

# ACTIVATING YOUR PHONE

Here's a quick guide to set up your replacement device.

## SIM Card

1. Visit [cspire.com/activate](https://cspire.com/activate) and follow the steps.
2. Enter your 8-digit insurance claim number and 10-digit mobile number when prompted. You can find the claim number in emails from Likewise Device Protection or by signing in at [protect.likewise.com/cspire](https://protect.likewise.com/cspire)
3. Select "Activate Device" on the Ready to Activate page.
4. Select how you got your device and enter the last 4 digits of your SSN.
5. Make sure both devices are turned off - if your old device isn't turned off, it can cause serious service problems.
6. Power on and set up your new phone. Then, connect it to WiFi.
7. Make sure LTE or 5G is in the corner of your home screen. You should see the message "UICC activation successful" within 5 minutes.

## eSIM

1. Visit [cspire.com/activate](https://cspire.com/activate) and follow the steps.
2. Enter your 8-digit insurance claim number and 10-digit mobile number when prompted. You can find the claim number in emails from Likewise Device Protection or by signing in at [protect.likewise.com/cspire](https://protect.likewise.com/cspire)
3. Select "Activate Device" on the Ready to Activate page.
4. Select how you got your device and enter the last 4 digits of your SSN.
5. Make sure both devices are turned off - if your old device isn't turned off, it can cause serious service problems.
6. Power on and set up your new phone. Then, connect it to WiFi.
7. When prompted to choose a cellular plan, select "C Spire."
8. Make sure LTE or 5G is in the corner of your home screen. You should see the message "UICC activation successful" within 5 minutes.



## To Return Your Old Device

Place your damaged/malfunctioning device in the provided return envelope, attach the USPS label, and drop it in any USPS mailbox within 10 days.

- **To avoid a Locked Device Fee of up to the device's full retail price, be sure to unlock your device before shipping it. iPhone users will need to remove "Find My" features, iCloud and the "cellular plan" if an eSIM is used. Android users who have a Google activation lock set will need to log into their account and unlock it.**
- Make sure you remove all personal info and data, and restore the device to factory settings ("Erase All Content and Settings") before shipping it. We are not responsible for any loss of data that may occur if you fail to remove data from your device.
- If your damaged/malfunctioning device is not returned within 10 days, you may be subject to a Non-Return Fee of up to the device's full retail price.

## About Device Replacements

For iPhones, Apple warranty will continue to cover your new device replacement as long as you're actively enrolled in the Wireless Protection with AppleCare Services. If you remove the plan, your warranty lasts the remainder of the enrollment in the plan or 90 days, whichever is greater. If your replacement malfunctions during this time period, contact C Spire for help.



### QUESTIONS ABOUT YOUR CLAIM?

Call us at **888-318-7688**  
or visit [cspire.com](https://www.cspire.com).

**IMPORTANT NOTE:** Device Protection will appear as the payee on your banking statement or credit card statement by which you paid your deductible. This will appear on your next statement.

likewise.

