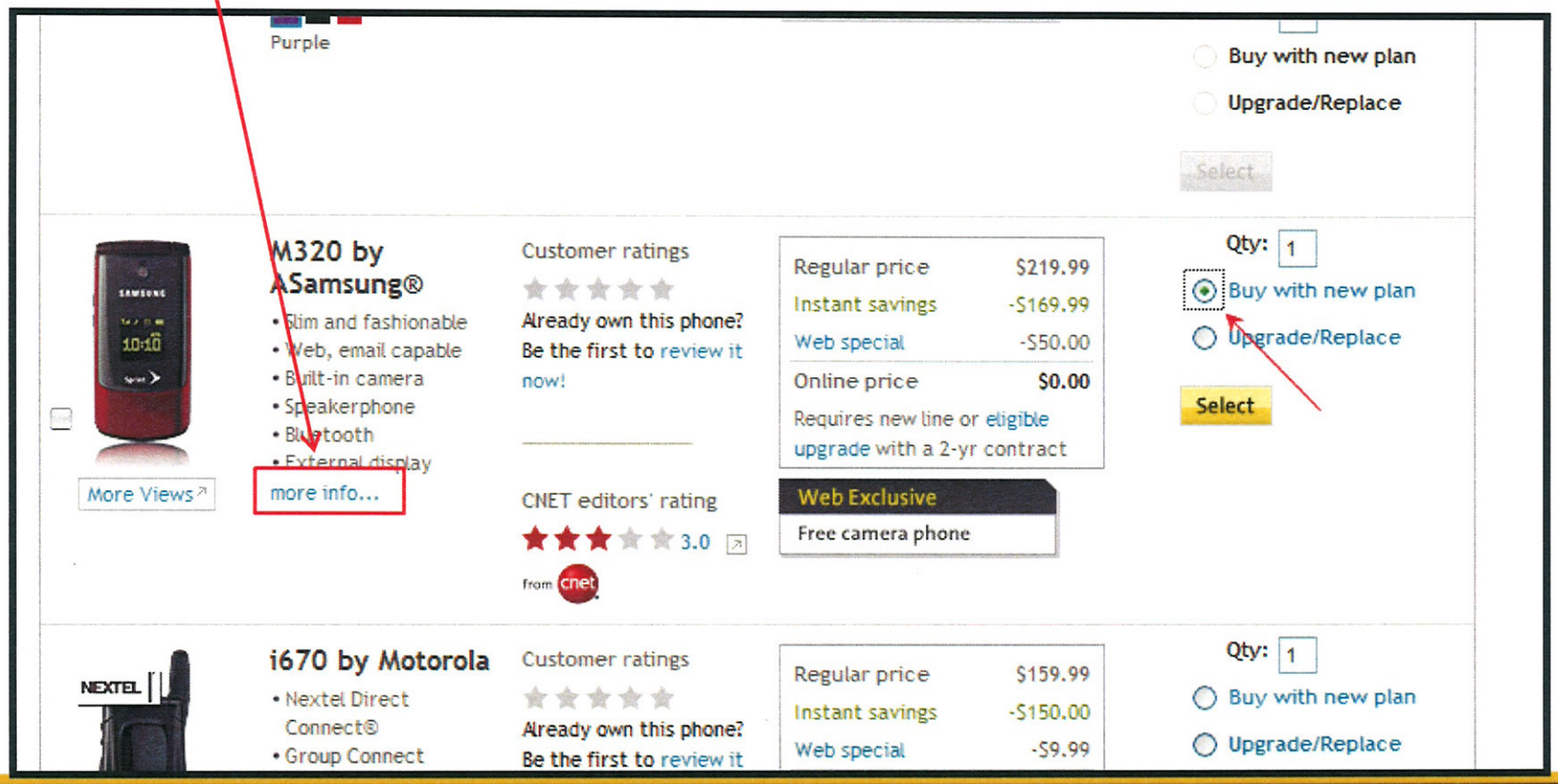
Attachment B

Web Flows

Gross Add (GA) – Phone Selection

- Customer begins the purchase process on the phones page
- For new orders, they select 'Buy with new plan' and hit the 'Select' button

more info… provides additional content for the phone



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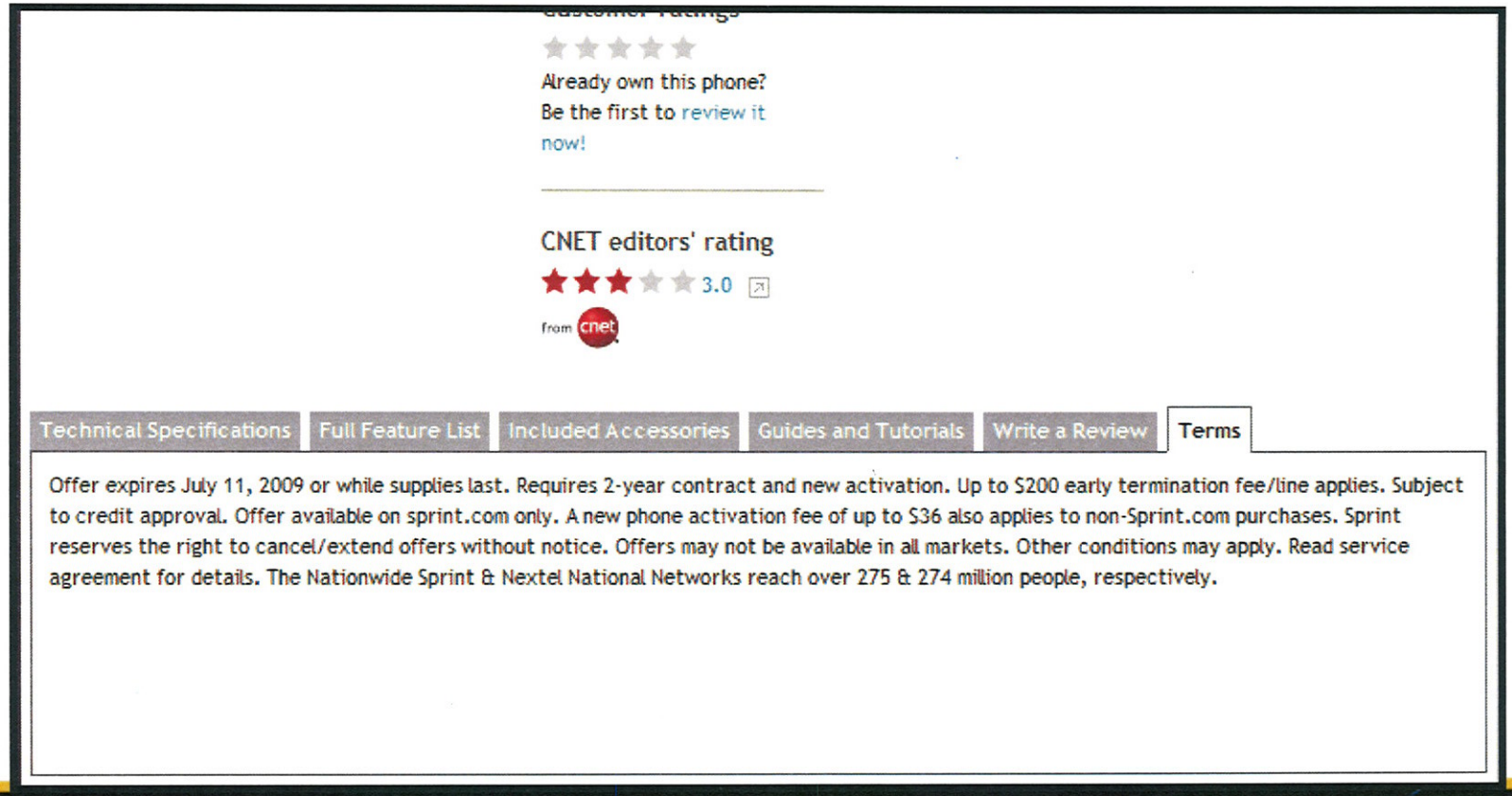
Sprint ahead

GA – Phone Selection – more info…

- The bottom of the 'more info…' link provides several areas where the customer can find out more content relating to the purchase of the phone.
  - This exists in production today



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GA – Plan Selection

Customer has the ability to pick from any plan that is compatible with the handset they have chosen. Clicking on 'Select' sends them to the services page

Shop | My Sprint | Digital Lounge | Support | Community

Coverage Maps | Shopping Cart

Phones | Plans | 3 Services | 4 Accessories

Got questions? Clic

Narrow My List > Nextel Direct Connect® Individual Share Business Reset

The plans below are compatible with the phone you selected.

Your Selected Phone

Line

M320 by ASamsung®

Simply Everything

Buy with Mobile Broadband and save $9.99/mo.

Everything your phone, PDA or smartphone can do nationwide - unlimited text, surf, email, listen, watch, find and of course, talk - on one simple plan.

This plan includes

- Unlimited data: Web surfing, email, BlackBerry Internet Services (BIS), GPS Navigation, Music Premier, TV Premier, NFL Mobile Live, NASCAR Sprint Cup Mobile℠
- Unlimited Direct Connect: Direct Connect and Group Connect (for capable phones)
- Unlimited messaging: Text, pictures and video
- Unlimited talk: Unlimited anytime minutes, nationwide long distance and no roaming charges
- More about what's included in this plan

	Anytime Minutes	Monthly Price	Additional Anytime Minutes	
Best Value	Unlimited	$99.99	Unlimited	Select

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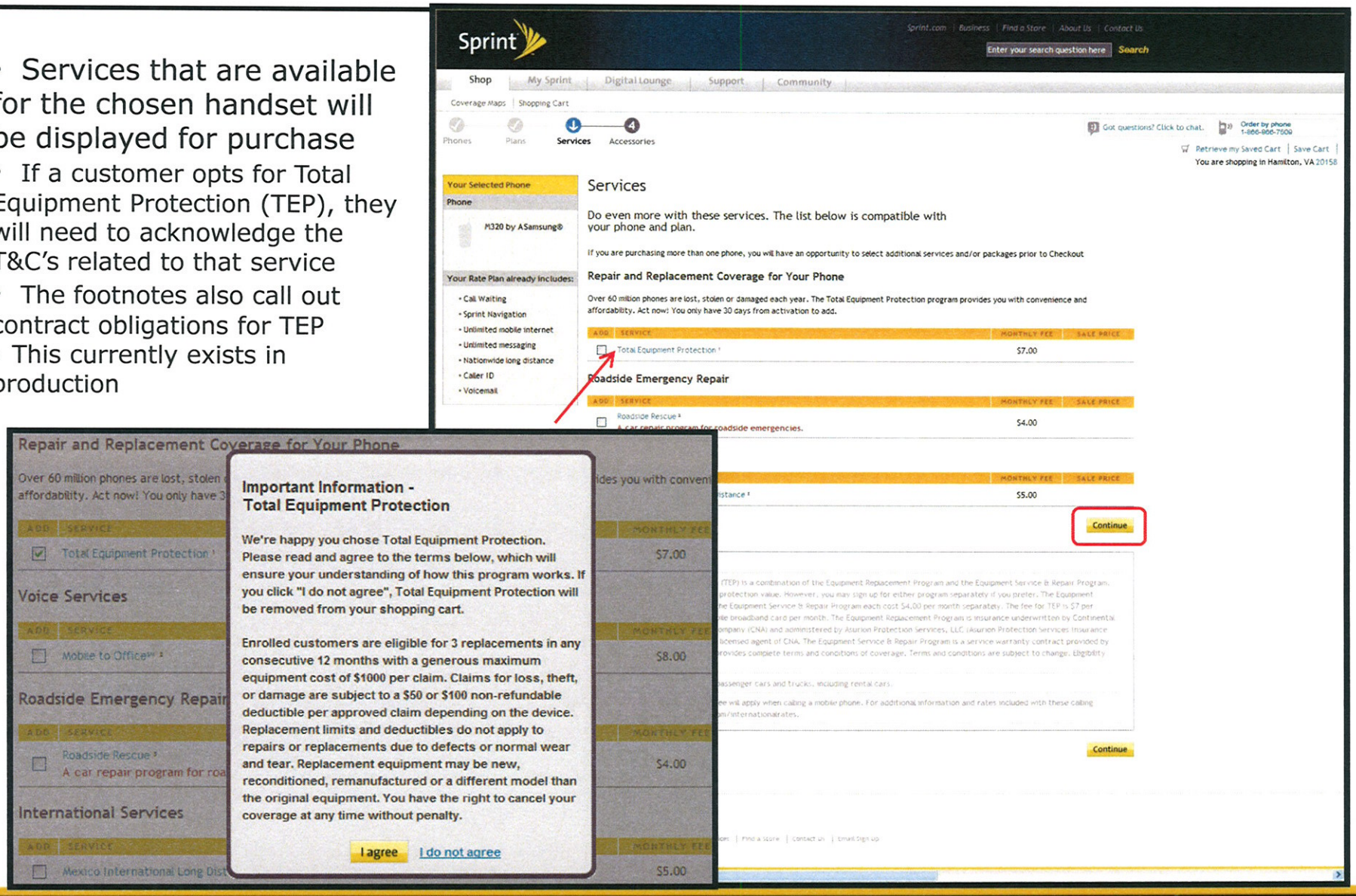
GA – Service Selection

- Services that are available for the chosen handset will be displayed for purchase
- If a customer opts for Total Equipment Protection (TEP), they will need to acknowledge the T&C's related to that service
- The footnotes also call out contract obligations for TEP
- This currently exists in production



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GA – Accessory Selection

Sprint

Sprint.com | Business | Find a Store | About Us | Contact Us

Enter your search question here Search

Shop | My Sprint | Digital Lounge | Support | Community

Coverage Maps | Shopping Cart

Phones — Plans — Services — Accessories

Got questions? Click to chat. Order by phone 1-866-866-7509

Retrieve my Saved Cart | Save Cart |

You are shopping in Hamilton, VA 20158

Your Selected Phone

Phone

M320 by ASamsung®

Included accessories:

- Standard Lithium Ion (Li-Ion) Battery^{TM} (1)
- Second Battery door with Tattoo^{TM} pattern(1)
- Battery Door(1)
- AC Phone Charger(1)

Recommended Accessories

Holster

This durable, form-fitted holster is a convenient and secure carry solution for your M320 handset. Allows access to the headset jack and charging port. Equipped with a durable locking swivel clip.

Your price $19.99

Quantity

Micro-USB Vehicle Power Charger

This vehicle power charger connects your phone to your vehicle's power outlet for simultaneous talk and charge. Charger is black, with LED that illuminates when charging. Check for compatibility with devices that have a micro-USB connector.

Your price $31.99

Quantity

View all accessories

Continue

Terms & Conditions

Your Privacy Rights | Acceptable Use Policy and Visitor Agreement | Copyright Notices | Find a Store | Contact Us | Email Sign Up

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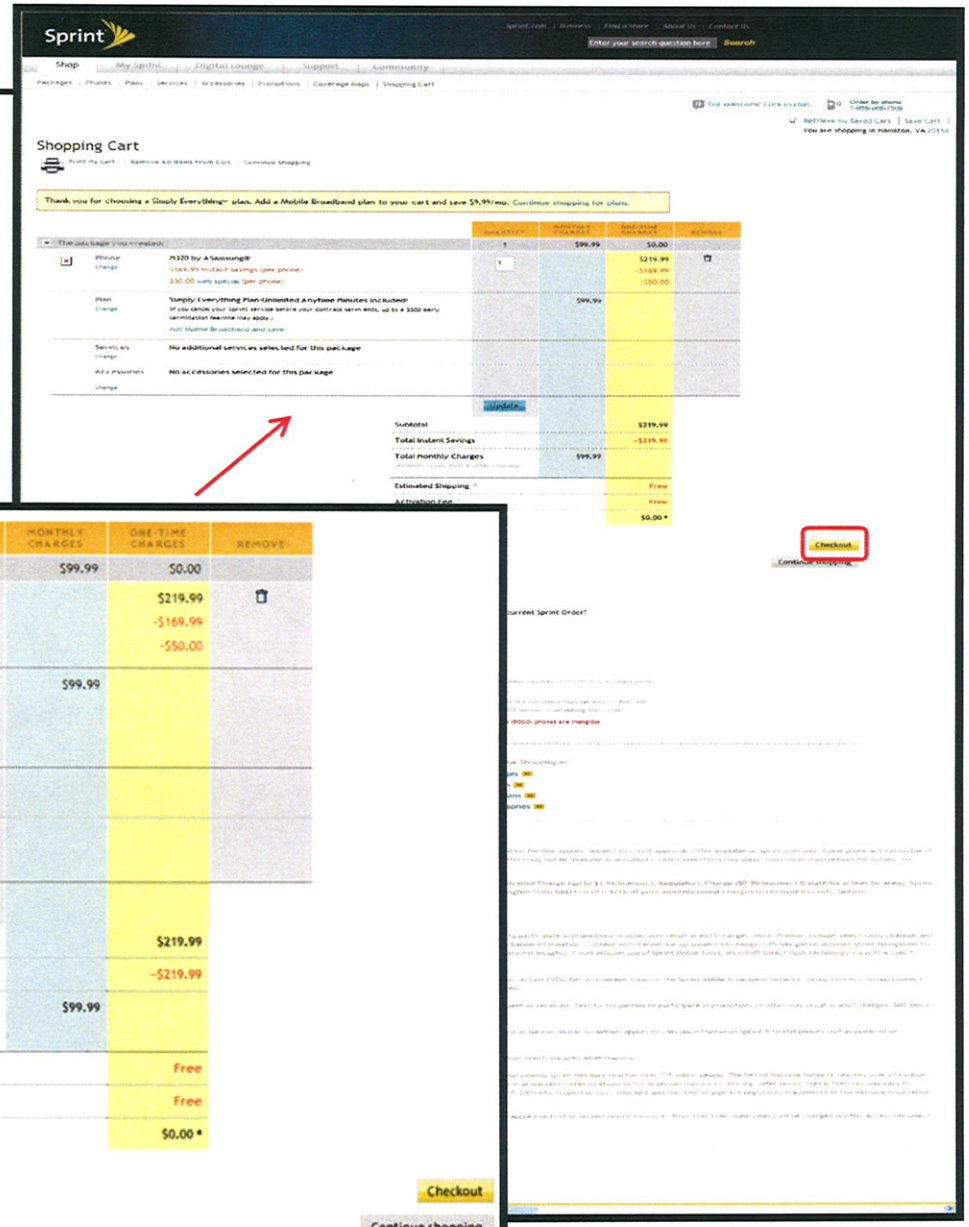
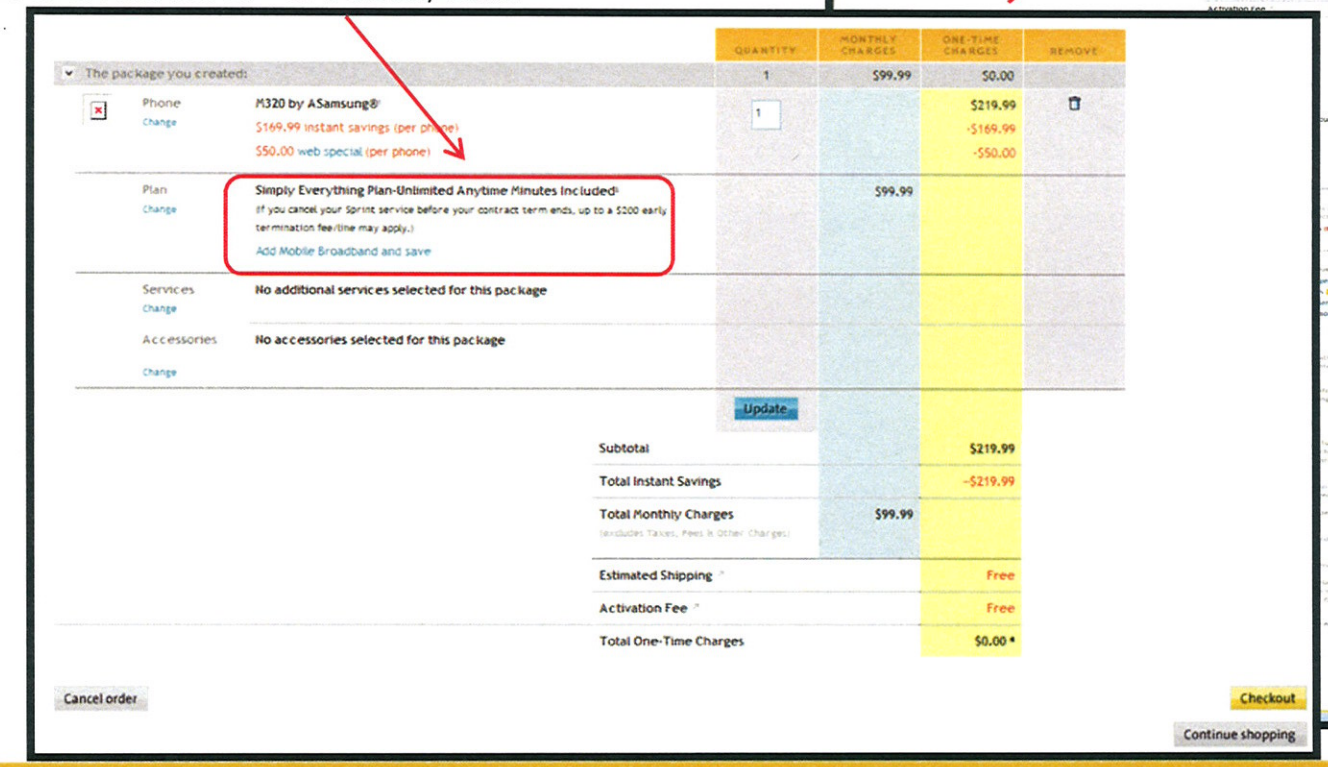
GA – Shopping Cart

The following text is located under all plans in the Gross Add (GA) path:

(If you cancel your Sprint service before your contract term ends, up to a $200 early termination fee/line may apply.)

This will be available in the production environment on or around the 17th of October, 2009.





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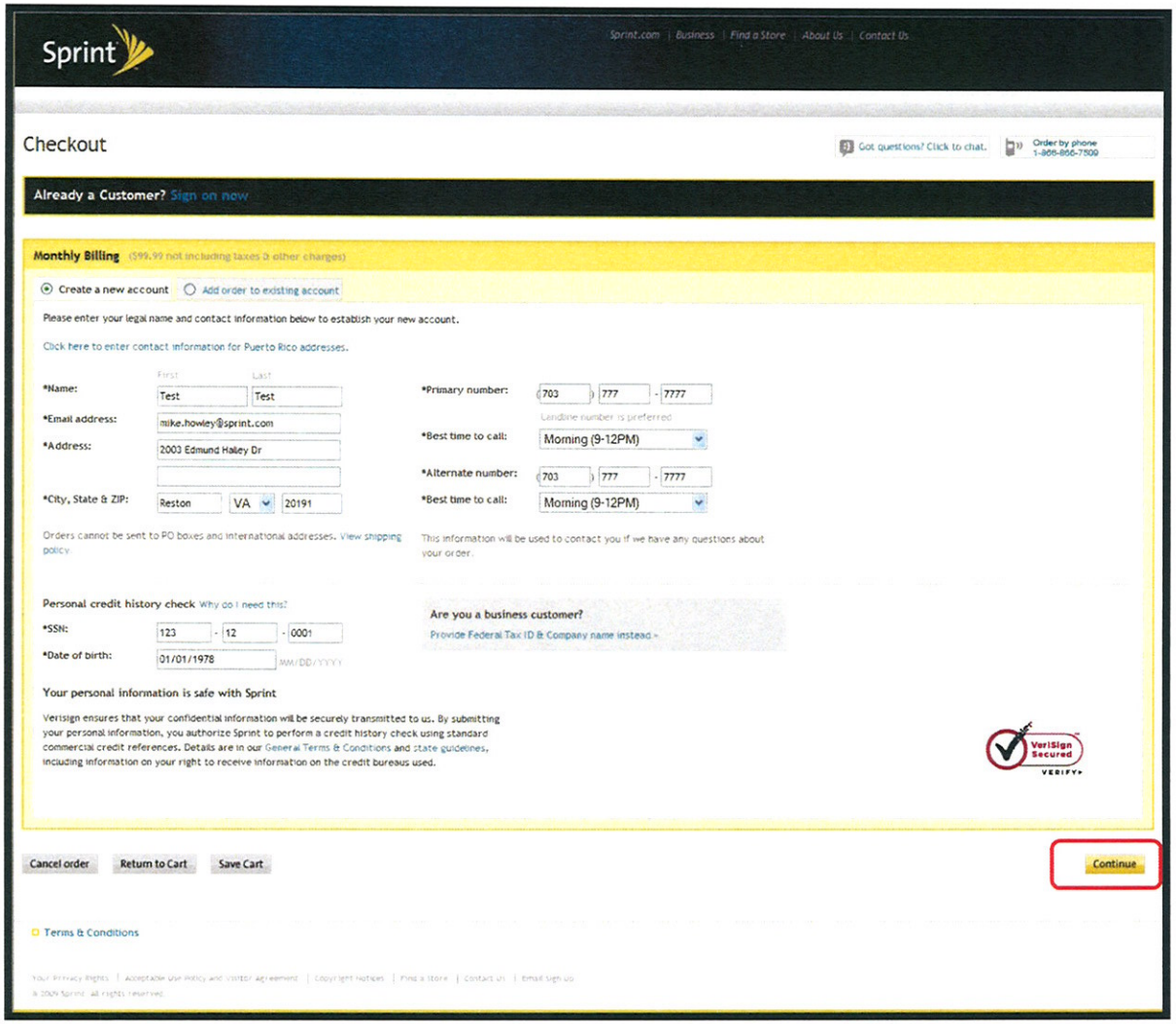
GA – Checkout Page 1

On the first page of the checkout sequence the following information is collected:

- Name
- Email Address
- Address
- Primary and secondary contact phone numbers
- City
- State
- Zip code

- Credit Check:
  - Social Security Number (SSN)
  - Date of Birth (DOB)
  - The credit check could result in a customer having to pay a deposit or adhere to a spending limit. This is not presented in this flow.



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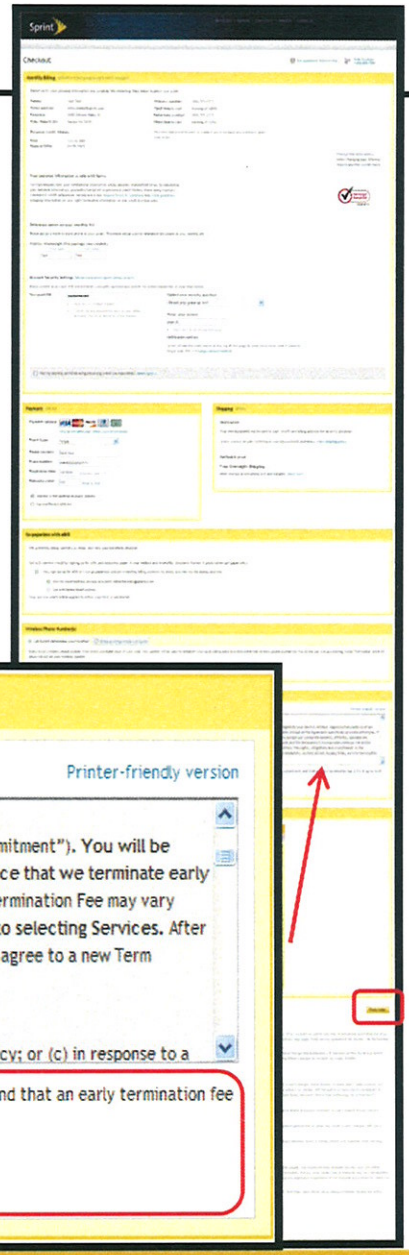
GA – Checkout Page 2

The Early Termination Fee (ETF) verbiage has been added to the general terms and condition acknowledgement

- A customer cannot complete their order unless they click the checkbox located under/next to the T&C's
- A link to Sprint's ETF policy is also located under the acknowledgement in case the customer would like to examine the details further



General Terms & Conditions

Please review the General Terms and Conditions of your order. Printer-friendly version

Term Commitments & Early Termination Fees

Many of the Services (for example, rate plans and Device discounts) that we offer require you to maintain certain Services with us for a minimum term, usually 1 or 2 years ("Term Commitment"). You will be charged a fee ("Early Termination Fee") up to $200 for each line of Service that you terminate early (i.e., prior to satisfying the Term Commitment) or for each line of Service that we terminate early for good reason (for example, violating the payment or other terms of the Agreement). Early Termination Fees are a part of our rates. Your exact Term Commitment and Early Termination Fee may vary based on the Services you select and will be disclosed to you during the sales transaction. Carefully review any Term Commitment and Early Termination Fee requirements prior to selecting Services. After you have satisfied your Term Commitment, your Services continue on a month-to-month basis without any Early Termination Fee, unless you agree to extend your Term Commitment or agree to a new Term Commitment. As explained directly below, there are instances when you will not be responsible for an Early Termination Fee for terminating Services early.

When You Don't Have To Pay An Early Termination Fee

You aren't responsible for paying an Early Termination Fee when terminating Services: (a) provided on a month-to-month basis; (b) consistent with our published trial period return policy; or (c) in response to a

☐ Yes, I acknowledge that I have read, understand and agree to the Terms and Conditions of my new Service Agreement associated with my order, including the term commitment and that an early termination fee (ETF) of up to $200 per line applies if I terminate early.

Frustrated with your phone company? You've got rights. Learn More > | Get more information on Sprint's prorated ETF policy >

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GA – Online and Email Order Receipt

Once a customer places their order, a confirmation page will display highlighting the order they just placed, next steps as well as additional information about the purchase.

The information on the order confirmation web page is the same that is displayed in the confirmation email that is sent to the email address the customer provided.

Please reference the file below to see what the confirmation email looks like.
(This will open with Outlook on your computer)

Order Number ws-bbcc-102299863.msg

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