

IMPORTANT NOTICE OF UPCOMING CHANGES TO THE CDMA NETWORK

In October consumers were notified that the CDMA network would be retired on January 1, 2022. The deadline was extended and on March 31, 2022, the Sprint CDMA Network will officially be retired. After March 31, 2022, service on the Sprint CDMA Network will no longer be available. Consumers affected by this change have been notified, if you have not received a notice, this change does not affect your current service offering from TerraCom.

How does this affect you?

Your current device will no longer work on March 31, 2022. Taking no suggested action below will leave you without service on March 31st.

What is TerraCom going to do?

TerraCom will replace your current device, if you do not have a compatible device you would prefer to use and move your service to a new network.

You can bring your own device and TerraCom will send you a SIM card. You can determine if a device you would like to use is eligible by checking the device IMEI here <https://www.t-mobile.com/resources/bring-your-own-phone>.

Note: Some results may not be accurate. Pre-paid devices cannot be used as BYOD. This includes Tracfone®, Straight Talk® and Walmart Family Mobile™ devices.

You will not lose your existing number if you act now and should not experience a loss of service for a significant amount of time.

What do I need to do?

Please log into your online account, or contact TerraCom customer service, to confirm your service and mailing address is correct.

You can log into your online account here <https://www.terracomwireless.com/login.php> by using your telephone number and account password to log in and update your mailing address. You can also call customer service to update your address at 888-716-8880 or by dialing 611 from your TerraCom wireless device.

Contact customer service if you want to use your own device and only wish to receive a SIM card. TerraCom does have data capable flip phones in stock, if that is your preference, please contact customer service to enter your request.

TerraCom is working hard to assure our affected customers experience no loss of service. Your assistance in assuring your address is correct will help expedite this process and reduce the chance of your device being returned delaying the receipt of your new device and possible time without service.

What happens if I do not respond to TerraCom?

On February 1, 2022, those who have not responded will be suspended until you contact customer service. On March 1, 2022, you will be given 30-day notice to update your device or be disconnected upon retirement of the CDMA Network. On March 31st your service will no longer work, and you will be de-enrolled from the TerraCom Lifeline Program. You will no longer have an option to port your number once the CDMA network has been retired and service disconnected, and you will have to reapply for service.