

**Subject:** Sprint to Home  
**To:** Indirect Sales Teams

*Date:* 2/2/06

*Program Date* Offer dates: 1/29/06 - Ongoing

*Target Customer* Mobile moms, baby boomers, and mobile professionals

*Program Detail/Pricing* Sprint to Home<sup>SM</sup> allows voice calls between a Sprint wireless phone and a designated landline number without using the minutes in the customer's wireless rate plan. Run your household while away from home and stay in touch with family and friends.

When purchased as an attachable to a:	Sprint to Home Pricing
Primary subscription	\$5.00
Secondary subscription and assigned the same residential phone number	
Primary or secondary subscriber can assign a different residential phone number	

- Requirements*
- New and existing customers
  - **Must have a designated residential landline number with all residential numbers validated by a vendor**
  - **Only one residential phone number can be assigned to each wireless number**
  - Sprint Local service or Sprint Long Distance service is not required to get Sprint to Home
  - International, 900, or Operator assistance numbers are not available.
  - Sprint to home is only available on Sprint Nationwide PCS and iDEN networks.
  - It is not available while roaming on other CDMA networks

- Support Materials*
- Collateral will be available with the 3/12 launch.
  - E flyer is available on INC and 3<sup>rd</sup> party website

- Channel Participation*
- All Channels



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*Selling & Activation*

- Customers will receive the offer at POS
- Feature should be added to customers' plans through activation process.
- Designate eligible landline numbers in Premiere.

*Plan Codes*

System	Sprint to Home Codes
RMS/FAST	SPRINT TO HOME \$5
FDT/WIAT	SPR2HM

*Sprint to Home Provisioning*

Store Type	System	Steps
CDMA Device	Field Activation System Terminal (FAST)	1. From the <b>Select Add-On screen</b> , select <b>SPRINT TO HOME \$5</b> . 2. Click <b>Continue</b> . 3. On the <b>Add Home Pick Number</b> screen, enter the customer's landline phone number. 4. Click <b>Submit**</b>
iDEN device	FDT (Fulfillment Desktop) - New Activations	1. Under the <b>Order</b> line, select <b>SPR2HM</b> . 2. On the <b>Order Confirmation</b> page, enter the landline phone number for Sprint to Home.
iDEN device	WIAT (Wireless Internet Add-On Tool) Existing Activations	1. Under the <b>Order Entry tab&gt;Unit Information</b> section>Information section> <b>Voice/Other</b> tab, select <b>SPR2HM</b> . 2. Once all of the information has been entered on the Order Entry page, click <b>Submit</b> . 3. Enter the Sprint to Home or Sprint Mobile to Office phone number in the appropriate fields window.

**\*\*FAST Note:** If the customer's residential phone number is not entered, the following message appears: "There is no Sprint to Mobile/Home number associated with this subscription. Do you wish to continue? Yes/No" Click **No** and complete the steps to enter the customer's phone number.



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## FAQ's: Sprint to Home

1. What qualifying questions should I ask to determine if customers need Sprint to Home? Ask these qualifying questions:
  - Would you like the ability to manage your household affairs while you're away from home?
  - Would you like to save on your wireless minutes while staying in touch with your family and friends?
  
2. A Sprint customer has her two daughters on her account as add-a-phone subscribers. Can she get Sprint to Home for herself and her two daughters? Yes. The primary subscriber (Mom) and the secondary subscribers (two daughters) are all eligible for Sprint to Home. There is a \$5.00 monthly recurring charge for each wireless phone number. The phone number does not have to be the same as the primary subscriber.
  
3. A Sprint customer works out of his home and has a second line for his business. Can he get Sprint to Home on the second line? If the second home line is registered as a residential line, then you can get Sprint to Home. If the second line is registered as a business line, then Sprint to Home will not be available.
  
4. A Sprint customer has his Dad on his account as an add-a-sub. Can Dad get Sprint to Home? Yes. The secondary subscriber (Dad) is eligible for Sprint to Home. For the residential line, there is a \$5.00 monthly recurring charge.
  
5. Where will Sprint to Home charges show up on the Sprint bill? Charges will show up under the Call Detail section. Sprint to Home calls will be identified by a wireless phone and house icons similar to the way Mobile-to-Mobile calls are identified by two wireless phone icons. The minutes will also be summarized under the Minutes Used section just like Mobile-to-Mobile call minutes.
  
6. If a customer changes his or her home phone number in the middle of a bill cycle, when will the change go into effect? The change won't go into effect until the next bill cycle. Therefore, the customer should be advised that calls to the new residential number could incur minute usage until the change becomes effective.



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