

Boost Mobile strives to offer wireless services to make consumers' lives easier, safer, and more entertaining in many ways. That's why we offer a wide variety of wireless service plans available to meet your specific needs and wants. We know how important it is for you to understand what is included and what is not before subscribing to a wireless service plan. Below are frequently asked questions about our general service and device offerings. When you find a particular plan that fulfills your needs, make sure that you get specific information regarding that plan's service allowances (e.g., amount of minutes/text/data included), charges, device costs and features and contract terms (if applicable).

Devices:

Can I bring my own compatible phone? No. Presently, Boost Mobile will only activate devices intended for Boost Mobile and certain select Sprint devices.

Do you utilize device locks or software protection applications on your devices? Yes. Boost Mobile devices are designed to be activated on the nationwide Sprint network and most devices (if not all) contain a software programming lock that, in part, protects many of a device's features and functions against tampering and unauthorized reprogramming and ensures that the device features are optimized for use on Sprint's network.

What handset insurance options are available? Boost offers comprehensive protection starting at just \$7.00 per month. With Boost Mobile Phone Insurance, you're covered, in most instances, if your device breaks or is lost, stolen, or damaged - even with liquid. Visit <http://www.boostmobile.com/shop/plans/phone-insurance/> for additional details.

Coverage Area:

What coverage mapping resources are available? Boost provides street level maps online at <http://www.boostmobile.com/coverage/>. Coverage maps are also available at retail outlets where Boost service is sold.

Fees and Surcharges:

Are additional fees and surcharges added to my bill? Boost is a prepaid service with no long-term contracts, no credit checks, no activation fees for new Boost devices, no roaming charges and does not send customers monthly bills for services. Customers access Boost services by adding money to their Boost Mobile account. State and local sales taxes & fees may apply when adding funds to your Boost account.

If so, what are they? See above.

How are Late Payment Fees calculated? As a provider of prepaid services, Boost Mobile does not charge late payment fees.

Term Contracts:

What service options do not require a term contract? Boost Mobile does not require customers to enter into an annual term contract.

Can I change plans during the contract term? Boost customers can change plans at any time.

If so, are there any charges for doing so? No.

If so, does the plan change extend the contract term length? No. Because Boost customers are not required to enter into any long-term annual contract, customers can end their services at any time without being required to pay any early termination fee.

Trial Period:

How long is the trial period? Because Boost Mobile is a prepaid service and does not require customers to enter into an annual term contract for its services, Boost does not offer a trial period.

What taxes, fees and other charges am I responsible for if I cancel during the trial period? See above.

Is the activation fee refunded? For new devices, Boost Mobile does not charge activation fees.

Will I be responsible for an Early Termination Fee if I cancel service during the trial period and don't return my device? Boost Mobile does not charge Early Termination Fees.

Third Party Content:

What is third party content? Third party content includes goods and services such as ringtones, wallpapers, games, and alerts purchased from a third party (i.e. not from Boost) yet deducted from the customer's Boost Mobile prepaid account.

Can I block charges for third party content? Yes, Boost offers this service free of charge.

If so, how? To block content, contact Boost Mobile Customer Service at 1-888-BOOST-4U.

Usage Management Tools:

What tools are available that will help me monitor and manage my data, text and voice usage? Our customers can manage their accounts via 'My Account' on their handsets or online from their computers at boostmobile.com.

What charges, if any, apply to each of these tools? These tools are offered free of charge to Boost customers.

Will you alert me before and/or after I incur overage charges for exceeding my plan allowances? Our services are completely prepaid and therefore our customers do not incur overage charges.

Can I opt-out of any courtesy alerts? Yes. Boost customers can opt out of receiving promotional messaging.

International Usage:

Where can I learn about what international services are available and how much they cost? You can find information about our international services at:

<http://www.boostmobile.com/shop/plans/international-connect/>.

Can I block international roaming? We do not offer roaming services.

Parental Controls:

What account management tools are available to restrict or limit phone use by minors? Boost Mobile offers Content Filtering, which enables customers to restrict access to inappropriate Internet content from their handset. This setting can be changed via My Account on your device or on boostmobile.com. To set Content Filtering on a device, go to the Account Details page in My Account, click “edit” and choose enable next to the Content Filtering field.

Is there a fee for using the controls? There is no charge for enabling Content Filtering.