

[Branding / Header]

[[Sprint Home](#)] [Products](#) [0.0] [Customer Center](#) [1.0]

[[Account Mgmt](#)][XX] [[Plans & Rates](#)][XX] [[Billing & Payment](#)][XX] [[Rewards](#)][XX] [[Moving](#)][XX] [[Account Activation](#)][XX] [[FAQs](#)][XX] [[Contact Us](#)][XX]

[MySAM login](#)[1.0]
- Description & [new user](#)[1.0]

Search

[Sitemap](#)[0.2]
[Contact](#)[customer]

[Customer Center Landing Page]

Description encouraging users to use the self service options listed below. Customers needing personal assistance can locate appropriate [contact information](#) based on their needs.

[Online Account Management]
description using value proposition language

[Shop & Compare Plans and Rates]
description using value proposition language

[Billing & Payment]
description using value proposition language

[Rewards]
description using value proposition language

[Moving]
description using value proposition language

[Account Activation]
description using value proposition language

[Promotional Area for Online Account Management]

- Current Usage-
- Online Bill Payment-

[FAQs on Sprint Personal Products]

Long Distance	Calling Cards
Local Toll	Prepaid Phone Cards
International	Directories
Internet	

[E-mail Opt-In Area]

[Promotional Area]

- Up-sell / Cross-sell Opportunities-
- Special Offers for Customers-

Functionality:

[Branding / Header]	
[Sprint Home] Products [0.0] Customer Center [1.0]	
[Account Mgmt][XX] [Plans & Rates][XX] [Billing & Payment][XX] [Rewards][XX] [Moving][XX] [Account Activation][XX] [FAQs][XX] [Contact Us][XX]	
MySAM login[1.0] - Description & new user[1.0]	<div style="border: 1px solid black; padding: 10px;"> <p>[Page Heading]</p> <ul style="list-style-type: none"> • Question • Question • Question • Question • Question • Question <p style="margin-top: 20px;">Copy - Directing customers to the Contact Us page if they feel they still need personal assistance.</p> <hr style="border: 0.5px solid black;"/> <p>Question The answer to the question will be placed here, along with any links to Sprint services, tools, or contact information (email addresses / phone numbers) that may be appropriate. [Back to Top]</p> <p>Question The answer to the question will be placed here, along with any links to Sprint services, tools, or contact information (email addresses / phone numbers) that may be appropriate. [Back to Top]</p> </div> <div style="border: 1px solid black; padding: 10px; margin-top: 20px; text-align: center;"> <p>[Promotional Area] -See Comments in Functionality-</p> </div>
<div style="border: 1px dashed gray; padding: 5px; margin-bottom: 5px;"> Search <input style="width: 80%;" type="text"/> <input type="button" value="search"/> </div> Sitemap[0.2] Contact[customer]	

Functionality:

- All Second Tier Pages, except the FAQs page, will follow this template i.e., Account Management, Plans & Rates, Billing & Payment, Rewards, Moving, and Account Activation.
- Subcategories of the FAQs page will use this template i.e., Long Distance, Local Toll, International, Internet, Calling Card, Pre-Paid Calling Card.
- Promotional Area should be targeted to the type of Second Tier Page. Suggestions are listed below.
 - Account Management - MySAM
 - Plans & Rates -Service Plans
 - Billing & Payment - MySAM
 - Rewards- Featured Partner e.g. Northwest Airlines
 - Moving- random
 - Account Activation-random
 - Directories-random

[Branding / Header]

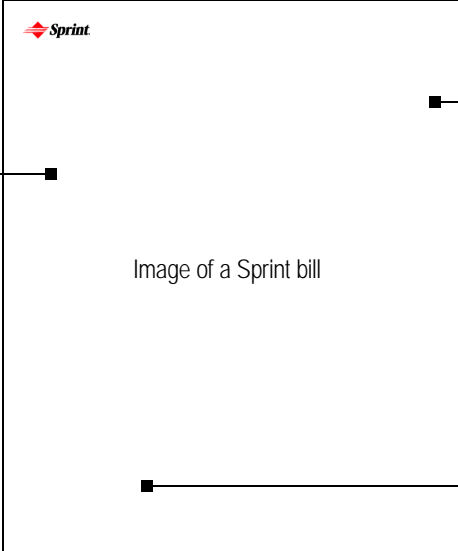
[\[Sprint Home\]](#) [Products \[0.0\]](#) [Customer Center \[1.0\]](#)

[\[Account Mgmt\]\[XX\]](#) [\[Plans & Rates\]\[XX\]](#) [\[Billing & Payment\]\[XX\]](#) [\[Rewards\]\[XX\]](#) [\[Moving\]\[XX\]](#) [\[Account Activation\]\[XX\]](#) [\[FAQs\]\[XX\]](#) [\[Contact Us\]\[XX\]](#)

[MySAM login\[1.0\]](#)
- Description &
[new user\[1.0\]](#)

[Bill Tutorial]
Copy - Explaining in layman's language that the bill tutorial is for the IPS type, not the PRB type. Customers wanting to know how to interpret PRB bills should contact their phone company.

Copy - Explaining in layman's language acronyms, abbreviations, charges, and names.



Copy - Explaining in layman's language acronyms, abbreviations, charges, and names.

Copy - Explaining in layman's language acronyms, abbreviations, charges, and names.

Search

search

[Sitemap\[0.2\]](#)
[Contact\[customer\]](#)

Functionality:

[Branding / Header]	
[Sprint Home] Products [0.0] Customer Center [1.0]	
[Account Mgmt][XX] [Plans & Rates][XX] [Billing & Payment][XX] [Rewards][XX] [Moving][XX] [Account Activation][XX] [FAQs][XX] [Contact Us][XX]	
<p>MySAM login[1.0] - Description & new user[1.0]</p> <hr/> <div style="border: 1px dashed black; padding: 5px; width: fit-content;"> <p>Search</p> <input type="text"/> <input type="button" value="search"/> </div> <p>Sitemap[0.2] Contact[customer]</p>	<p>[FAQ Subcategory Page Heading]</p> <p>[Long Distance] description setting customer's expectations</p> <p>[Local Toll] description setting customer's expectations</p> <p>[International] description setting customer's expectations</p> <p>[Internet] description setting customer's expectations</p> <p>[Calling Cards] description setting customer's expectations</p> <p>[Prepaid Phone Cards] description setting customer's expectations</p> <p>[Directories] description setting customer's expectations</p> <p>Copy - Directing customers to the Contact Us page if they feel they still need personal assistance.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%; text-align: center;"> <p><u>[Promotional Area]</u></p> <p>-Special Offers for Customers-</p> </div> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%; text-align: center;"> <p><u>[Promotional Area]</u></p> <p>-Special Offers for Customers-</p> </div>

Functionality:

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[Sprint Home] Products [0.0] Customer Center [1.0]	
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<p>MySAM login[1.0] - Description & new user[1.0]</p> <hr/> <p>[FAQs] -Long Distance -Local Toll -International -Internet -Calling Cards -Prepaid Phone Cards -Directories</p> <hr/> <div style="border: 1px dashed gray; padding: 5px;"> <p>Search</p> <input type="text"/> <input type="button" value="search"/> </div> <p>Sitemap[0.2] Contact[customer]</p>	<p>[FAQ Subcategory Page Heading]</p> <ul style="list-style-type: none"> • Question • Question • Question • Question • Question • Question <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <p style="text-align: center;">[Promotional Area] -Links to Related Services-</p> </div> <p>Copy - Directing customers to the Contact Us page if they feel they still need personal assistance.</p> <hr/> <p>Question The answer to the question will be placed here, along with any links to Sprint services, tools, or contact information (email addresses / phone numbers) that may be appropriate. [Back to Top]</p> <p>Question The answer to the question will be placed here, along with any links to Sprint services, tools, or contact information (email addresses / phone numbers) that may be appropriate. [Back to Top]</p>

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[\[Sprint Home\]](#) [Products \[0.0\]](#) [Customer Center \[1.0\]](#)

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<p>MySAM login[1.0] - Description & new user[1.0]</p> <hr/> <div style="border: 1px dashed black; padding: 5px; margin: 5px 0;"> <p>Search</p> <input style="width: 80%;" type="text"/> <input type="button" value="search"/> </div> <p>Sitemap[0.2] Contact[customer]</p>	<h3 style="margin: 0;">[Contact Us]</h3> <p>Copy - Asking customers to select the type of information and subject that best defines the nature of your question so that Sprint can direct it to the person at Sprint who can best answer their question.</p> <p>Copy - Instructing customers who want to send Sprint their comments or suggestions can click here instead to submit them.</p> <p>[Type of Information]</p> <p> <input type="radio"/> Long Distance <input type="radio"/> Local Service <input type="radio"/> Broadband / ION <input type="radio"/> Earthlink <input type="radio"/> PCS /Wireless </p> <p>[Subject]</p> <input style="width: 100%;" type="text"/> <div style="text-align: right; margin-top: 5px;"> <input type="button" value="Submit"/> </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center;">[Top Five Questions]</p> <ul style="list-style-type: none"> - Where is the online Moving Form? - How do I change my billing address online? - How do I add or replace a FONCARD? - How do I cancel an existing FONCARD? - How do I redeem my Sprint Reward points? </div> <p>[Other Sprint Sites]</p> <ul style="list-style-type: none"> - Sprint Local Services - Sprint PCS or Wireless - Residential Promotions
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[\[Sprint Home\]](#) [Products \[0.0\]](#) [Customer Center \[1.0\]](#)

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<p>MySAM login[1.0] - Description & new user[1.0]</p> <hr/> <div style="border: 1px dashed gray; padding: 5px; width: fit-content;"> <p>Search</p> <input type="text"/> <input type="button" value="search"/> </div> <p>Sitemap[0.2] Contact[customer]</p>	<p>[Contact Us]</p> <p>Copy - Pointing out that related FAQs are on the right hand side which might answer a customer's question. If not, customers can just complete the form below.</p> <p>First Name <input type="text"/></p> <p>Last Name <input type="text"/></p> <p>Email Address <input type="text"/></p> <p>Phone Number (<input type="text"/>) <input type="text"/> - <input type="text"/></p> <p>Message (character limit is xx)</p> <div style="border: 1px solid gray; height: 60px; width: 100%;"></div> <p><input checked="" type="checkbox"/> Yes, I agree to receive e-mails from Sprint advising me of special offers, announcements and service notifications.</p> <p style="text-align: center;"><input type="button" value="Submit"/></p>	<p>[Questions related to your needs]</p> <p>Question</p> <p>Question</p> <p>Question</p> <p>Question</p>
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Functionality:

- Questions on the right hand side are targets to FAQs that match the subject a customer checked in the Contact Us P1 wireframe.

[Branding / Header]	
[Sprint Home] Products [0.0] Customer Center [1.0]	
[Account Mgmt][XX] [Plans & Rates][XX] [Billing & Payment][XX] [Rewards][XX] [Moving][XX] [Account Activation][XX] [FAQs][XX] [Contact Us][XX]	
MySAM login[1.0] - Description & new user[1.0]	<p>[Email Has Been Sent]</p> <p>Copy - Telling customer their email has been sent to the appropriate agent and that they will be receiving a reply shortly.</p>
<div style="border: 1px dashed gray; padding: 5px; width: fit-content;"><p>Search</p><input type="text"/> <input type="button" value="search"/></div> Sitemap[0.2] Contact[customer]	

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[Account Mgmt][XX] [Plans & Rates][XX] [Billing & Payment][XX] [Rewards][XX] [Moving][XX] [Account Activation][XX] [FAQs][XX] [Contact Us][XX]	
MySAM login[1.0] - Description & new user[1.0]	[Comments] Copy - Pointing out that Sprint will direct comment to the appropriate department but that customers should not necessarily expect to receive a response. First Name <input type="text"/> Last Name <input type="text"/> Email Address <input type="text"/> Comment (character limit is xx) <input type="text"/> <input checked="" type="checkbox"/> Yes, I agree to receive e-mails from Sprint advising me of special offers, announcements and service notifications. <input type="button" value="Submit"/>
<div style="border: 1px dashed gray; padding: 5px; width: fit-content;"><p>Search</p><input type="text"/> <input type="button" value="search"/></div> Sitemap[0.2] Contact[customer]	

Functionality: