4. Pressing the button twice will also disconnect you from the third party when you are ready to

disconnect a 3-Way call. (If you want to continue speaking with the original party, press the button once.)

When you've disconnected from both, wait about four seconds before placing your next call.

Call Return (*69)*

Dial [*] + [6] + [9] to automatically dial the last incoming call.

Auto Repeat Dial (*66)*

Dial [*] + [6] + [6] and your phone will attempt to dial the last busy number that you dialed every 45 seconds for up to 30 minutes. A distinctive ring will alert you when that number becomes available.

Anonymous Call Rejection (ACR)

ACR* allows you to reject calls from callers who have blocked the display of their telephone numbers from Caller ID devices. Callers must

unblock their numbers in order to reach you. Callers will hear a message stating the party they are calling does not accept anonymous calls. This service is turned "off" where ACR is available and therefore must be activated by following these steps:

- Press [*]+[7]+[7] to turn it on.
- [*]+[8]+[7] to turn it off.

VOICEMAIL WEB-ENHANCED FEATURES

These features apply only to voicemail subscribers. If you're interested in subscribing to voicemail, please contact Customer Service.

There's more on the Web!

You will receive a package of Web-based features with Sprint Complete Manager,SM including the following features. Use the login ID and PIN number provided to you when you signed up for service and in the cover page of this package to set

*Not available in all areas.
*1A per-use fee applies for Call Return and Auto Repeat Dial

up and access these features at www.sprint.com/completemanager.

Stay informed with Notify Me.

Notify Me automatically notifies you by e-mail or text messaging (via a pager or wireless phone) each time you receive a voicemail message.

To set up Notify Me from your home phone:

1. Press [0]+[0] from your home phone.
2. Then press [3] to access your account options.
3. Press [7] and follow the prompts to turn Notify Me on or off.

To set up Notify Me from your computer:

1. Visit www.sprint.com/completemanager.
2. Select the "Notify Me" tab.
3. Select "Notify Me On" or "Notify Me Off".

4. Select the notification option of your choice (email or text messaging via your pager or wireless phone.)
5. Don't forget to click the submit button.

Find-Me Call Forwarding

Your calls can find you virtually anywhere you go. When this feature is "on" your calls will automatically be sent to your cell phone, work phone or up to any three phone numbers you choose. When you receive a forwarded call you have the option to (1) take the call [which automatically connects the caller, or] (2) refuse, and the caller will be able to leave a message in the voicemail box of his/her choice. If the caller leaves a message it is logged as a new voicemail. If Notify Me is turned on, it will send notification of a new message to the cell phone, work phone or phone number of your choice.

To set up Find-Me from your home phone:

1. Press [0]+[0] from your home phone.
2. Then press [3] to access your account options.

3. Press [4] and follow the prompts to select and/or change your Find-Me numbers.

To set up Find-Me from your computer:

1. Visit www.sprint.com/completemanager.
2. Select the "Find Me" tab.
3. Select "Find Me On" or "Find Me Off".
4. Enter up to three phone numbers you would like calls forwarded to.
5. Don't forget to click the submit button.

Quick access to your Sprint Complete Manager from virtually any phone.

You can access your voicemail messages and other Sprint features when away from home by dialing 1-800-877-1999. As well, you can program up to six Fast Access numbers. Fast Access numbers allow you to enter the voicemail system to listen to messages and use other account features while away from home without dialing a lot of numbers.

Voice mail

To set up Fast Access numbers from your computer:

1. Visit www.sprint.com/completemanager.
2. Select the "Fast Access" tab.
3. Enter the numbers you will dial from while away from home.
4. Don't forget to click the submit button.

Manage your Sprint account virtually anywhere, anytime:

Use the Internet to manage frequently called numbers, maintain your Sprint login ID and PIN number, view any of your past six months' billing statement and even pay your current bill.

To access these options using your computer:

1. Visit www.sprint.com/completemanager.
2. Simply click on the tab of your choice and follow the directions.

For information about your Sprint Complete Sense invoice, log on to www.sprint.com/completesense/help.

QUICK START GUIDE FOR VOICEMAIL

Getting started

Dial [0]+[0] from your home phone after your Sprint service has been activated. Once you have accessed the main menu, you can check your voicemail and access your other account options. You can manage your account online at www.sprint.com/completemanager, or from a remote location by dialing 1-800-877-1999.

To exit voicemail at any time, simply hang up.

Voice mail with Multiple Mailboxes

If you have subscribed to voicemail with multiple mailboxes, you may have up to nine mailboxes. We recommend the first mailbox be reserved for the person in the home that will act as administrator of the home's voicemail. With multiple mailboxes, there is a common greeting as well as a greeting

for each mailbox. The common greeting is the first greeting heard once the call goes to voicemail.

Recording your common greeting:

The common greeting is the greeting that all callers will hear before they hear the menu of mailboxes for your home. A typical greeting may be: "Hi, you've reached the Smith family. We are not able to take your call. If you'd like to leave a message for me, John, Jane or Joe, please select one of our mailboxes and we will return your call right away." If you choose not to record a common greeting, the default greeting for your home is "Hello, you've reached [phone number]."

To record the common greeting:

1. Dial [0]+[0] to reach Sprint Complete Manager and the menu of available mailboxes.
2. Press [1] to select the first mailbox.
3. The first time you access the mailbox, follow the prompts to record a name.

4. Follow the prompts to record the common greeting for your home.

To change the common greeting at any time:

1. Dial [0]+[0] to reach Sprint Complete Manager and the menu of available mailboxes.
2. Press [1] to select the first mailbox.
3. Press [3] to access account options.
4. Press [2]+[3] and then follow prompts.

Setting up each mailbox:

A personal greeting may be something like this: "This is John and I am not available. Please leave a message, and I will return your call." If you choose not to record a personal greeting, the default greeting for each mailbox is "Welcome to the Sprint Voicemail for [your recorded name]."

Note: If you have only subscribed to a single mailbox, you will only need to set up the first mailbox for use. If you wish to add additional mailboxes, please contact Sprint Customer Service.

PIN security works the same way for multiple mailboxes as it does for a single mailbox. The default setting for PIN security is off. Mailbox owners have the option to activate PIN security for their individual mailbox.

To set up a mailbox:

1. Dial [0]+[0] to reach Sprint Complete Manager and the menu of available mailboxes.
2. Enter the number that corresponds to the mailbox you want to set up.
3. The first time you access the mailbox, follow the prompts to record a name.
4. Follow the prompts to record a personal greeting for the mailbox, if desired.

To change a mailbox's personal greeting at any time:

1. Dial [0]+[0] to reach Sprint Complete Manager and the menu of available mailboxes.
2. Enter the number that corresponds to your mailbox.
3. Press [3] to access account options.
4. Press [2]+[3] and then follow prompts.

Retrieving your voicemail messages:

With multiple mailboxes, owners of each mailbox can access their voicemail.

To retrieve messages:

1. Dial [0]+[0] to reach Sprint Complete Manager and the menu of available mailboxes.
2. Enter the number that corresponds to your mailbox.
3. Press [2] to access the message center.

Contact Community Members instantly.

This feature allows you to create your own Communities of Sprint Complete SenseSM voicemail users. Place one call and you can send a voicemail message to an entire group of Sprint Complete SenseSM voicemail users – your family, office staff, sports team or volunteer group, for example.

V o i c e m a i l

To send a message to an individual or an entire group:

1. Dial [0]+[0] to access Sprint Complete Manager.
2. Enter your mailbox and PIN number.
3. Press [2] for message center. Then press [3] to leave a message for another member.
4. Record the message and press [#] when finished. If satisfied with the message, press [1].
5. Enter the Sprint Voicemail user(s) phone number(s) and press [#].
6. Press [2] to send the message.

While listening to messages, you can do the following:

- Date & time received Press 1
- Replay Press 4
- Forward message Press 6
- Delete Press 7
- Save Press 9

- Skip Press #
- Fast forward Press 3
- Rewind Press 5
- Account Options** Press 3
- Summary of current settings Press 1
- Access greeting options Press 2
- Turn voicemail on/off Press 3
- Access Find-Me options Press 4
- Change PIN Press 5
- Turn PIN security on/off Press 6
- Turn Notify Me on/off Press 7

Voicemail Settings

- If you choose to turn voicemail off, callers will be unable to leave messages for you. Instead they will hear, "Your party is unavailable at this time and is not accepting messages. Goodbye."
- Number of rings before voicemail picks up is four.

- Maximum length of common and personal greetings is 20 seconds.
- Maximum voicemail message length is three minutes.
- New and saved messages can be stored for 14 days.
- Message capacity of mailbox is unlimited, although it should be cleaned out regularly for ease of use.

Terms and Conditions

Please read these Terms and Conditions carefully and keep for your records.

1. **General Application:** These Terms and Conditions, together with the current charges and restrictions, constitute your agreement with Sprint Communications Company L.P. ("Sprint") for the voicemail services ("Services") you receive from Sprint. **YOUR ENROLLMENT IN, USE OF OR PAYMENT FOR THE SERVICES CONSTITUTES YOUR ACCEPTANCE OF AND AGREEMENT TO THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, DO NOT USE THE SERVICES AND CALL SPRINT CUSTOMER SERVICE IMMEDIATELY FOR INSTRUCTIONS ON HOW TO CANCEL THE SERVICES.**

2. **Changes to Terms and Conditions:** Sprint may change these Terms and Conditions, including charges and restrictions, at any time. Sprint will notify you in advance of any significant changes. **YOUR CONTINUED USE OF THE SERVICES CONSTITUTES YOUR AGREEMENT TO SPRINT'S CHARGES, TERMS AND CONDITIONS THAT ARE IN EFFECT AT THE TIME YOU USE THE SERVICES.**

3. **Charges:** You agree to pay a monthly charge in advance for the Services (except for the first voice mailbox included in a Sprint Complete Sense Unlimited plan). Monthly, you will also pay any applicable taxes and fees. Nonpayment of Services charges is not cause for denial or termination of your local exchange telephone service.

4. Limitations on Sprint's Liability:

A. Sprint's liability arising out of or related to these Terms and Conditions, including for any negligence, error, mistake, or omission affecting the operation of Services, is limited to a pro-rated refund of charges you paid Sprint for Services during the period of time the Services were affected. You must request any refund permitted under this section. Sprint is not responsible for the content of messages or messages lost due to equipment failure or customer error.

B. **SPRINT IS NOT LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES FOR ANY CAUSE OF ACTION, WHETHER IN CONTRACT OR TORT, ARISING OUT OF ITS PROVISION OF SERVICES OR FAILURE TO PROVIDE SERVICES UNDER THESE TERMS AND CONDITIONS.**

C. Sprint is not liable for any failure of performance due to causes beyond its control, including acts of God, fires, meteorological phenomena, floods or other catastrophes, national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppages, or other labor difficulties; acts of third parties; and government or regulatory agency requirements. If any of the above causes occurs, Sprint may elect to terminate the Services.

5. **Service Use:** Services is for your use only and may not be assigned.

Inside Wire Protection

This section applies only to Inside Wire Protection subscribers. If you're interested in subscribing to Inside Wire Protection, please contact Customer Service.

For a monthly fee, Sprint can repair most inside wire and telephone jacks, and determine if the problem is a result of customer-owned equipment that is connected to the inside wire. "Inside wire" means the telephone wire within your home up to the point where it connects to the Network Interface Device (NID) or house protector on your home.

Benefits

Inside Wiring Protection can include:

- One monthly rate per line for wire and telephone jack protection
- Coverage for standard wear and tear and animal damage (not contributed to by customer's negligence)
- Coverage on all extensions of the same phone number located within the same structure where the Sprint point of entry is located

- Coverage for re-activation/reconfiguration of existing already terminated inside wire and telephone jacks in good working condition. For example, if a residence previously had multiple lines, it is possible that not all inside wire and jacks will be activated when a new occupant moves in and establishes telephone service. Inside Wire Protection can cover the re-activation of these jacks.

- Coverage for certain third party damage, such as impairment caused during the installation of a burglar alarm or satellite dish

- Coverage for damage to wiring and telephone jacks directly caused by lightning strikes to the structure

Terms and Conditions

NOTE:

Read these Terms and Conditions. Your agreement to these Terms and Conditions is indicated by your payment of the relevant charges on your bill.

Limitations

- If, within a 90 day period, you make two reports of access line trouble and Sprint in both instances isolates the trouble to the same problem associated with any customer premise equipment you own or lease (telephones, alarm systems, modems, etc.), Sprint will assess a charge for any subsequent service calls you make that are isolated to the same problem.

Exclusions

Inside Wiring Protection does not include:

- Damage resulting from negligence, willful damage, vandalism, equipment, sub-standard wiring and catastrophes, including but not limited to floods, fire and earthquakes
- Repairs to customer-owned telephones and other types of equipment that may be connected to a telephone jack

Inside Wire Protection

- The connection of non-terminated NID wires (wires hanging loose at the NID or house protector) and the relocation or installation of telephone jacks and interior wiring.
- The replacement of voice-grade interior wire with the interior wire for high-speed data applications
- Service in recreational vehicles, such as travel trailers, campers, boats and other temporarily located vehicles
- Maintenance of inside wiring and telephone jacks when environmental factors at the location present a threat to the health and safety of the repair personnel
- Maintenance of wiring and telephone jacks not installed according to Sprint's technical standards or installation guidelines
- Repair of existing problems known but not reported at the time customer subscribes to Inside Wire Protection

Service Availability

Your service will be available on the 31st day after you enroll. Prior to the 31st day, you have the option to activate coverage earlier with a one-time credit card payment of up to \$100.00 per line.

Limitation of Liability

Sprint's liability for damages will not exceed the lesser of a) actual damages for Sprint's failure to provide Inside Wire Protection as described in these terms and conditions or b) two years' charges for inside wire protection. Sprint is not liable for delay, failure in performance, loss or damage that is beyond Sprint's reasonable control. Sprint is not liable for incidental or consequential damages, including but not limited to lost profits, arising from use of or inability to use the installed or repaired premise wiring or telephone jacks.

Disclaimer of Warranties

Sprint disclaims any and all implied warranties, including without limitation warranties of merchantability and fitness for a particular purpose.

Special Circumstances

Customers in apartments, condos and other multi-unit housing must consult with their residential management or landlord prior to ordering Inside Wire Protection to determine if Sprint's technicians are permitted to repair inside wire or telephone jacks in the customers' dwelling.

In some instances, Sprint may need to relocate your inside wire during repair. For example, if the trouble is in your inside wire that runs through your attic, the technician may determine that repair wiring may be handled by rerouting the wire rather than repairing the defective wire in the attic.

Bill Paying Options

Online

Easily view and pay your invoice or manage your Sprint account from your desktop at www.sprint.com/complete manager. If you have questions that cannot be answered online, contact Customer Service at the number listed on your invoice.

Credit Card

Sprint accepts major credit cards including: VISA, MasterCard, American Express, and Discover. Complete the appropriate section at the bottom of page 2 of your invoice and submit along with your monthly payment. Or call Customer Service directly at the number listed on your invoice.

Personal Check

Mail in the bottom of page 1 of your invoice along with your payment.

Western Union Quick Collect®

When paying at your local Western Union, provide the following payment information:

Pay To: Sprint Complete Choice
Code City: ZTSPRINT
Code State: FL (regardless of where you reside)

Western Union Quick Collect payments can be made with cash at an agent location or with a Visa, MasterCard or Discover by calling 1-800-634-3422 or by logging onto www.westernunion.com. To find the Western Union location nearest you, call 1-800-325-6000.

CT, FL, KS, MA, ME, MN, NY, OK residents are restricted from using the 800 number for credit card transactions, but can still choose to make payments via the web site. Due to restrictions, there is a \$400 send amount limit during a seven-day period. Because of this limitation, customers will only pay \$12.95 and not the tiered pricing using the credit card option.

In many cases, troubleshooting a problem is a simple matter that you can handle on your own. If you are unable to solve a problem using the instructions below, please contact Customer Service at the number listed on the Quick Reference Card.

My Phone Has No Dial Tone

If you discover that you have no dial tone, please perform the following tests:

- Look for problems like cracks in the phone, frayed cord, or phone lights that don't work. If faulty equipment is found, please unplug or replace the damaged equipment in order to see if the problem clears.
- If you have a cordless phone, the battery may be low. Make sure that the battery is fully charged.
- Hang up all phones and make sure that the handsets are on the receivers.
- If you have a computer with a modem, make sure that the modem is not dialed into a number.

- Make sure all phone-related accessories such as answering or fax machines, computers, modems, security system and telephone sets are still working. Unplug the phone cord from the unit or the jack, wait approximately 15 minutes, then try plugging in phone sets one at a time directly into the wall jack in order to see if the trouble persists.

I Can't Make a Call Out

If you do not have a dial tone, see **My Phone Has No Dial Tone** above. If you have a dial tone, but can't call out, the problem may be with the phone itself, the cord, or the inside wiring and not with the actual phone line.

If you have another phone, plug it into the wall jack. If the phone works, the problem is with the first phone or its cord. If it does not work, try a different phone jack. If the second phone jack doesn't work, the problem is then either the inside or outside wiring. If you are trying to call a long-distance number, see the following.

I Can't Make Long-Distance Calls

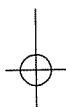
If you cannot make "1 +" or long-distance calls, please check the following:

- Your long-distance call may be restricted by Sprint if your payments are not current.
- You or someone in your house may have placed a "Long Distance Block" restriction on your telephone line. This block may be removed by calling Customer Service at the number listed on the Quick Reference Card.

I Can't Receive Calls

If you are experiencing difficulty in receiving incoming calls, here are a few things to check before contacting Sprint.

First, verify the ringer on your phone is turned on. Look for problems like cracks in the phone, frayed cords, or phone lights that don't work. If faulty equipment is found, please unplug or replace the damaged equipment.



Troubleshooting

Are you experiencing this problem with all of your phone sets?

If **NO** – We recommend that you replace the phone that is not working properly.

If **YES** – Do you have a dial tone? If there is no dial tone, please refer to the **My Phone Has No Dial Tone** section. If there is a dial tone, please proceed with the following steps.

- If you have a cordless phone, the battery may be low. Make sure that the battery is fully charged.
- Hang up all phones and make sure the handsets are on the receivers.
- If you have a computer with a modem, make sure that the modem is not dialed into a number.

• Make sure all phone-related accessories such as answering or fax machines, computers, modems, security system and telephone sets are working. Unplug the phone cord from the unit or the jack, wait 15 minutes, then try plugging in phone sets one at a time directly into the wall jack in order to see if the trouble persists.

I'm Hearing Interference, Static, Noise, Echo or Other Phone Conversations on My Line

If you are hearing static, noise or others on the line while talking on the phone, or if the callers are experiencing an echo (hearing their own voice) while talking to you, please check to ensure there isn't a problem with your telephone equipment.

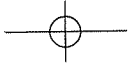
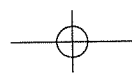
- Please try the following steps to clear the problem:
- Look for problems like cracks in the phone, frayed cord or phone lights that don't work. If faulty equipment is found, please unplug or replace the damaged equipment.

Are you experiencing this problem with all of your phone sets?

If **NO** – Then we recommend you replace the phone that is not working properly.

If **YES** – Please proceed with the steps listed below.

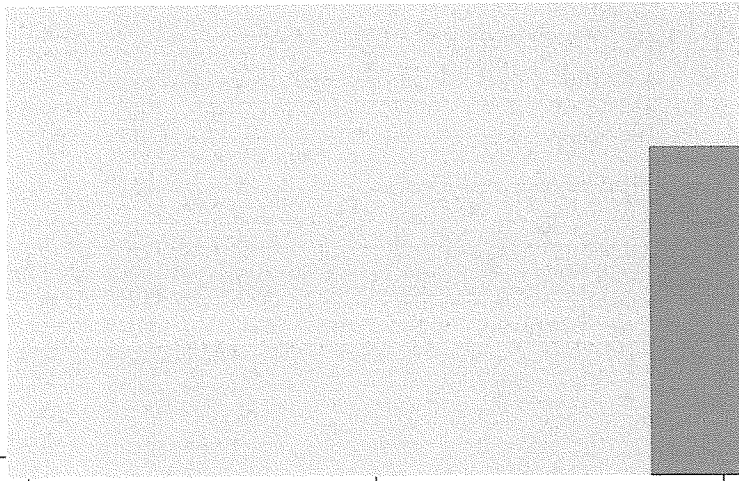
- Corded Phone – Unplug the phone from the wall jack. Plug a working phone into the jack. Check to see if you still hear the static, noise, etc.
- Cordless Phone – Unplug the phone from the wall jack and also unplug the AC adapter from the electrical outlet. Plug a working phone into the wall jack. Check to see if you still hear the static.



My voicemail isn't working

If you are experiencing problems with your voicemail, please review the following checklist.

- Have you set up your voicemail?
- If no, please refer to the instructions at the front of this booklet.
- If you have previously set up your voicemail account, are you receiving a recorded message when you try to access your mailbox? If so, please note the message and contact Customer Service.
- If you are unable to access your mailbox or have forgotten your PIN, please contact Customer Service.



Contact Customer Service

• Write your unique Customer Service number and hours of operation here, which you can find on the Quick Reference Card.



- By mail: Sprint Correspondence
PO Box 15955
Shawnee Mission, KS 66285-5955
- By web: www.sprint.com/complete manager





Quick Reference Card

Features

- Caller ID block.....Press * + 6 + 7
- Disable Call Waiting.....Press * + 7 + 0
- Arrange Speed Calling.....Press * + 7 + 4
(Certain areas 7 + 4 + #)
- Call Return.....Press * + 6 + 6*
- Auto Repeat Dial.....Press * + 6 + 6*
- Turn on Anonymous.....Press * + 7 + 7*
- Call Rejection.....Press * + 7 + 7*
- *Not available in all areas.
- Turn off Anonymous.....Press * + 8 + 7
- Call Rejection.....Press * + 8 + 7
- Set up Notify Me.....0 + 0
- Access account options.....Press 3
- To access Notify Me options.....Press 7
- Set up Find-Me.....0 + 0
- Access account options.....Press 3
- To access Find-Me options.....Press 4

Send message to Sprint Complete SenseSM voicemail user(s).....Press 0 + 0

Then follow prompts

- To Access Voicemail:**
- From home: [0] + [0]
- Remote: 1-800-877-1999

Message Center.....Press 2

New messages.....Press 1

Saved messages.....Press 2

To leave message for another member.....Press 3

While listening to messages, you can do the following:

- Date & time received.....Press 1
- Replay.....Press 4
- Forward message.....Press 6
- Delete.....Press 7
- Save.....Press 9
- Skip.....Press #
- Fast forward.....Press 3
- Rewind.....Press 5

Account Options

- Summary of current settings.....Press 3
- Access greeting options.....Press 1
- Turn voicemail on/off.....Press 2
- Access Find-Me options.....Press 4
- Change PIN.....Press 5
- Turn PIN security on/off.....Press 6
- Turn Notify Me on/off.....Press 7

Greeting

- Recorded name.....Press 3 + 2
- Personal greeting.....Press 1
- Common greeting.....Press 2
- Cancel/return to option menu.....Press *

Find-Me numbers

- Review/change.....Press 3 + 4
- Turn on/off.....Press 1
- For help.....Press 2

For additional information regarding features and voicemail options, including Terms and Conditions, please refer to the Sprint Complete Sense User Guide or visit www.sprint.com/voicemailtc.

Customer Service:

- From Voicemail: Press 0
- By phone: 1-800-882-7802
- Hours of operation: 7 a.m.—8 p.m., CST, Monday through Friday
- By mail: Sprint Correspondence
PO Box 15955
Shawnee Mission, KS 66285-5955
- By web: www.sprint.com/completemanager



One Sprint. Many Solutions.™

*A per-use fee applies for Call Return and Auto Repeat Dial



How To Use Voicemail

For more detailed instructions, please refer to the Voicemail Section of your Sprint Communications Guide. This guide was included in your original Sprint Complete Sense welcome package. You can also find it online at www.sprint.com/completemanager.

Getting Started

Dial [0]+[0] from your home phone after your Sprint service has been activated. When you're away from home, dial 1-800-877-1999 to access voicemail. You can also access the voicemail system online at www.sprint.com/completemanager.

Once you have accessed the main menu, you can check your voicemail and access your other account options. To exit voicemail at any time, simply hang up.

Recording your common greeting:

The common greeting is the greeting that all callers will hear before they hear the menu of mailboxes for your home. A typical greeting may be: "Hi, you've reached the Smith family. We are not able to take your call. If you'd like to leave a message for me, John, Jane or Joe, please select one of our mailboxes and we will return your call right away. If you choose not to record a common greeting, the default greeting for your home is, "Hello, you've reached [phone number]."

To record the common greeting:

1. Dial [0]+[0] to reach Sprint Complete Manager and the menu of available mailboxes.
2. Press [1] to select the first mailbox.
3. The first time you access the mailbox, follow the prompts to record a name.
4. Follow the prompts to record the common greeting for your home.

To change the common greeting at any time:

1. Dial [0]+[0] to reach Sprint Complete Manager, and the menu of available mailboxes.
2. Press [1] to select the first mailbox.
3. Press [3] to access account options.
4. Press [2]+[3] and then follow prompts.

Setting up each mailbox:

A personal greeting may be something like this: "This is John and I am not available. Please leave a message, and I will return your call." If you choose not to record a personal greeting, the default greeting for each mailbox is "Welcome to the Sprint Voicemail for [your recorded name]."

To set up a mailbox:

1. Dial [0]+[0] to reach Sprint Complete Manager and the menu of available mailboxes.
2. Enter the number that corresponds to the mailbox you want to set up.
3. The first time you access the mailbox, follow the prompts to record a name.
4. Follow the prompts to record a personal greeting for the mailbox, if desired.

To change a mailbox's personal greeting at any time:

1. Dial [0]+[0] to reach Sprint Complete Manager and the menu of available mailboxes.
2. Enter the number that corresponds to your mailbox.
3. Press [3] to access account options.
4. Press [2]+[3] and then follow prompts.

Note: If you have only subscribed to a single mailbox, you will need to set up the first mailbox for use. If you wish to add additional mailboxes, please contact Sprint Customer Service. PIN security works the same way for multiple mailboxes as it does for a single mailbox. The default setting for PIN security is off. Mailbox owners have the option to activate PIN security for their individual mailbox.

Retrieving your voicemail messages:

- With multiple mailboxes, owners of each mailbox can access their voicemail.
- To retrieve messages:**
1. Dial [0]+[0] to reach Sprint Complete Manager and the menu of available mailboxes.
 2. Enter the number that corresponds to your mailbox.
 3. Press [2] to access the message center.

Other payment options

There are a number of options available to pay your bill:

Pay your bill online

You can easily view and pay your invoice or manage your Sprint account online at www.sprint.com/completeamanager.

If you have questions that cannot be answered online, feel free to contact Customer Service at the number listed on your invoice.

Pay by credit card

Sprint accepts payment by the following major credit card companies: VISA, MasterCard, American Express, and

Discover. Simply complete the appropriate section at the bottom of page 2 of your invoice and submit along with your monthly payment. Or call Customer Service directly at the number listed on your invoice.

Pay by check

Please detach and mail the bottom of page 1 of your invoice with your payment.

How to read your invoice

We understand phone bills can be confusing and that's why we've created this helpful guide to understanding your Sprint Complete Sense invoice.

Like most companies, Sprint bills one month in advance so your first invoice may appear higher than subsequent invoices.

On your first invoice, you are paying for time you've already used as well as the following month's service. In addition, your invoices will include taxes and fees associated with both your local and long-distance service. After your first invoice, your subsequent invoices should be about the same every month.*

* As long as you do not exceed the monthly plan limits and your international calling patterns don't change.

Questions?

Contact Sprint Customer Service

Phone

Refer to the number listed on your invoice.

Mail

Sprint Correspondence
P.O. Box 15955
Shawnee Mission, KS 66285-5955

Internet

www.sprint.com/completeamanager

Understanding your
Sprint Complete SenseSM
invoice

Simple and
easy-to-read!



One Sprint. Many Solutions.SM



One Sprint. Many Solutions.SM

A Account Summary
 The Account Summary section includes your Account Number (different from your home phone number), Invoice Number, Billing Date and Total Amount Due.

B Invoice Summary
 The Invoice Summary section includes the amount of your Previous Bill, Payments received and/or Credits applied, Previous Balance as of current invoice period, and Current New Charges. The last item on the Invoice Summary, Current Balance Due, represents the amount and date by which you must pay your current invoice (in full) to avoid any late charges.

C Special Notes
 Important information about your service can be found in this section.

D Answers and Information
 This section contains numbers to call for Billing and Customer Service Inquiries.

E Payment Coupon
 Fill in your payment amount on this coupon and place it, along with a check for the total bill amount, in the pre-addressed envelope provided with your invoice each month.

F Additional Terms and Conditions
 This section provides you with the Terms and Conditions of your Service Agreement with Sprint.

G Payment options
 This section allows you to update your address, or establish recurring credit card billing. You can also make these changes by contacting Customer Service at the number listed on your invoice.

H Summary of Services
 This is a section-by-section summary of all the charges found on your invoice.

I Product Notes
 Additional information about your service or account can be found in this section.

J New Charges Detail
 In this area your charges are detailed by type of call (local, long distance, etc.) and other categories. Vericall services purchased separately from calling plans and subscriptions to private or non-published listings will appear here. The Line/Card Number Section provides a summary of numbers called during the invoice period, as well as the number of minutes and amount spent to each number.

K Sprint FONCARD USA
 This section details calling card calls placed during the billing cycle.

L Other Charges Summary
 This section provides you with a listing of any features used during the month which have a per use charge, some of which may include Call Return or Auto Repeat Dial.

M Directory Assistance and Call Completion
 This section includes details and charges for Directory Assistance and, if utilized, Call Completion.

N Taxes/Regulatory Related Charges
 All taxes and regulatory charges related to your phone service are outlined in this section. Some taxes listed on your bill may be specific to your city or state.

Sales Tax
 A tax assessed by the local government for services.

Federal Excise Tax
 A tax assessed by the national government for communications services.

Network Access Surcharge
 The Network Access Surcharge compensates for the company's cost of installation and maintenance of the components that link the end-user location to the telephone network. This charge is assessed per local telephone service line.

ESRI Tax
 A tax assessed by the city, county and/or state to pay for local 911 emergency services. In many areas, the service includes the ability to get a street address for callers through the phone lines.

State Universal Service Fund/Fed USF Combined High Cost and School
 The Federal Universal Service Fund (USF) surcharge recovers amounts Sprint must contribute to the Federal USF to help keep local service rates affordable to all and to provide discounts on services to schools, libraries and low income families. The federal surcharge is revised quarterly. In addition, a state USF surcharge may apply.

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Thank you for choosing Sprint Complete SenseSM

We hope you are taking full advantage of the many features of this service as well as enjoying the benefits of this comprehensive plan:

- **Local and Long Distance on One Invoice**
To provide accurate and convenient account management.
- **Our Most Popular Services Bundled Together**
To create a cost-effective telecommunications solution.
- **Outstanding Sprint Reliability and Unsurpassed Customer Service**
Your business is important and we will never let you forget it.

Thank you once again for choosing Sprint. If you have any questions or would like to update your service, please call **1-800-882-7802** or visit us on the web at **www.sprint.com/completemanager**. Sprint looks forward to serving your telecommunications needs today and in the future.

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Kimberly Kindoll