

To Keep You in Touch!

HOW DO I FILE A REPORT?

Immediately –

If your phone is lost or stolen, contact Cellular One Customer Care at 1-800-962-4046 to have your service temporarily interrupted/suspended.

Next Step –

The Responsible Party on the Account must call the **Wireless Handset Service Contract Program** center at 1-877-309-1924.

Please have the following information available:

Wireless Phone Number (____) _____

Account Password _____

Phone Make and Model _____

IMEI of Phone _____

Date of Incident _____

Final Step -

Upon approval and issuance of a Replacement ID Number, you will go to your local Cellular One store to pick up your replacement phone. The replacement charge, based on your phone model, is due at that time. Please keep the receipt and original phone packaging.



CELLULAR ONE OF EAST CENTRAL ILLINOIS

Casey

107B W. Main St.
217-932-2227
800-947-2355

Charleston

638 W. Lincoln Ave.
217-345-2351
800-365-2351

Danville

Towne Centre
28 Towne Centre
217-442-2355
800-735-2355

Danville

Village Mall
2917 N. Vermilion
217-431-2980
800-553-2393

Flora

921 E. North Ave.
618-662-2960
866-400-1040

Hoopeston

301 E. Main St.
217-283-7355
877-283-7354

Lawrenceville

1011 State St.
618-943-3311
866-751-3311

Mattoon

Cross County Mall
700 Broadway East
217-234-2356
800-930-2351

Newton

102 S. Lafayette St.
618-783-4470
888-783-4470

Olney

801 S. West St.
Suite A
618-395-1040
800-397-1040

Paris

440 W. Jasper
217-465-2351
800-413-2355

Robinson

102 E. Main St.
618-544-7733
800-340-2355

Got questions?
Call 1-800-962-4046.

CELLULARONE

www.cellular1.net

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**Wireless Handset
Service Contract Program**

To Keep You in Touch!



CELLULARONE

Wireless Handset Service Contract Program

CELLULARONE

Of the nearly 3 million cellular phone service subscribers in the United States today, the cellular industry estimates that 1 out of 4 will have their phones damaged, lost or stolen.

PROTECT YOURSELF

You may have received your new cellular phone for a greatly discounted price, perhaps as low as a penny, with your new service agreement. If your phone is damaged, lost or stolen, or malfunctions after the manufacturer's warranty expires, the actual retail replacement price of that phone could be hundreds of dollars. Cellular One's **Wireless Handset Service Contract Program** protects you against high replacement costs.

Cellular One significantly discounts customers' phones when they sign up for new service or renew their agreements with us. New subscriber incentives are not available for replacement phones. If you become one of the 25% of cellular phone subscribers whose phone is damaged, lost or stolen, we want to keep you talking, texting or surfing the web.

Unlike some other offerings in the wireless business, our program takes into account the cost of your current phone. Those with lower-priced phones pay less than those with higher-priced phones.

WHAT ARE THE RATES?

Phone Level	Monthly Fee	Damage Replacement	Lost/Stolen Replacement
1	\$3.95	\$25	\$49
2	\$4.95	\$45	\$69
3	\$5.95	\$75	\$99
4	\$6.95	\$125	\$149
5	\$7.95	\$150	\$199

Taxes apply.

WHAT ARE THE DETAILS?

Wireless Handset Service Contract Program coverage purchased at the time of activation of the new phone begins immediately. If the program is purchased after the initial activation of the phone, coverage is delayed 30 days. During those 30 days, the phone must have made and received calls and/or messages on the Cellular One network.

The monthly fee for the program is for one billing cycle. Cancellations will be processed at the end of the billing cycle, but you may contact us to cancel the program at any time. Refunds are not available.

New or refurbished phones with warranties will be issued for replacements. If a phone model has been discontinued, it will be replaced with a like or comparable model in the same price range.

Replacement charges are to be paid in full at the time the replacement phone is received. Replacement charges cannot be billed to the account. No cash settlements are available.

Two replacements are allowed in a rolling 12-month period.

For Damaged or Malfunctioning Phones:

Most replacement phone requests result from damages or from malfunctions after the expiration of the manufacturers' warranties. Any new wireless phone purchased from Cellular One is covered by this program. Normal wear and tear, cosmetic damage and intentional damage are NOT covered. Cellular One must be notified within 30 days of the damage. The damaged phone is to be returned to Cellular One before a replacement phone is issued.

For Lost or Stolen Phones:

The replacement for your lost or stolen handset is a loaner phone for your use during the rest of your service agreement. It is to be returned to Cellular One when your contract expires. Cellular One needs to be notified of a lost or stolen phone immediately so service can be temporarily interrupted to prevent customer liability for usage.

CAN I UPGRADE?

Cellular One's program is unique in that it offers you the opportunity to upgrade your phone at the time of replacement by signing a new two-year service agreement. The costs to upgrade are:

To Level 2	\$ 50
To Level 3	\$ 75
To Level 4	\$125
To Level 5	\$175

Taxes apply.

Upgrades to smartphones require the addition of the UNLIMITED smartphone data package at \$29.99 a month. Some smartphones are not available for upgrade through this program. Ask for details at your local store.

HOW DO I SIGN UP?

Sign up for our **Wireless Handset Service Contract Program** at your local Cellular One store or call Customer Care at 1-800-962-4046.

PROTECT YOURSELF

