



INFINITY CELL PHONE RENTALS

Offering customers choices is one of dPi's strengths; dPi will now offer Infinity Cell Phone rentals. These fully featured flip phones with color display, (some may include camera) are a great option for the customer. With a variety of prepaid plans to choose from, this product line should be an easy rental that brings the customer back to your store even after payoff!

EXPECTATIONS

Marketing support is provided by Infinity Mobile – brochures (with brochure holder) and a poster that can be hung in the window. (Additional POS may be requested by calling the dPi Agent Hotline at 800-393-9956.)

The Infinity Mobile program has three components:

- Cell Phone Rental - standard rental-purchase agreement.
- Activation Process – You will assist your customer in activation of each phone. Step by step instructions are listed below. Follow these procedures and your customer will walk out of your store ready to make and receive calls.
- Recharge Plans – Customers buy plans that expire 7 to 30 days from activation. There are several plans with different “minute” options (see below). In addition, “Anytime Refills” can be purchased if plan minutes have been used before the end of the plan period.

INFINITY MOBILE PROGRAM DETAILS

This section explains the plans and coverage available, service features and procedures for activation / programming, deactivation and defective / damaged handsets. Terms and conditions, Frequently Asked Questions (FAQs), contact information to support the program, and the deactivation / lost phone form are also included. Make copies of the deactivation form as needed.

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Plans

dPi Teleconnect and Infinity Mobile offer “activation” plans, “monthly” plans, “weekly” plans, “text” plans and “cash refills” for your customer’s convenience.

1) Infinity Mobile Activation Plans - Any plan within this airtime product category is available. The price includes a \$10.00 activation fee. Plans expire 30 days from date of purchase with the exception of the Weekly Plan, which expires in 7 days.

2) Infinity Mobile Monthly Plans - These plans should only be used to REFILL minutes on an existing phone rental. DO NOT choose this airtime product category to activate new phones. Customers must have an existing Infinity Mobile phone number to qualify for these plans. Plans expire 30 days from date of purchase, NOT from the previous expiration date.

3) Infinity Mobile Weekly Plans – These plans should only be used to REFILL minutes on an existing phone rental. DO NOT choose this airtime product category to activate new phones. Customers must have an existing Infinity Mobile Phone number to qualify for these plans. Plans expire 7 days from date of purchase, NOT from the previous expiration date.

4) Infinity Mobile Cash Cards - These plans should only be used to REFILL Carry over minutes on an existing phone rental. DO NOT choose this airtime product category to activate new phones. Customers must have an existing Infinity Mobile phone number to qualify for these plans. These plans do not alter existing expiration dates.

5) Infinity Mobile Text Plans – These plans are used in addition to Monthly/Weekly Plans. Text Plans allow the customer to send and receive Text Messages without taking away from the Monthly/Weekly Plans. DO NOT choose this product to activate new phones. Text Plans do not expire as long as the phone number stays active.

- Activation Plans - \$41.99 to \$135.99 / 100 to 1000 Anytime Minutes; Expires: 30 Days From Purchase (FIRST TIME COST INCLUDES \$10.00 PER PLAN FOR ACTIVATION)
 - These activation plans get your customer going and gives him/her the amount of airtime they choose. **The customer must purchase an Activation Plan to get started.**
- “Monthly” Plans - \$31.99 to \$125.99 / 100 to 1000 Anytime Minutes; Expires: 30 Days From Purchase
 - Customers must maintain a “monthly” plan or “weekly” plan to keep their account active. A “monthly” plan may be purchased at the time of activation. If this occurs, the minutes purchased from the Activation Plan will be used first. “Monthly” plans expire 30 days from purchase and may be purchased before the existing plan expires.
 - For example, a customer rents a phone on December 15, pays one-month rental and purchases an Activation Plan for 100 minutes to get started. This customer must purchase another monthly plan on or before January 14 in order to keep their phone from deactivating.

- Unlimited Nights & Weekends may be used as long as there is at least one minute available. Customers may call Infinity to check their minutes.
- Customers may text message at a rate of three minutes per message (sending and receiving) providing their phone has text message capability.
- Calling 411 with only a “monthly” plan active will result in suspension of the account; the customer must call Infinity Customer Service to reinstate the account (number listed at the end of this document and on brochures).
- If a “monthly” plan expires before the next plan is purchased, the account is deactivated and the number is lost. Upon reactivation, a new number will be assigned. **If a customer is deactivated there is no way to reactivate their previous phone number.**
- Weekly Plans - \$9.99 to \$16.99 / 25 to 50 Anytime Minutes; Expire 7 days after purchase.
 - Unlimited Nights & Weekends may be used as long as there is at least one minute available. Customers may call Infinity to check their minutes.
 - Customers may text message at a rate of three minutes per message (sending and receiving) providing their phone has text message capability.
 - Calling 411 with only a “weekly” plan active will result in suspension of the account; the customer must call Infinity Customer Service to reinstate the account (number listed at the end of this document and on brochures).
 - If a “weekly” plan expires before the next plan is purchased, the account is deactivated and the number is lost. Upon reactivation, a new number will be assigned. **If a customer is deactivated there is no way to reactivate their previous phone number.**
 - When a customer chooses a weekly plan to replenish their Infinity Mobile handset the new renewal date will be 7 days from the date of the plan activation. The must current plan activated (monthly or weekly) will determine the renewal date on the account.
- Cash Refills - \$5.00 to \$25.00 / 15 to 75 Anytime Minutes; No Expiration
 - “Cash refills” have multiple uses and minutes purchased do not expire, even with the purchase of another “monthly” plan. Purchasing a “cash refill” adds a “positive cash balance” to the account. Positive cash balances allow customers to:
 - Have Anytime Minutes if they are not ready to purchase the next “monthly” plan.
 - Use Unlimited Nights & Weekends.
 - Text message at \$0.10 per message plus one minute (sending and receiving).
 - Call 411 at \$1.25 per call plus airtime used.

- “Positive cash balances” roll over once the next “monthly” or “weekly” plan is purchased.
- If the next “monthly” or “weekly” plan is not purchased and the account expires, any outstanding “cash refill” balance is forfeited.
- Text Plans - \$10.00 to \$50.00 / 100 to 500 Messages; No Expiration as long as phone is Active.

Plan Types

Activation Plans (Cost Includes \$10.00 Activation fee)	Infinity Mobile / Sprint PCS Plans								
	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5	Plan 6	Plan 7	Plan 8	Plan 9
Anytime Minutes Included	100	200	300	400	500	800	1000	25	50
Days to expiration	30	30	30	30	30	30	30	7	7
Cost	\$41.99	\$51.99	\$62.99	\$72.99	\$83.99	\$114.99	\$135.99	\$19.99	\$26.99
Cost Per Anytime Minute	\$.42	\$.26	\$.21	\$.18	\$.17	\$.14	\$.14	\$.80	\$.54
Monthly / Weekly Plans	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5	Plan 6	Plan 7	Plan 8	Plan 9
Anytime Minutes Included	100	200	300	400	500	800	1000	25	50
Days to expiration	30	30	30	30	30	30	30	7	7
Cost	\$31.99	\$41.99	\$52.99	\$62.99	\$73.99	\$104.99	\$125.99	\$9.99	\$16.99
Cost Per Anytime Minute	\$.32	\$.21	\$.18	\$.16	\$.15	\$.13	\$.13	\$.40	\$.34
All Plans Include: Free Voicemail – Free Call Waiting – Free Caller ID – Freed 3-Way Calling Free Nights (9:00 PM – 7:00 AM Mon-Tue-Wed-Thu) & Free Weekends (9:00 PM Friday – 7:00 AM Monday) Free Nationwide Long Distance & Roaming Text Messaging @ 3 Minutes Per Message (Monthly Plans) \$.10 Per Message + 1 Minute (Cash Cards)									
Cash Refill 1	Cash Refill 2		Cash Refill 3		Cash Refill 4		Cash Refill 5		
\$5.00	\$10.00		\$15.00		\$20.00		\$25.00		
15 Peak Minutes (\$.33 per minute)	25 Peak Minutes (\$.40 per minute)		45 Peak Minutes (\$.33 per minute)		60 Peak Minutes (\$.33 per minute)		75 Peak Minutes (\$.33 per minute)		
Text Plan 1		Text Plan 2				Text Plan 3			
\$10.00		\$25.00				\$50.00			
100 Messages		250 Messages				500 Messages			

Coverage

Coverage for Infinity Mobile is the Sprint Service Area. Sprint has built the largest all-digital, all-PCS nationwide network with advanced services reaching more than 230 million people for clarity you can see and hear.

The Sprint Nationwide PCS Network includes more than 4000 cities and communities nationwide, and is adding more cities all the time. Service area maps approximate service areas based on computer-generated radio-frequency coverage projections and information provided by third parties, but is not a guarantee of service availability. Actual coverage, quality and availability of coverage may vary based on network problems, signal strength, equipment, terrain, weather and other limitations or conditions. Planned service areas are subject to change. Local service in some areas is managed and provided under contract with Sprint by independent Affiliates.

Go to www.Sprint.com, select <Wireless>, then <Plans & Coverage> and enter a zip code to check coverage.

There is no additional charge for roaming outside of service area.

While every effort has been made to ensure service for each store location; it is possible that a customer will not be happy with the coverage the Sprint Network provides. It is very important to remember that once a pin has been loaded onto a phone it cannot be refunded unless ZERO minutes have been used.

Service Features

Major Features: Call Waiting; Caller ID; Text Messaging; Voicemail.

In addition, Infinity Mobile Service offers:

- **Checking Minutes:** Customers may call the automated IVR system at 888.416.0172 or the Infinity Customer Service Center during their hours of operations at 888.416.2020.
- **Reminder of Payment Due:** Customers receive a text message five days before the due date of “monthly” plans. Customers receive a text message three days before the due date of “weekly” plans.
- **Reminder Minutes Are Low:** Customers receive a text message when 20 minutes or less is left on the plan.

Voice Mail Set Up

Voicemail is setup through the automated Voicemail Setup System.

To begin setting up Voicemail, the assigned phone number must be dialed by the Handset.

Note

Accessing voicemail through land lines will not prompt the Voicemail Setup System.

Once the number is dialed, the system will prompt the user step by step instructions to customize the user's preferences.

Note Most handsets will default the voicemail number to the “1” speed dial key. Should this not be the case, the user will have to dial their own number and initiate the call.

Activations / Programming

It is the store associate's responsibility to activate and program the phone for the customer. This serves three purposes:

- 1) Procedures are followed better when the "agent" does the activating / programming;
- 2) You obtain the assigned phone number, MSID number(this number is used for programming purpose) and MSL Code(this number is used to enter the programming of the handset)
- 3) Customer service representative will provide all above necessary information (**phone number, MSID number and MSL code**) to complete the Activation and Programming procedures.

The last is most important. Customers can purchase additional plans from many locations – you want the customer coming back to your store to purchase those plans, even after paying off the phone. If you don't establish total customer service up front, customers could be under the mistaken belief that once they are paid off, they no longer have to purchase "monthly" or "weekly" plans. By keeping your customers coming back, you will help ensure they enjoy all the benefits of their phone.

To Activate and Program the Handset:

Create and close the agreement, making sure the ESN number located on the phone itself (inside the battery back cover)

Programming Instructions for Handsets

- **StarCom 7000 (Audivox)**
- **LG225**
- **LG125**

- 1 Press ##MSL#
- 2 Scroll down to "Edit" then press "OK"
- 3 Enter in MDN then press "OK" to continue
- 4 Enter in MSID then press "OK" to continue
- 5 Scroll down to "Done" then press "OK"
- 6 Phone should power down and up automatically

Infinity Mobile New Activation

To process an Infinity Mobile Activation you must first Click the <Cellular Recharge> button located on the tool bar to the far left of the screen then follow the instructions below.

The screenshot shows the 'Cellular Recharge' interface. On the left is a vertical toolbar with buttons: Monthly Payment, Customer Inquiry, Product/ Pricing Lookup, Cellular Recharge (highlighted), Internet, Long Distance Calling Card, and Debit Card. An arrow points from the text above to the 'Cellular Recharge' button. The main area has a header with statistics: Active Customers: 3, Rank 63 out of 893 stores, Total Revenue Collected MTD: \$4,006.36, New Sales MTD: 16, Rank 1 out of 893 stores, and Rank 1 out of 893 stores. Below this is a 'Cellular Recharge' section with a phone icon and text: 'Select from a variety of pre-paid wireless products. Please select one of the following wireless products'. Two dropdown menus are present: 'Select a Vendor' (set to 'Infinity Mobile - New Activation') and 'Select a Product' (set to 'Infinity Activation & 100 minutes'). Arrows point from 'Step 1' and 'Step 2' to these dropdowns. Below is a 'Selected Product' section showing 'Infinity Activation & 100 minutes - 30 days'. The 'Payment Method' is set to 'Cash'. Arrows point from 'Step 3' to the 'Payment Method' dropdown and from 'Step 4' to the 'Total Amount Due' field. The 'Total Amount Due' is \$39.99. Below this is a 'Total Amount Collected' field. The 'Change Due' is \$0.00. An arrow points from 'Step 5' to the 'Proceed to Next Step >' button. A note at the bottom states 'Payment is non-refundable.'

Step 1

Step 2

Step 3

Step 4

Step 5

STEP 1: Select Infinity Mobile - New Activation as the Vendor.

STEP 2: Select the Infinity Mobile Product the customer chooses.

STEP 3: Select the customers Payment Method (Cash/Credit/Debit)

STEP 4: Enter Total Amount Collected.

STEP 5: Click <Proceed to Next Step>.

Enter ESN and ZIP

version: 3.7.0.15

Welcome To **dPi** WebCentral
TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: DPI0000000

New Order
New Payment
Monthly Payment
Customer Inquiry
Product/ Pricing Lookup
Cellular Recharge
Internet
Long Distance Calling Card
Debit Card

QuickStats PARWD139RW

Location Home > Portal > Wireless Activation **Wireless Activation - Step 1 of 4**

Active Customers: 3 Rank 63 out of 803 stores Total Revenue Collected MTD: \$4,006.36
New Sales MTD: 16 Rank 1 out of 803 stores Rank 1 out of 803 stores

Infinity Mobile
Enter ESN and ZIP

ESN:

Zip Code:

Proceed to Next Step >

Step 1

Step 2

Step 3

STEP 1: Enter the ESN Number located on the back of the Handset.

STEP 2: Enter the customers Zip Code.

STEP 3: Click <Proceed to Next Step>.

Activation in Process

TELECONNECT Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: DP10000000

QuickStats PARWD139RW

Location: Home > Portal > Wireless Activation Wireless Activation - Step 2 of 4

Active Customers: 3	Rank 63 out of 803 stores	Total Revenue Collected MTD: \$4,006.36
New Sales MTD: 16	Rank 1 out of 803 stores	Rank 1 out of 803 stores

Infinity Mobile
Activation in Process

The Activation process may take a few seconds
...the system is locating a Phone Number for this handset
...and, setting up the connection to the Nationwide PCS Network
Press the Proceed button to continue

Step 1 (points to the text "...the system is locating a Phone Number for this handset")

Step 2 (points to the "Proceed to Next Step >" button)

Proceed to Next Step >

STEP 1: Please Allow 30 to 60 Seconds to Retrieve a Phone Number.

STEP 2: Click <Proceed to Next Step>.

Check Activation

version: 3.7.0.15

Welcome To **dPi WebCentral**
TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: DPID000000

New Order
New Payment
Monthly Payment
Customer Inquiry
Product/ Pricing Lookup
Cellular Recharge
Internet
Long Distance Calling Card
Debit Card

QuickStats PARW0139RW

Location Home > Portal > Wireless Activation **Wireless Activation - Step 3 of 4**

Active Customers: 3 Rank 63 out of 803 stores Total Revenue Collected MTD: \$4,006.36
New Sales MTD: 16 Rank 1 out of 803 stores Rank 1 out of 803 stores

Infinity Mobile
Check Activation

...the System is still searching for a Phone Number

...in some cases, internet traffic may slow this process down requiring up to 60 seconds to complete

...to update the Activation Status - Press the Activation Update button

...still searching

Activation Update Activate Manually

Step 1 points to the text: "...the System is still searching for a Phone Number"

Step 2 points to the "Activation Update" button

Step 3 points to the "Activate Manually" button

STEP 1: The System is still searching for a Phone Number.

STEP 2: Click <Automated Activation to refresh screen.

STEP 3: Click <Activate Manually

Automated Activation Receipt

Location: Home > Portal > Wireless Activation Wireless Activation - Step 4 of 4

Active Customers: 3 Rank 63 out of 883 stores Total Revenue Collected MTD: \$4,086.36
New Sales MTD: 16 Rank 1 out of 883 stores Rank 1 out of 883 stores

Print

1 of 1 100% powered by crystal

dpi
TELECONNECT

Customer Service Toll Free 1-800-350-4009
customerservice@dpiteleconnect.com

Cellular Payment Receipt

Customer Information

Confirmation Number	124036
PIN	414795825152
Phone Number	214-870-5763
Merchant	PARW0139RW
Payment Date	8/7/2006 10:40:09AM
Payment Type	Cash

Order Summary

Product	Price
Infinity Activation & 100 minutes	39.99

Thank you for purchasing the Infinity Mobile Activation Plan

PIN Number: _PIN_Text
Control Number: _ControlNumber_Text

MSL: 000000 @Receipt_Text (String)
MSID: MSID_Text

Step 1 → Confirmation Number
Step 2 → Payment Type
Step 3 → MSL Number
Step 4 → MSID Number

STEP 1: Confirmation Number for PIN.
PIN to Activate Handset.
Phone Number to Program Handset.

STEP 2: Type and Amount of PIN Minutes Purchase.

STEP 3: MSL Number to Program Handset

STEP 4: MSID Number to Program Handset

Unable to Verify Transaction

The System is not able to verify an activating will result in the printing of a manual receipt.

TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: SWANSONTE

New Order
New Payment
Monthly Payment
Customer Inquiry
Product/ Pricing Lookup
Cellular Recharge
Internet
Long Distance Calling Card
Debit Card
Reporting

QuickStats DPIIS00001

Location Home > Portal > Wireless Activation **Wireless Activation - Step 3 of 4**

Active Customers: 193 Rank 1 out of 1 stores Total Revenue Collected MTD: \$303.70

New Sales MTD: 1 Rank 1 out of 1 stores Rank 1 out of 1 stores

Infinity Mobile
Check Activation

...the System is still searching for a Phone Number

...in some cases, internet traffic may slow this process down requiring up to 60 seconds to complete

...to update the Activation Status - Press the Activation Update button

Activation Update

Unable to verify activation.

Step 1

Step 2

STEP 1: The System is unable to verify activation.

STEP 2: Click <Activation Update

Manual Activation Receipt

Infinity Mobile Monthly Payment Process

To process an Infinity Mobile Payment you must first Click the <Cellular Recharge > button located on the tool bar to the far left of the screen then follow the instructions below.

NOGetZip - Microsoft Internet Explorer
Address: https://securedev.dpteleconnect.com:444/wotest/main/Wireless.aspx

Welcome To **dpi** WebCentral
version: 3.7.0.15
Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: DPI0000000

New Order
New Payment
Monthly Payment
Customer Inquiry
Product/ Pricing Lookup
Cellular Recharge
Internet
Long Distance Calling Card
Debit Card
Debit Card Redemption
Reprint Receipt
Reversal/Void
Reporting
Operations

QuickStats PARW0139RW
Location Home > Portal > Wireless Wireless - Step 1 of 2
Active Customers: 3 Rank 63 out of 803 stores Total Revenue Collected MTD: \$4,006.36
New Sales MTD: 16 Rank 1 out of 803 stores Rank 1 out of 803 stores

Cellular Recharge
Select from a variety of pre-paid wireless products. Please select one of the following wireless products

Select a Vendor
Infinity Mobile - Monthly Plans

Select a Product

Selected Product

Payment Method
Cash

Total Amount Due \$0.00

Done Start Infi... SQL ... SQL ... Relea... Micro... Yonix ... 8 Mi... 2 Wi... 3 In... Produ... Yonix ... Wind... 10:51 AM

STEP 1: Select Infinity Mobile – Monthly Plans as the Vendor.

STEP 2: Click <Proceed to Next Step>.

Cellular Recharge of Monthly Plan

The screenshot shows a web application interface for cellular recharge. On the left is a vertical navigation menu with orange buttons: Monthly Payment, Customer Inquiry, Product/Pricing Lookup, Cellular Recharge, Internet, Long Distance Calling Card, Debit Card, Debit Card Redemption, Reprint Receipt, Reversal/Void, Reporting, and Operations. The main content area has a header with statistics: Active Customers: 3, Rank 63 out of 803 stores, Total Revenue Collected MTD: \$4,006.36, New Sales MTD: 16, Rank 1 out of 803 stores, and Total Revenue Collected MTD: \$4,006.36. Below this is a 'Cellular Recharge' section with a sub-header 'Select from a variety of pre-paid wireless products.' and a prompt 'Please select one of the following wireless products'. The form includes: a 'Select a Vendor' dropdown menu with 'Infinity Mobile - Monthly Plans' selected; a 'Select a Product' dropdown menu with 'Infinity 100 minutes \$29.99' selected; a 'Enter Phone Number' field with three input boxes; a 'Selected Product' section showing 'Infinity 100 minutes \$29.99 - 30 days'; a 'Payment Method' dropdown menu with 'Cash' selected; a 'Total Amount Due' section showing '\$29.99'; a 'Total Amount Collected' section with an empty input box; a 'Change Due' button; and a final amount of '\$0.00' in red. A note at the bottom states 'Payment is non-refundable.' Six numbered steps are indicated by arrows on the right: Step 1 points to the Vendor dropdown, Step 2 points to the Product dropdown, Step 3 points to the Phone Number field, Step 4 points to the Payment Method dropdown, Step 5 points to the Total Amount Due section, and Step 6 points to the Change Due button.

Step 1

Step 2

Step 3

Step 4

Step 5

Step 6

STEP 1: Select Infinity Mobile – Monthly Plans as the Vendor

STEP 2: Select the Infinity Mobile Product the customer chooses

STEP 3: Enter the Customer's Cellular Phone Number

STEP 4: Select the customers Payment Method (Cash/Credit/Debit)

STEP 5 Enter Total Amount Collected

STEP 6: Click <Proceed to Next Step>

Automated Monthly Receipt

The screenshot shows a web browser window titled 'NOGetZip - Microsoft Internet Explorer' with the address bar displaying 'https://secureddev.dpiteleconnect.com:444/wotest/main/Receipt.aspx'. The page features a sidebar with navigation links: Debit Card, Debit Card Redemption, Reprint Receipt, Reversal/Void, Reporting, and Operations. The main content area is titled 'Cellular Payment Receipt' and includes a 'Customer Information' section with fields for Confirmation Number (2483287), PIN (207219326976), Merchant (FARW0139RW), Payment Date (3/17/2006 10:44:38AM), and Payment Type (Cash). Below this is an 'Order Summary' section with a table showing the product 'Infinity 100 minutes' for a price of '\$29.99'. The page also contains text about billing cycles, minutes, and overage cards. Six steps are highlighted with arrows pointing to specific parts of the page: Step 1 points to the Confirmation Number field; Step 2 points to the PIN field; Step 3 points to the Product field in the Order Summary; Step 4 points to the Billing cycles text; Step 5 points to the Night minutes text; and Step 6 points to the Overage cards text. A '@Receipt_Text (Ping)' label is also visible near Step 6.

Customer Information

Confirmation Number	2483287
PIN	207219326976
Merchant	FARW0139RW
Payment Date	3/17/2006 10:44:38AM
Payment Type	Cash

Order Summary

Product	Price
Infinity 100 minutes	\$29.99

Thank you for purchasing the Infinity Mobile Monthly Plan

PIN Number: _PIN_Text
Control Number: _ControlNumber_Text

Billing cycles run for (30) days starting on the day of activation. More than one monthly plan can be activated within the 30 day cycle.

Night minutes begin Monday – Thursday 9PM – 7 AM.
Weekend minutes from 9 PM Friday – 7 AM Monday.

Unlimited nights and weekends will stay active with at least 1 daytime minute remaining.

Overage cards may be added anytime. These cards can be used for replenishing daytime minutes and making 411 Directory Assistance calls and Text Messaging. Overage cards do not prevent the account from terminating. Remaining cash balance carries over with the replenishment of a monthly card to the account.

Two simple ways to check your minutes via the automated system (IVR) at 1-888-416-0172 or by contacting Infinity Customer Service during their hours of Operation at 1-888-416-2020.

STEP 1: Confirmation Number for PIN.

PIN Number Monthly

STEP 2: Type/Amount of Monthly Plan Purchased.

STEP 3: Billing Cycle Information

STEP 4: Unlimited Nights and Weekend Information

STEP 5: Cash Card – Overage Card Information

STEP 6: Two Simple Ways to Check Your Account Balance

Manual Monthly Receipt



Customer Service Toll Free 1-800-350-4009
customerservice@dpiteleconnect.com

Cellular Monthly Receipt

Customer Information

Confirmation Number	124206
PIN	364946685952
Control Number	IN0800-005247
Merchant	VAKR0012KR
Payment Date	3/28/2006 9:53:46AM
Payment Type	Cash

Order Summary

Product	Price
Infinity Monthly 300 minutes	\$49.99

Thank you for purchasing the Infinity Mobile Monthly Plan
Please call 1-888-416-0172 to complete transaction.

PIN Number: 364946685952
Control Number: IN0800-005247

Billing cycles run for (30) days starting on the day of activation. More than one monthly plan can be activated within the 30 day cycle.

Night minutes begin Monday – Thursday 9PM – 7 AM.
Weekend minutes from 9 PM Friday – 7 AM Monday.

Unlimited nights and weekends will stay active with at least 1 daytime minute remaining.

Overage cards may be added anytime. These cards can be used for replenishing daytime minutes and making 411 Assistance calls and Text Messaging. Overage cards do not prevent the account from terminating. Remaining cash balance carries over with the replenishment of a monthly card to the account.

Cellular Recharge of Weekly Plan

The screenshot shows a web browser window titled "NOGetZip - Microsoft Internet Explorer" with the address bar displaying "https://securedev.dpiteconnect.com:444/wopublic/main/Wireless.aspx". The page features a left-hand navigation menu with links: Customer Inquiry, Product/ Pricing Lookup, Cellular Recharge, Internet, Long Distance Calling Card, Debit Card, and Reporting. The main content area is titled "Cellular Recharge" and includes a sub-header "Select from a variety of pre-paid wireless products." and a prompt "Please select one of the following wireless products".

The form contains the following fields and steps:

- Step 1:** Select a Vendor (Dropdown menu: Infinity Mobile - Weekly Plans Automated)
- Step 2:** Select a Product (Dropdown menu: Infinity Weekly 25 minutes \$9.99)
- Step 3:** Enter Phone Number (Text input: 214 - 684 - 1277)
- Step 4:** Selected Product (Text: Infinity Weekly 25 minutes \$9.99 - 7 days)
- Step 5:** Payment Method (Dropdown menu: Cash)
- Step 6:** Total Amount Due (\$9.99) and Total Amount Collected (Text input: 9.99)

Additional elements include a "Change Due" button, a note "Payment is non-refundable.", and a "Proceed to Next Step >" button.

STEP 1: Select Infinity Mobile – Weekly Plans as the Vendor.

STEP 2: Select the Infinity Mobile Product the customer chooses.

STEP 3: Enter the Customer's Cellular Phone Number

STEP 4: Select the customers Payment Method (Cash/Credit/Debit)

STEP 5 Enter Total Amount Collected.

STEP 6: Click <Proceed to Next Step>.

Weekly Plan Receipt

The screenshot shows a web-based receipt for a cellular activation. On the left is a navigation menu with links: Internet, Long Distance Calling Card, Debit Card, and Reporting. The main content area has a red header with the DPI Teleconnect logo. Below the logo is the title 'Cellular Activation Receipt' and contact information: 'Customer Service Toll Free 1-800-350-4009' and 'customerservice@dpiteleconnect.com'. The receipt is divided into several sections: 'Customer Information' with fields for Confirmation Number (2755217), PIN (928715112448), Control Number (E10200-010489), Phone Number (214-684-5104), Merchant (DPI0000000), Payment Date (8/18/2006 2:13:56PM), and Payment Type (Cash). Below this is an 'Order Summary' table with one row: 'Infinity Weekly 25 minutes' for \$9.99. The bottom section contains a thank you message, activation instructions, and details about billing cycles, minutes, and overage cards. Six numbered steps are indicated by arrows pointing to specific parts of the receipt: Step 1 points to the Confirmation Number field; Step 2 points to the Payment Type field; Step 3 points to the Product name in the Order Summary table; Step 4 points to the PIN Number field; Step 5 points to the Billing cycles paragraph; and Step 6 points to the paragraph about checking account balance via IVR or customer service.

Customer Information

Confirmation Number	2755217
PIN	928715112448
Control Number	E10200-010489
Phone Number	214-684-5104
Merchant	DPI0000000
Payment Date	8/18/2006 2:13:56PM
Payment Type	Cash

Order Summary

Product	Price
Infinity Weekly 25 minutes	\$9.99

Thank you for purchasing the Infinity Mobile Weekly Plan.
Call Infinity Mobile Customer Service to activate your PIN at 1-800-383-9956.

PIN Number: 928715112448
Control Number: E10200-010489

MSL:
MSID:
MDN:

Billing cycles run for (7) days starting on the day of activation.
More than one Weekly plan can be activated within the 7 day cycle.
Night minutes begin Monday – Thursday 9 PM – 7 AM.
Weekend minutes from 9 PM Friday – 7 AM Monday.
Unlimited nights and weekends will stay active with at least 1 daytime minute remaining.
Overage cards may be added anytime. These cards can be used for replenishing daytime minutes and making 411 Directory Assistance calls. Overage cards do not prevent the account from terminating. Remaining cash balance carries over with the replenishment of a Weekly plan to the account.
Two simple ways to check your minutes via the automated system (IVR) at 1-888-416-0172 or by contacting Infinity Customer Service during their hours of Operation at 1-888-416-2020.

STEP 1: Confirmation Number for PIN.

PIN Number Weekly

STEP 2: Type/Amount of Weekly Plan Purchased.

STEP 3: Billing Cycle Information

STEP 4: Unlimited Nights and Weekend Information

STEP 5: Cash Card – Overage Card Information

STEP 6: Two Simple Ways to Check Your Account Balance

Add Text Message Plan

NOGetZip - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://securedev.dpiteleconnect.com:444/wopublic/main/Wireless.aspx> Go Links

Cellular Recharge
Select from a variety of pre-paid wireless products. Please select one of the following wireless products

Customer Inquiry
Product/ Pricing Lookup
Cellular Recharge
Internet
Long Distance Calling Card
Debit Card
Reporting

Select a Vendor
Infinity Mobile - Text Plans Automated

Select a Product
Infinity Text Plan 250 Messages \$25.00

Enter Phone Number
214 - 684 - 5104

Selected Product
Infinity Text Plan 250 Messages \$25.00 - 1 Year

Payment Method
Cash

Total Amount Due
Total Amount Collected \$25.00

Change Due
Payment is non-refundable.
\$0.00

Proceed to Next Step >

Step 1
Step 2
Step 3
Step 4
Step 5
Step 6

STEP 1: Select Infinity Mobile – Text Plans as the Vendor

STEP 2: Select the Infinity Mobile Product the customer chooses

STEP 3: Enter the Customer's Cellular Phone Number

STEP 4: Select the customers Payment Method (Cash/Credit/Debit)

STEP 5 Enter Total Amount Collected

STEP 6: Click <Proceed to Next Step>

Text Message Plan Receipt

NOGetZip - Microsoft Internet Explorer
Address: https://securedev.dpiteleconnect.com:444/wopublic/main/ReceiptViewer.aspx

dPi TELECONNECT

Customer Service Toll Free 1-800-350-4009
customerservice@dpiteleconnect.com

Cellular Activation Receipt

Customer Information

Confirmation Number	2752574
PIN	0007516932622447
Control Number	E10200-010489
Phone Number	214-684-5104
Merchant	VAKR0603KR
Payment Date	8/17/2006 2:06:53PM
Payment Type	Cash

Order Summary

Product	Price
Infinity Text Plan 250 Messages	\$25.00

Thank you for purchasing the Infinity Mobile Text Plan.
Your Text Plan has been added to your phone.

PIN Number: 0007516932622447
Control Number: E10200-010489
MSL:
MDN:

Should there be any delay due to high volumes of activations, a call to the Infinity Mobile Automated PIN Replenishment line can complete the replenishment process at a later time. Infinity Mobile Automated PIN Replenishment Line: 1-888-416-0172
Text messaging plans remain active until all monies have been depleted or handset deactivates. (Deactivation will occur if weekly or monthly plans are not added at specified due date) Text messages are deducted at a cost of \$0.10 per inbound and outbound messages.

To check your minutes at any time, simply call the Infinity Mobile Automated Line at 1-888-416-0172. For other questions about your account, contact Infinity Mobile Customer Service during their hours of operation at 1-888-416-2020 (note: delays in hold times may be experienced during times of high call volumes).

Step 1

Step 2

Step 3

Step 4

STEP 1: Confirmation Number for PIN

PIN Number Text Plan

STEP 2: Type/Amount of Text Plan Purchased

STEP 3: Billing Cycle Information

STEP 4: Two Simple Ways to Check Your Account Balance

Recharge Cash Card

Infinity Mobile Cash Card Payment Process

To process an Infinity Mobile Cash Card Payment you must first Click the <Cellular Recharge > button located on the tool bar to the far left of the screen then follow the instructions below.

Step 1

Select a Vendor
Infinity Mobile - Cash Cards

Select a Product

Selected Product

Payment Method: Cash

Total Amount Due \$0.00
Total Amount Collected

Change Due \$0.00

Proceed to Next Step >

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STEP 1: Select Infinity Mobile – Cash Card Plans as the Vendor.

STEP 2: Click <Proceed to Next Step>.

Cellular Recharge of Cash Card Plan

The screenshot shows a web application titled "Cellular Recharge of Cash Card Plan" running in Microsoft Internet Explorer. The address bar shows the URL: <https://securedev.dpiteconnect.com:444/wotest/main/Wireless.aspx>. The application has a left sidebar with navigation links: Cellular Recharge, Internet, Long Distance Calling Card, Debit Card, Debit Card Redemption, Reprint Receipt, Reversal/Void, Reporting, and Operations. The main content area displays a form for selecting a vendor and product, entering a phone number, and selecting a payment method. The form includes the following elements:

- Select a Vendor:** A dropdown menu with "Infinity Mobile - Cash Cards" selected. (Step 1)
- Select a Product:** A dropdown menu with "Infinity Cash Card 25 minutes \$5" selected. (Step 2)
- Enter Phone Number:** Three input fields for the phone number. (Step 3)
- Selected Product:** A section titled "Selected Product" showing "Infinity Cash Card 25 minutes \$5 - 12 months". (Step 4)
- Payment Method:** A dropdown menu with "Cash" selected. (Step 5)
- Total Amount Due:** A label showing "\$5.00".
- Total Amount Collected:** An input field.
- Change Due:** A button labeled "Change Due" showing "\$0.00".
- Proceed to Next Step:** A button labeled "Proceed to Next Step >". (Step 6)

The application also displays a status bar at the bottom with the text "Done" and a taskbar with various icons.

STEP 1: Select Infinity Mobile – Cash Card Plans as the Vendor.

STEP 2: Select the Infinity Mobile Product the customer chooses.

STEP 3: Enter the Customer's Cellular Phone Number

STEP 4: Select the customers Payment Method (Cash/Credit/Debit)

STEP 5 Enter Total Amount Collected.

STEP 6: Click <Proceed to Next Step>.

Automated Cash Card Receipt

The screenshot shows a web browser window displaying the 'Cellular Payment Receipt' page. The page has a left sidebar with navigation links: Debit Card, Debit Card Redemption, Reprint Receipt, Reversal/Void, Reporting, and Operations. The main content area includes a header with the UPI TELECONNECT logo and contact information. Below the header is the 'Cellular Payment Receipt' title and a 'Customer Information' section with fields for Confirmation Number, PIN, Merchant, Payment Date, and Payment Type. An 'Order Summary' section follows, showing the product 'Infinity Cash Card 25 minutes \$5' and the price '\$5.00'. The bottom section contains detailed terms and conditions, including PIN information, directory assistance rates, cash card usage for text messaging, and emergency 911 call policies. Seven numbered steps are overlaid on the page, pointing to specific sections: Step 1 points to the Confirmation Number field; Step 2 points to the Payment Type field; Step 3 points to the Product name; Step 4 points to the PIN Number field; Step 5 points to the Directory Assistance text; Step 6 points to the Cash Cards text; and Step 7 points to the Emergency 911 text.

Customer Information

Confirmation Number	2483288
PIN	273340284928
Merchant	PARW0139RW
Payment Date	3/17/2006 10:48:49AM
Payment Type	Cash

Order Summary

Product	Price
Infinity Cash Card 25 minutes \$5	\$5.00

Thank you for purchasing the Infinity Mobile Cash Card

PIN Number: _PIN_Text
Control Number: _ControlNumber_Text

Directory Assistance can be used at anytime at a rate of \$1.25 per use plus airline usage. Minutes will be deducted from daytime minutes according to rate plan. Infinity Mobile USA reserves the right to suspend or terminate PCS services if calls to 411 are made without available daytime minutes.

Cash Cards may also be used for Text Messaging, bringing the per message cost down to \$0.10 for both outbound and inbound messages.

Emergency 911 calls are NO CHARGE. Toll-free calls are deducted as domestic calls. All calls are rounded up to the next whole minute. To avoid termination of account and loss of mobile number, subscriber must refill account on or before midnight of the expiration date from the previous monthly with a National Plan.

Two simple ways to check your minutes via the automated system (IVR) at 1-888-416-0172 or by contacting Infinity Customer Service during their hours of Operation at 1-888-416-2020.

@Receipt_Text (Stripe)

STEP 1: Confirmation Number for PIN.

PIN Number Monthly

STEP 2: Type/Amount of Monthly Plan Purchased.

STEP 3: Billing Cycle Information

STEP 4: Unlimited Nights and Weekend Information

STEP 5: Cash Card – Text Messaging

STEP 6: Emergency 911 Information

STEP 7: Emergency 911 Information

Manual Cash Card Receipt

 Long Distance Calling Card Debit Card Debit Card Redemption Reprint Receipt Reversal/Void Reporting Operations		
	Customer Service Toll Free 1-800-350-4009 customerservice@dpiteleconnect.com	
	Cellular Cash Card Receipt	
	Customer Information	
	Confirmation Number	124207
	PIN	135417569280
	Control Number	IN0800-005247
	Merchant	MAKR0012KR
	Payment Date	3/28/2006 9:58:33AM
	Payment Type	Cash
Order Summary		
Product		
Infinity Cash Card 75 minutes \$15		
Price		
\$15.00		
Thank you for purchasing the Infinity Mobile Cash Card Please call 1-888-416-0172 to complete transaction.		
PIN Number: 135417569280 Control Number: IN0800-005247		
Directory Assistance can be used at anytime at a rate of \$1.25 per use plus airtime usage. Minutes will be deducted from daytime minutes according to rate plan. Infinity Mobile USA reserves the right to suspend or terminate PCS services if calls to 411 are made without available daytime minutes.		
Cash Cards may also be used for Text Messaging, bringing the per message cost down to \$0.10 for both outbound and inbound messages.		
Emergency 911 calls are NO CHARGE. Toll-free calls are deducted as domestic calls. All calls are rounded up to the next whole minute. To avoid termination of account and loss of mobile number, subscriber must refill account on or before midnight of the expiration date from the previous monthly with a National Plan.		
Two simple ways to check your minutes via the automated system (IVR) at 1-888-416-0172 or by contacting Infinity Customer Service during their hours of Operation at 1-888-416-2020.		

Voids

Voiding Transactions:

If the plan chosen is not correct you must contact the dPi Agent Hotline to void the transaction. dPi will verify the PIN has not been activated or that zero minutes have been used and it has been less than 72 hours since the pin has been purchased. The PIN will be voided immediately. Please provide the following information to the Agent Relations when voiding the transaction: **NOTE:**

ACTIVATION PINS CANNOT BE VOIDED!

- Store Corp Number
- Employee Requesting the Void
- Confirmation Number
- Pin Number
- Amount of Pin Transaction
- Payment Date

Deactivation

In the event a customer returns a phone because it is defective: (MUST BE WITHIN WARRANTY PERIOD FOR SPECIFIED HANDSET)

Step 1: Call 888.416.2020 to request an ESN Swap for another handset. Be prepared with the ESN number (inside the battery compartment) for both the defective phone and the replacement.

Step 2: Follow the instructions provided by the customer service representative.

Step 3: Give the customer the new phone.

Upon return of the handset:

- Match the ESN number on the back of the phone to the ESN number listed in the POS system.
- Make sure that all materials are returned with the phone.
- Complete the Deactivation Form.
- Fax the form to number listed on form (it will take 12 to 24 hours to ensure the phone has been deactivated).

There is also a “**master reset**” procedure that can be done through the phone itself:

- Press “Menu”
- Scroll down to “Settings” and press “OK”
- Scroll down to “Security” and press “OK”
- “Lock Code” appears; enter the last four digits of the previous phone number.
- Scroll down to “Delete Contacts” and press “OK”; confirm the deletion by selecting “YES” on the screen.
- Scroll down to “Reset Phone” and press “OK”; press “OK” again on the confirmation to complete resetting of the phone.

The Deactivation Form should still be submitted.

Lock Code Reset

Unlocking Procedure for Pre-Locked Phones

- Press “ ## ” + MSL Code (6 digits), press “#” once more
- View, Edit and Done will appear on the screen
- Scroll to “Edit” and press “OK”
- Input the “MDN” number (10 digit phone number), press “OK”
- Input the “MSID” number (provided when activated), press “OK”
- View, Edit and Done will appear again, scroll to “Done” and press “OK”
- Your handset will now, power on and off automatically
- Once the handset powers on, the handset will still be in locked mode.
- Press the “OK” key and “Enter Lock Code” screen appears **(for Starcomm 7000 only; LG phones you have to press the right soft key to access this function)**
- Enter the last 4 digits of the new phone number that was programmed
- Handset is “unlocked”

Verifying Lock Has Been Reset

- Press “MENU”, handset will ask for the “Lock Code” **(if “Enter Lock” screen should not appear then below steps are not necessary)**
- Enter the last 4 digits of the phone number
- Press “Menu” again and scroll down to “Settings” and press “OK”
- Scroll down to “Security” and press “OK”
- Handset will ask for the “Lock Code” again enter last 4 digits of the phone number
- Press “OK” on the “Lock Phone”
- Press “OK” on the “O Press “OK” on the “OFF” option.
- Handset is unlocked

MASTER RESET

Audiovox 7000

1. Press "MENU"(left top soft key)
2. Scroll down to "SETTINGS" and press "OK"
3. Scroll down to "SECURITY" and press "OK"
4. "LOCK CODE" screen appears; enter the last 4 digits of the previous phone number.
5. Scroll down to "CLR PHONEBOOK" and press "SELECT"(top right soft key)
6. "ARE YOU SURE" screen appears press "YES"
7. Scroll down to "RESET" and press "OK"
8. "RESET SCREEN" appears and press "SELECT YES"

LG pm-225

Erasing the Contacts

- Press "Menu" (left soft key) to access the main menu.
- Select "Settings"
- Scroll to "Security" and press "OK".
- Enter your lock code.
- **(The lock code is the last 4 digits of your mobile number; if last 4 digits of phone number is unavailable, please call our Customer Service @ 1-888-416-2020 to obtain that information)**
- If you are certain you would like to erase all of your internal Contacts entries, select "Yes" and press "Ok".

Resetting your phone;

- Press "Menu" (left soft key) to access the main menu.
 - Select "Settings".
 - Scroll to "Security" and press "Ok".
 - Enter your lock code. (The lock code is the last **4 digits of your mobile number or "0000"**.)
 - Scroll to "Reset Phone" and press "Ok".
 - Read the disclaimer and press "Ok".
 - If you are certain that you would like to restore all of the factory settings, select "Yes" and press "Ok".
- (The phone will reset, power down, and power back up again.)

Erasing Call History;

- Press "Menu" (left soft key) to access the main menu.
- Select "Call History".
- Scroll to "Delete Calls and press "Ok".
- Scroll to Outgoing Calls, Incoming Calls, Missed Calls, or All Calls and press "Ok".
- If you are certain you want to erase the call history, scroll to "Yes" and press "Ok".

Defective Handsets

In the event a customer returns a phone because it is defective, call 888.416.2020 to request an ESN Swap for another handset. Be prepared with the ESN number for both the defective phone and the replacement.

- Follow the instructions provided by the customer service representative.
- Give the customer the new phone.

Warranty Information:

- All New Phones include a 1-year warranty from date of activation for Defects.

Terms and Conditions

- Billing cycles run for thirty (30) days starting on the day of activation for Monthly Plans. More than one monthly plan can be activated within the 30-day cycle. Weekly Plan billing cycles run for 7 (7) days starting on the day of activation.
- Night minutes are 9:00 PM to 7:00 AM, Monday through Thursday. Weekend minutes are from 9:00 PM Friday to 7:00 AM Monday.
- Unlimited nights and weekends will stay active with at least 1 anytime minute remaining.
- “Cash Refills” may be added anytime. These can be used for replenishing daytime minutes and making 411 Directory Assistance calls. Refills do not prevent the account from terminating. Remaining cash balance from Refills carries over with the replenishment of a “monthly” pre-paid plan to the account.
- Directory Assistance can be used at anytime at a rate of \$1.25 per use plus airtime usage. Minutes will be deducted from daytime minutes according to rate plan. Infinity Mobile USA reserves the right to suspend or terminate PCS services if calls to 411 are made without available daytime minutes. Customer may also try 1-800-FREE-411 which should result in only in the use of minutes.
- Emergency 911 calls are NO CHARGE. Toll-free calls are deducted as domestic calls. All calls are rounded up to the next whole minute. To avoid termination of account and loss of mobile number, customer must purchase any “monthly” plan on or before midnight of the expiration date of the current plan.
- The customer is solely responsible for the handset and plan purchases as soon as service is activated. Infinity Mobile USA authorized dealers and agents are not responsible for loss or physical damage of handsets.

Frequently Asked Questions

[How are minutes deducted?](#)

[How much do minutes cost?](#)

[Why are Infinity Mobile plans so much less expensive than everyone else's pre-paid plans?](#)

[What are options if customers run low on Anytime Minutes?](#)

[Why buy a Cash Refill?](#)

[What happens if the account expires?](#)

[Is there anything else I need to know?](#)

How are minutes deducted? Unlike some pre-paid plans, Infinity Mobile plans deduct actual minutes used – not UNITS – which are difficult to understand.

- All calls are rounded up to the next whole minute – there is no “connection” or “minimum” minutes/fees per call.
- Minutes are not deducted for incoming voicemails. Minutes are only deducted when customers retrieve voicemail during peak hours.
- All calls made between 7:00 AM – 9:00 PM deduct “Anytime” minutes.
- All Toll Free numbers are also charged by usage.
- It's that simple

How much do minutes cost? That depends on the plan selected. Customers may choose from a number of “monthly” plans with different Anytime Minute options. Anytime Minutes cost from \$0.13 cents per minute to \$0.50 cents per minute. Remember, Unlimited Nights & Weekends are free as long as there is at least one minute available on a “monthly” plan, “weekly” plan or a positive cash balance with an open plan is available.

Why are Infinity Mobile plans so much less expensive than everyone else's pre-paid plans? Because with Infinity, “pre-paid” plans are just like those post-paid plans that are lower cost – but require long term contracts and credit checks. The customer simply maintains his/her “monthly” plan or “weekly” plan by paying the first month up-front, and he/she will get all the advantages of “post-paid” plans.

- Free Unlimited Nights & Weekends
- No Contracts or Credit Checks
- Free Nationwide Long distance & Roaming – everywhere on the Sprint PCS mobile network
- Free voice mail, Free call waiting, Free caller ID, Free 3-way calling
- Carryover Minutes for unused Anytime Cash Refill plans

And customers never have to worry about running over plan minutes, getting surprise charges!

What are options if customers run low on Anytime Minutes? There are three options – purchase another “monthly” plan, “weekly” plan or purchase a “cash refill”. If another “monthly” plan is purchased, it will expire 30 days from purchase. If a “weekly” plan is purchased, it will expire 7 days from purchase. If a “cash refill” is purchased, the existing plan’s expiration date stays in effect. Examples:

- A “monthly” plan is in effect and expires on the 15th. Today is the 10th and the customer purchases another “monthly” plan. The new expiration date is the 10th of next month. Keep in mind; plan expiration dates may not always coincide with rental payment due dates, but the customer will receive a text message when they are getting close to a plan expiration date.
- A “monthly” plan is in effect and expires on the 15th. Today is the 10th and the customer is not ready to purchase another “monthly” plan. The customer can purchase a “cash refill” of 25 to 125 minutes. The existing expiration date of the 15th is still in effect, and a new “monthly” or “weekly” plan must be purchased by midnight of that date. Remember, plan expiration dates may not always coincide with rental payment due dates, but the customer will receive a text message when they are getting close to a plan expiration date.
- A “weekly” plan is in effect and expires on the 15th. Today is the 10th and the customer purchases another “weekly” plan. The new expiration date is the 17th of the month. Keep in mind; plan expiration dates may not always coincide with rental payment due dates, but the customer will receive a text message when they are getting close to a plan expiration date.
- A “weekly” plan is in effect and expires on the 15th. Today is the 10th and the customer is not ready to purchase another “weekly” plan. The customer can purchase a “cash refill” of 25 to 125 minutes. The existing expiration date of the 15th is still in effect, and a new “weekly” or monthly plan must be purchased by midnight of that date. Remember, plan expiration dates may not always coincide with rental payment due dates, but the customer will receive a text message when they are getting close to a plan expiration date.

Why buy a Cash Refill? Purchasing a “cash refill” adds a “positive cash balance” to the account. Positive cash balances roll over once the next “monthly” plan or “weekly” plan is purchased. If the next “monthly” plan is not purchased and the account expires, any outstanding “cash refill” balance or “weekly” plan balance is forfeited. Positive cash balances allow customers to:

- Have Anytime Minutes if they are not ready to purchase the next “monthly” plan.
- Text message at \$0.10 per message plus one minute (sending and receiving).
- Call 411 at \$1.25 per call plus airtime used. Customer may also use 1800-FREE-411 which will result in no charge; simply the use of minutes.

What happens if the account expires? Once the account expires, any remaining minutes or positive cash balance terminates along with the account. A new account will need to be activated with a new number assigned.

Is there anything else I need to know? **Here are some important things to keep in mind:**

- **Free Unlimited Nights and Weekends stay active with at least one anytime minute remaining or a positive cash balance from a Cash Refill.**

- Night minutes are 9:00 PM to 7:00 AM Monday - Thursday. Weekend minutes are from 9:00 PM Friday to 7:00 AM Monday.
- The renewal system is not ‘real time’ and is updated approximately ever two hours.
- Directory Assistance can be used at anytime. Please remember, Directory Assistance is a charged phone call no matter when this service is dialed.
- Emergency 911 calls are NO CHARGE.
- To avoid termination of account and loss of phone number, the customer must renew his or her “monthly” or “weekly” plan on or before midnight of the expiration date of the existing plan.
- Cash Refills do not prevent the account from terminating; they only add additional Anytime Minutes within the expiration of the “monthly” or “weekly” plan.

Support

dPi Teleconnect Agent Hotline Number: 1. 800.383.9956

Monday –Friday 8:00 AM to 7:00 PM CST; Saturday 8:00 AM to 3:00 PM CST

Rebecca Spillman, Executive Assistant

Office: 972-488-5500 extension 4150

Email: rebecca.spillman@dpiteleconnect.com

Mikell Sullivan, Vice President of Sales

Office: 972-488-5500 extension 4051; Email: msullivan@dpiteleconnect.com

Monday –Saturday 9:00 AM to 8:00 PM EST; Sunday 11:00 AM to 7:00 PM

Infinity Mobile Web Site: www.infinitymobileusa.com

To Activate / Deactivate Phones via Fax: 888.416.6652

Forms

- RMA (Return Handset)
- Deactivation



3772 Pleasantdale Road Suite #120

Atlanta, GA 30341

RMA Contact: Freddy @ 678-481-0493

RMA Request

NEW HANDSETS

(RMA Procedure and Guide Lines)

1. Handset that is defective must be returned within the warranty cycle of 1 year from the purchased date. (30 Day for Refurbished handsets. NO EXCEPTIONS)
2. Handset returned must be under original condition.(water, physical, cosmetic damages, will not be accepted)
3. Please make sure to complete the form thoroughly to expedite the RMA process.
4. Once above steps are complete, please fax the form to [770-493-9119](tel:770-493-9119) or Email to Freddy@Infinitymobileusa.com
5. Upon receiving the form, RMA number will be issue along with the ship date.
6. Make sure to ship the phone with all the previous packaged contents(box, manual, home charger, battery and back cover) along with the RMA form.
7. Upon receiving of the handset we will request the RMA procedure from the manufacturer. It will take at least 2 weeks turn around time from the manufacturer to perform necessary repairs to the handset and to be returned to Infinity Mobile USA.
8. Please follow above guidelines to complete the RMA request, otherwise your request may be denied.

Store Number:

Ph:

Fax:

Address:

Requested By:

Item #	MAKE	MODEL	ESN		PROBLEM	Rentway PO#
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
TOTAL UNITS:					Ship By:	
RMA #					Approved By:	(Infinity Use Only)



Deactivation Form and Lost or Stolen Report Form

**(PHONES WILL NOT BE DEACTIVATED WITHOUT
WRITTEN REQUEST)**

Date: _____

Store Name and #:

Store Phone Number:

Person Requesting Deactivation:

To Deactivate Handset: Please check the back of the phone and confirm the ESN #, the ESN and the PHONE # must match before deactivation can take place.

Handset ESN (11 digit):

Handset Phone Number:

REASON FOR DEACTIVATION: Please CHECK ONE BELOW

- ☐ Pricing ☐ Coverage ☐ Customer Service ☐ Stolen Handset
☐ Other (please explain below)

*****IMPORTANT INFORMATION*****

Please fax all “deactivation” or “Stolen Reports” to 888-416-6652. All request made before 6:00pm EST will be completed as soon as fax is received. All request made after 6:00pm EST will be processed the following business day.

Once reported and deactivated as lost or stolen, I UNDERSTAND THAT I WILL BE RESPONSIBLE FOR A NEW ACTIVATION should the handset be recovered. _____ initials

**WHEN THE DEACTIVATION IS COMPLETE PREVIOUS NUMBERS,
UNUSED MINUTES AND CASH BALANCE CANNOT BE RECOVERED.**

To be filled out by Infinity Mobile:

Deactivated by:

Control Number:

Start Date:

Deactivation Date:
