



MOBILITY

AS A SERVICE

Change, return and repair
device instructions



Contents

Please select your request type from the list below.
You'll be taken to the specific instructions to follow.

Leaving user

A device is being returned to Spark

Device refresh or Plan change

*A refresh device provided within 24 months or
changing to a different MaaS tier plan*

SIM swap

Changing to a new SIM

Faulty or damaged phone

*Replacement for a faulty
or damaged MaaS Device*

Loan phone

*Loan phone for a faulty or
damaged BYOD Device*

Step 1.

Leaving User Request

We hope you've enjoyed your **Spark Mobility as a Service (MaaS)** experience.

Please follow the below steps to return the MaaS device no longer required:

1. Back up data and log out of accounts

- [Back up your data](#) on the phone if required. We recommend using WiFi.
Please make sure you check your company's policies on backing up data.
- Log out of all associated accounts on the device and perform a factory reset so all data is wiped.
 - Open **Settings > General Management**
 - Tap on **Reset**
 - Tap on **Factory data reset**
 - Scroll down and tap **Reset**
 - Tap on **Delete All.**
 - Note instructions may vary by model. View the [Samsung website](#) for all variants.

Step 2.

Leaving User Request

2. Package phone and send back

- Pop the phone back into it's original MaaS box along with the charger, cable and SIM card (if not being used in a new phone with the same mobile number).
 - If you've lost the box, don't worry - just make sure you're using something suitable.
- Ensure everything is packaged securely. Place it in the courier bag supplied and attach the return label.
- When you're ready, call Courier Post on **0800 268 743** to request a pickup.

That's it!

For more help, go to the [help slide](#) for contact details

Things to note

- If the original charger and/or cable provided with a MaaS phone are not returned, a fee will be charged.
- Devices not returned within 30 days from the date of your initial request will incur a non-return fee.
- MaaS devices will be assessed upon return. If there is damage not covered under warranty, repair costs will be charged.
- For a full break down of fees please contact your Customer Lead.

Step 1.

Device Refresh or Plan change

We hope you're enjoying your **Spark Mobility as a Service (MaaS)** experience and are excited about your device refresh or plan change.

Please follow the below steps to complete your device refresh or plan change and setup your new MaaS device:

1. Back up data

Note: if you use a Mobile Device Management (MDM) service managed by Spark please contact us for specific instructions:

- **Corporate customers: 0800 436 4847**
- **Government or TaaS customers: 0800 822 773**

If your MDM service is managed by your IT team, please check with them for specific instructions first.

- Charge both your old and new phones.
- Back up your data on your old phone. We recommend using WiFi.

Please make sure you check your company's policies on backing up data.

- Open **Settings**
- Tap **Accounts and backup**
- Select **Backup and restore** then **Backup data**
 - Note: make sure you're logged in to the Google account you'd like linked. We suggest your work email (not a shared email). If you don't have a Google account, you can create one [here](#). For other backup methods, view the [Samsung website](#).

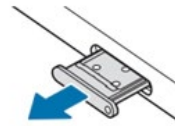
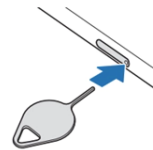
Step 2.

Device Refresh or Plan change

2. Insert your SIM card

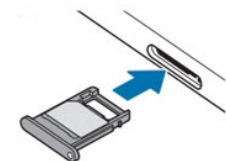
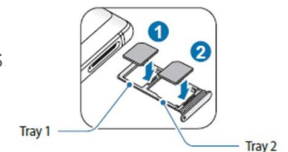
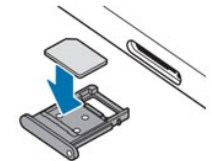
Remove the SIM card from your old phone:

- To loosen the SIM tray, insert the ejection pin into the hole on your old phone. This may be on the top or right side.
- Push the ejection pin towards the phone, but don't force it.
- Gently pull the SIM tray from the slot.
- Remove the SIM card from the tray.
- Gently return the SIM tray into the tray slot and push to close.



Then insert the SIM card into your new phone:

- To loosen the SIM tray, insert the ejection pin into the hole on your new phone. **You'll find this on the top.**
- Push the ejection pin towards the phone, but don't force it.
- Gently pull the SIM tray from the slot.
- Place the SIM card into SIM tray 1, with the gold-coloured contacts facing downwards. *Note: the SIM tray number should be written on the tray, otherwise it is typically the middle slot.*
- Press the SIM card into the tray to secure it.
- Insert the SIM tray back into the tray slot.
- Turn your phone on using the power button on the right-hand side, then check the 4G logo appears on the top right of your screen.



Step 3.

Device Refresh or Plan change

3. Setup new device

- Transfer files to your new phone
 - Turn on your new phone.
 - Tap **Start**. If you don't see **Start**, you can [copy your files manually](#).
 - When prompted, choose to copy apps and files from your old phone.
 - If you have a cable, use it to connect your phones.
 - If you don't have a cable:
 - Tap **No cable?**, then **Ok**.
 - Tap **A backup from an Android phone**.
 - Follow the on-screen instructions to copy your files. We also recommend setting a SIM PIN number to secure your phone if you are prompted with the option.
- Make sure you download the [Spark App](#) and login.



Get the most out of your mobile:



Get to know the capabilities of your Samsung device: samsung.com/nz/support



For a great range of helpful articles like connecting to networks when roaming, visit: spark.co.nz/help/mobileandmobilebroadband/



To get 1GB free WiFi every day at over 1,000 hotspots nationwide, register at: spark.co.nz/getmore/free-wifi

Step 4.

Device Refresh or Plan change

4. Log out of accounts

- Log out of all associated accounts on the **old device** and perform a factory reset so all data is wiped.
 - Open **Settings > General Management**
 - Tap on **Reset**
 - Tap on **Factory data reset**
 - Scroll down and tap **Reset**
 - Tap on **Delete All.**
 - Note instructions may vary by model. View the [Samsung website](#) for all variants.

Step 5.

Device Refresh or Plan change

5. Package old phone and send back

- Pop the old phone back into it's original MaaS box along with the charger and cable.
 - If you've lost the box, don't worry - just make sure you're using something suitable.
- Ensure everything is packaged securely. Place it in the courier bag supplied and attach the return label.
- When you're ready, call Courier Post on **0800 268 743** to request a pickup.

Great, you're now ready to go!

For more help, go to the [help slide](#) for contact details

Things to note

- If the original charger and/or cable provided with a MaaS phone are not returned, a fee will be charged.
- Devices not returned within 30 days from the date of your initial request will incur a non-return fee.
- MaaS devices will be assessed upon return. If there is damage not covered under warranty, repair costs will be charged.
- For a full break down of fees please contact your Customer Lead.

Step 1.

Sim swap

We hope you're enjoying your **Spark Mobility as a Service (MaaS)** experience.

Please follow the below steps to arrange a SIM swap (replacing a faulty SIM):

1. Contact us to arrange your swap

- Please contact your corresponding Service Desk using the details below, and request for a SIM swap.
- Once you've received your new SIM card, you'll need to contact the Service Desk again to arrange for your number to be ported onto your new SIM card. They should let you know what details you'll need to provide.

Monday to Friday, 8am - 5pm

Corporate



0800 482 290 option 2



mobiledirect@spark.co.nz

Available 24/7

Government



0800 822 773



taasservicedesk@spark.co.nz

Step 2.

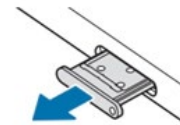
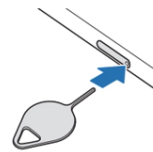
Sim swap

2. Insert your SIM card

- Once the port has taken place (you'll lose service on your existing SIM card), follow the instructions below:

Remove the old SIM card from your phone:

- To loosen the SIM tray, insert the ejection pin into the hole on your old phone. This may be on the top or right side.
- Push the ejection pin towards the phone, but don't force it.
- Gently pull the SIM tray from the slot.
- Remove the SIM card from the tray.
- Gently return the SIM tray into the tray slot and push to close.



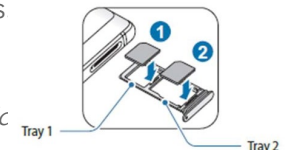
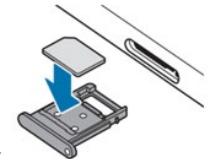
Then insert your new MaaS SIM card:

- To loosen the SIM tray, insert the ejection pin into the hole on your new phone. **You'll find this on the top.**

- Push the ejection pin towards the phone, but don't force it.

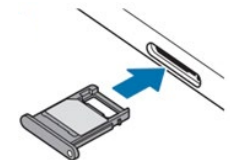
- Gently pull the SIM tray from the slot.

- Place the SIM card into SIM tray 1, with the gold-coloured contacts facing downwards. *Note: the SIM tray number should be written on the tray, otherwise it is typically the mic*



- Press the SIM card into the tray to secure it.

- Insert the SIM tray back into the tray slot.



- Turn your phone on using the power button on the right-hand side, then check the 4G logo appears on the top right of your screen.

That's it!

For more help, go to the [help slide](#) for contact details

Step 1.

Faulty or damaged phone - MaaS Device

We hope you're enjoying your **Spark Mobility as a Service (MaaS)** experience and are sorry to hear you're having issues with or have noticed damage to your device.

Don't worry, you can use the replacement device you've received from now onwards and we won't be sending back your faulty or damaged phone.

Please follow the below steps to setup your replacement device and return your faulty or damaged MaaS phone:

1. Back up data

Note: if you use a Mobile Device Management (MDM) service managed by Spark please contact us for specific instructions:

- **Corporate customers: 0800 436 4847**
- **Government or TaaS customers: 0800 822 773**

If your MDM service is managed by your IT team, please check with them for specific instructions first.

- Charge both your old and new phones.
- Back up your data on your old phone. We recommend using WiFi.
 - Open **Settings**
 - Tap **Accounts and backup**
 - Select **Backup and restore** then **Backup data**
 - Note: make sure you're logged in to the Google account you'd like linked. We suggest your work email (not a shared email). If you don't have a Google account, you can create one [here](#). For other backup methods, including backing up to other devices if you can't access your screen, view the [Samsung website](#).

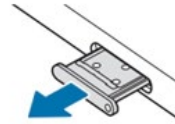
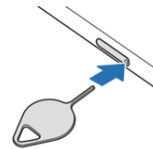
Step 2.

Faulty or damaged phone - MaaS Device

2. Insert your SIM card

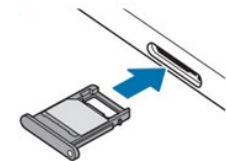
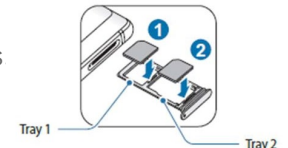
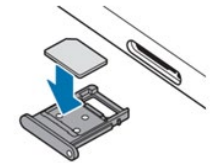
Remove the SIM card from your old phone:

- To loosen the SIM tray, insert the ejection pin into the hole on your old phone. This may be on the top or right side.
- Push the ejection pin towards the phone, but don't force it.
- Gently pull the SIM tray from the slot.
- Remove the SIM card from the tray.
- Gently return the SIM tray into the tray slot and push to close.



Then insert the SIM card into your new phone:

- To loosen the SIM tray, insert the ejection pin into the hole on your new phone. **You'll find this on the top.**
- Push the ejection pin towards the phone, but don't force it.
- Gently pull the SIM tray from the slot.
- Place the SIM card into SIM tray 1, with the gold-coloured contacts facing downwards. *Note: the SIM tray number should be written on the tray, otherwise it is typically the middle slot.*
- Press the SIM card into the tray to secure it.
- Insert the SIM tray back into the tray slot.
- Turn your phone on using the power button on the right-hand side, then check the 4G logo appears on the top right of your screen.



Step 3.

Faulty or damaged phone - MaaS Device

3. Setup new device

- Transfer files to your new phone
 - Turn on your new phone.
 - Tap **Start**. If you don't see **Start**, you can [copy your files manually](#).
 - When prompted, choose to copy apps and files from your old phone.
 - If you have a cable, use it to connect your phones.
 - If you don't have a cable:
 - Tap **No cable?**, then **Ok**.
 - Tap **A backup from an Android phone**.
 - Follow the on-screen instructions to copy your files.
- Make sure you download the [Spark App](#) and login.



Get the most out of your mobile:



Get to know the capabilities of your Samsung device: samsung.com/nz/support



For a great range of helpful articles like connecting to networks when roaming, visit: spark.co.nz/help/mobileandmobilebroadband/



To get 1GB free WiFi every day at over 1,000 hotspots nationwide, register at: spark.co.nz/getmore/free-wifi

Step 4.

Faulty or damaged phone - MaaS Device

4. Log out of accounts

- Log out of all associated accounts on the old device and perform a factory reset so all data is wiped. If you can't access the screen due to damage, we will wipe this for you on our end.
 - Open **Settings** > **General Management**
 - Tap on **Reset**
 - Tap on **Factory data reset**
 - Scroll down and tap **Reset**
 - Tap on **Delete All.**
 - Note instructions may vary by model. View the [Samsung website](#) for all variants.

Step 5.

Faulty or damaged phone - MaaS Device

5. Package phone and send back

- Pop the faulty or damaged phone back into it's original MaaS box along with the charger and cable.
 - If you've lost the box, don't worry - just make sure you're using something suitable.
- Ensure everything is packaged securely. Place it in the courier bag supplied and attach the return label
- When you're ready, call Courier Post on **0800 268 743** to request a pickup.

That's it!

For more help, go to the [help slide](#) for contact details

Things to note

- If the original charger and/or cable provided with a MaaS phone are not returned, a fee will be charged.
- Devices not returned within 30 days from the date of your initial request will incur a non-return fee.
- MaaS devices will be assessed upon return. If there is damage not covered under warranty, repair costs will be charged.
- For a full break down of fees please contact your Customer Lead.

Step 1.

Loan phone - faulty or damaged BYOD device

We hope you're enjoying your **Spark Mobility as a Service (MaaS)** experience and are sorry to hear you're having issues with or have damaged your device.

Don't worry, you can use the loan phone you've received while we get your device repaired.

Please follow the below steps to setup your loan phone and send your faulty or damaged BYOD phone for repair:

1. Back up data

Note: if you use a Mobile Device Management (MDM) service managed by Spark please contact us for specific instructions:

- **Corporate customers: 0800 436 4847**
- **Government or TaaS customers: 0800 822 773**

If your MDM service is managed by your IT team, please check with them for specific instructions first.

- Charge both your old and new phones.
- Back up your data on your old phone. We recommend using WiFi.
 - Open **Settings**
 - Tap **Accounts and backup**
 - Select **Backup and restore** then **Backup data**
 - Note: make sure you're logged in to the Google account you'd like linked. We suggest your work email (not a shared email). If you don't have a Google account, you can create one [here](#). For other backup methods, including backing up to other devices if you can't access your screen, view the [Samsung website](#).

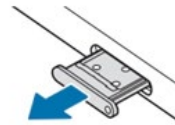
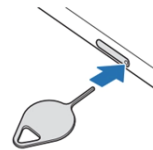
Step 2.

Loan phone - faulty or damaged BYOD device

2. Insert your SIM card

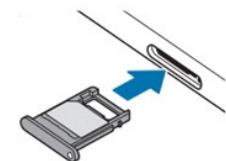
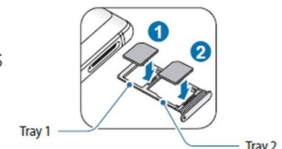
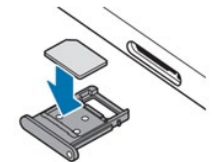
Remove the SIM card from your faulty or damaged phone:

- To loosen the SIM tray, insert the ejection pin into the hole on your old phone. This may be on the top or right side.
- Push the ejection pin towards the phone, but don't force it.
- Gently pull the SIM tray from the slot.
- Remove the SIM card from the tray.
- Gently return the SIM tray into the tray slot and push to close.



Then insert the SIM card into your loan phone:

- To loosen the SIM tray, insert the ejection pin into the hole on your new phone. **You'll find this on the top.**
- Push the ejection pin towards the phone, but don't force it.
- Gently pull the SIM tray from the slot.
- Place the SIM card into SIM tray 1, with the gold-coloured contacts facing downwards. *Note: the SIM tray number should be written on the tray, otherwise it is typically the middle slot.*
- Press the SIM card into the tray to secure it.
- Insert the SIM tray back into the tray slot.
- Turn your phone on using the power button on the right-hand side, then check the 4G logo appears on the top right of your screen.



Step 3.

Loan phone - faulty or damaged BYOD device

3. Setup loan phone

- Transfer files to your loan phone if needed:
 - Turn on the loan phone.
 - Tap **Start**. If you don't see **Start**, you can [copy your files manually](#).
 - When prompted, choose to copy apps and files from your faulty or damaged phone.
 - If you have a cable, use it to connect your phones.
 - If you don't have a cable:
 - Tap **No cable?**, then **Ok**.
 - Tap **A backup from an Android phone**.
 - Follow the on-screen instructions to copy your files.
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To get 1GB free WiFi every day at over 1,000 hotspots nationwide, register at: spark.co.nz/getmore/free-wifi

Step 4.

Loan phone - faulty or damaged BYOD device

4. Log out of accounts

- Log out of all associated accounts on the damaged or faulty device and perform a factory reset so all data is wiped. If you can't access the screen due to damage, we will wipe this for you on our end.
 - Open **Settings** > **General Management**
 - Tap on **Reset**
 - Tap on **Factory data reset**
 - Scroll down and tap **Reset**
 - Tap on **Delete All.**
 - Note instructions may vary by model. View the [Samsung website](#) for all variants.

Step 5.

Loan phone - faulty or damaged BYOD device

5. Package phone and send back

- Package your faulty or damaged device securely and place it in the courier bag supplied, attaching the return label.
- When you're ready, call Courier Post on **0800 268 743** to request a pickup.

Once your phone is repaired, it will be shipped back to you. Once received make sure you follow the below steps:

- Back up your data, transfer your data and SIM to your original phone and remove accounts from the loan phone ([Steps 1 - 4](#)).
- Package your loan phone and any charges or cables it came with securely, pop it into the courier bag and attach the label. Arrange the pick up through Courier Post (**0800 268 743**)

That's it!

For more help, go to the [help slide](#) for contact details

Things to note

- Loan phones not returned within 30 days of receiving your repaired device will incur a non-return fee.
- If the original charger and/or cable provided with the MaaS phone are not returned, a fee will be charged.
- Your device will be assessed, if damage is not covered under warranty, repair costs will be charged.
- For a full break down of fees please contact your Customer Lead.

Need help? Get in touch.

Monday to Friday, 8am - 5pm

Corporate



0800 482 290 option 2



mobiledirect@spark.co.nz

Requests: Mon to Fri 8am - 5pm

Faults: Available 24/7

Government



0800 822 773



taasservicedesk@spark.co.nz

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[SPARKDIGITAL.CO.NZ/MAAS](https://www.sparkdigital.co.nz/maas)

[RESOURCES](#)





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