Mobile Buyout Program

Mobile Buyout Overview

Mobile Buyout Program is a promotional offer designed **to attract new internet and mobile customers** by **reimbursing** them up to **$500 per device up to 5 devices**

Eligible customers receive a **virtual - Astound WiFi Visa Prepaid Card** for the amount of remaining on their current device (excluding interest or any other fees)

Up to 5 lines and **up to $500 per device** (excludes wearables, tablets, etc)

No contract required at this time for the program

Program details are available at https://www.astound.com/mobile/buyout/

Mobile Buyout Program Training

Unlocking a Device

In many cases to unlock the device the **customer is responsible** for **paying off the remaining** mobile device **balance** with their previous carrier

Conditions for unlocking a device

- **Device paid in full**: The customer must pay off any remaining balance on the device or an early termination fee
- **Good standing**: The account must be in good standing with the carrier
- **Device not reported lost or stolen**: The device can not be reported as lost, stolen, or involved in fraud
- **Prepaid devices**: Eligibility to be unlocked typically happens within one year of activation, after meeting reasonable payment or usage requirements

After paying off the device

- **Submit an unlock request**: Customers usually need to submit a separate request to unlock their phone
- **Wait for processing**: There may be a waiting period, often 24 to 48 hours, after the final payment before the customer can submit the unlock request to prevent fraud

Carrier-specific policies

- **AT&T**: The customer must pay off the device in full and have no past-due balances on the account
- **T-Mobile**: The customer needs to pay off the phone completely and have been on their network for at least 40 days
- **Verizon**: Automatically removes the lock after 60 days, so the customer does not need to pay off the installment plan

Customer Eligibility

- Customer must activate **new residential internet service** and **transfer 2 or more new mobile lines** of service with Astound Mobile
    - Must **activate** all lines **within 30 days** of order
    - Mobile does not need to be installed at the same time as Internet
- At least **2 mobile numbers** must be successfully transferred (port-in) from their previous carrier to Astound Mobile
- The customer must provide copies of their **3 latest monthly bills** from their previous mobile carrier

        - These bills are **required** to verify **device payment history** and **remaining balance paid to their previous carrier**

        - **Excludes** tablets, computers, watches or other wearables, and devices purchased from any third party retailer

    - The customer must have been with their previous mobile carrier for a minimum of **90 days**

    - The customer must have made at least **3 payments** on their mobile device(s) to the previous carrier, as shown on the provided bills

    - Account must be in **good standing** with **both** the **prior carrier** and **Astound** at the time of reimbursement claim process

    - After all of the above requirements are met, the customer must pay their **1st bill with Astound internet** before the gift card is issued

Fulfillment and Payout

Gift Card is issued only after:

- Internet service is activated
- First Astound bill is paid
- Supporting documents received and verifies
  - Fulfillment Form: https://www.astound.com/forms/mobile-buyout/
    - Link is sent once the system sees at least 2 lines are activated

Customers are **notified by email** (order_care@astound.com) with **status updates** of the process

Gift card is sent via **email** within **2-3 weeks after verification** and **valid for 6 months** from date issued

- Unused funds will forfeit after the valid through date

Mobile Buyout Program Disputes or Questions

See Gift Card Issues and Escalations and fill out the **Gift Card Support Form**

- Under **Gift Card Campaign** select **Mobile Buyout Program**

Mobile Buyout Program is a promotional offer designed to attract new internet and mobile customers by assisting them in paying off the remaining mobile device balance with their previous carrier

The Mobile Buyout Program helps new customers switch by paying back up to $500 per phone for up to 5 phones when they move their mobile service to Astound and sign up for Astound internet. Customers must bring at least two phone lines, be in good standing with their old carrier, pay off and unlock their devices, and send in recent bills to prove what they still owed. After internet service is active and the first bill is paid, customers receive a prepaid Visa gift card by email within a few weeks.

Online URL: https://agentx-astound-kb.hgsdigital.com/article.php?id=4416