How do I contact Customer Support?

As the Account Administrator, this guide has given you instructions for ordering your own services, but we know you may need some extra help. That's where Sprint Carefree Cloud Customer Support comes in! We offer Carefree Cloud service – we can help you order service and get you up and running.

When you need assistance for a question or problem, SaaS Account Administrators may contact Sprint Carefree Cloud Support at 855-234-1825 or at www.sprint.com/carefreecloud. Sprint Carefree Cloud Customer Support is available 24x7x365.

Our Carefree Cloud Customer Support representatives will assist you with how-to instructions, troubleshooting, escalations to the SaaS providers, and billing questions or issues.

When contacting Sprint Carefree Cloud Customer Support, the caller will need to provide either:

1. The Billing Account Number (BAN), or
2. The domain name if applicable to the SaaS product, or
3. The phone number for a subscriber on the account.

As an Administrator, you may also need to authenticate the account by providing the security PIN or by answering the related security question.

End User Support

End Users may also call Carefree Cloud when they need Technical Support. By providing your End Users the Carefree Cloud Customer Support contact number and your customer account number, i.e., the Sprint BAN (Billing Account Number) and/or domain name, a Carefree Cloud Support representative will be able to assist your End Users without requiring PIN authentication information.

By providing your account information to End Users, you, as the Customer Administrator, agree that Carefree Cloud Support representatives and agents can provide technical assistance to your End Users without requiring account authentication. You acknowledge that your End User’s credentials, BAN and/or domain will be the only information necessary for a Carefree Cloud representative to provide End User support.
**Important:** Support for Customer Administrators is provided by Sprint’s Carefree Cloud Customer Support team with every SaaS product or service purchase. However, depending upon the SaaS product or service purchased, End User Support may require the purchase of an additional Carefree Cloud End User Support package.

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**Device Assistance**

If you experience problems with your device or network connectivity, you will need to contact the device or service provider. For Sprint devices or Sprint network issues, customers can contact Business Customer Support at 800-927-2199. Business Customer Support can also answer questions about billing or connectivity.

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**Other Support Contacts**

We recognize that in unique circumstances, some customers may need to consult resources outside of Sprint. When in doubt, contact Sprint Carefree Cloud Customer Support at 855-234-1825. You may also access helpful information at the locations depicted on the chart below. The chart below provides links to Sprint partner vendors:

<table>
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<tr>
<th>SaaS Provider</th>
<th>Self Help URL</th>
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| Microsoft Office 365   | [http://gettingstartedwiz.sprint.com](http://gettingstartedwiz.sprint.com)  
|                        | [http://ecenter.custhelp.com/app/answers/detail/a_id/1514](http://ecenter.custhelp.com/app/answers/detail/a_id/1514) |