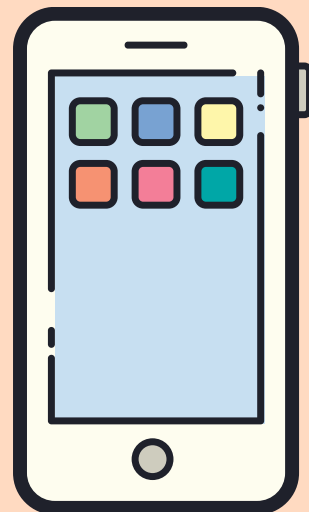


6 TERMS TO KNOW BEFORE YOU GO INTO A WIRELESS STORE...

UPGRADE



Anytime you want a new phone on an already established phone number, it's called an upgrade.

FINANCING



A limited dollar amount associated with your account that allows device purchases to be paid in installments (typically 24-36 months).

TROUBLESHOOT



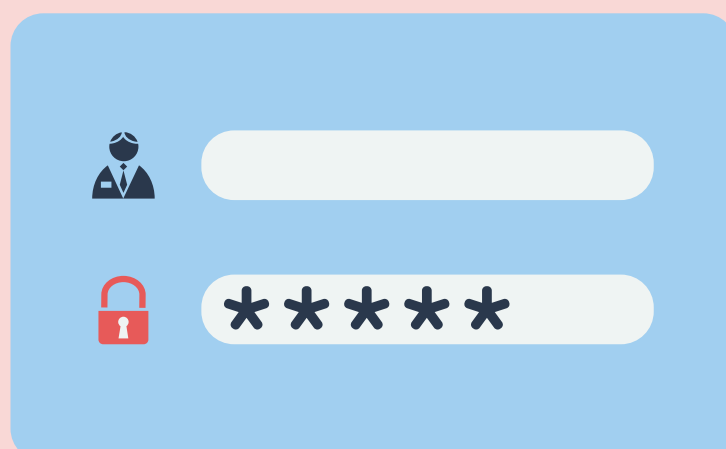
If your device (phone, watch, tablet) isn't working correctly, try restarting it or checking for updates. Go to > Settings > Search > Software Update

BACKUP



Save everyone time and do this before going into a store. It's your responsibility to protect your information from being lost. Backup to a storage card, cloud, or computer.

ACCOUNTS



Accounts = Gmail, Yahoo, iCloud, Samsung, work apps. Store these logins somewhere you can easily recover them. Wireless providers cannot unlock, recover, or access personal accounts.

FEES



Upgrade or Assisted support fees are charged in-store for the assistance provided in setting up a new device. To avoid this fee you can order online and setup on your own.