

FAQ

WSCA/NASPO CUSTOMER FREQUENTLY ASKED QUESTIONS

How do I submit a NASPO ValuePoint order to Sprint?

You may submit your order by email to orders@publicsectorsupport.com. You may submit your order by phone to 1-888-700-6718 and press option 1.

I do not know if I can use NASPO ValuePoint. How do I find out if I can purchase off of this contract?

Call 1-888-700-6718 and press option 1.

How do I find out who my Sprint Sales Person is?

You may submit this request by email to orders@publicsectorsupport.com. You may submit this request by phone to 1-888-700-6718 and press option 1.

How do I know that you are a Sprint partner?

You may verify this by either contacting your Sprint Federal Public Sector Account Manager or by going to publicsectorsupport.com and clicking on the Sprint Authorized Partner link.

I am on the West Coast. Are you able to assist me during standard business hours?

Our representatives are available 5am to 5pm PST / 8am to 8pm EST.

Where do I find the latest Sprint equipment pricing?

There are a few options to make it easy for you: 1) visit publicsectorsupport.com and click the WSCA Device Pricing link, 2) call your Sprint Public Sector Account Manager, 3) call your Assigned Client Advocate, 4) call toll free 888-700-6718.

Where do I find the latest Sprint rate plan pricing?

There are a few options to make it easy for you: 1) visit publicsectorsupport.com and click the WSCA Rate Plan Pricing link, 2) call your Sprint Public Sector Account Manager, 3) call your Assigned Client Advocate, 4) call toll free 888-700-6718.

Do you have any special promotions?

There are a few options to make it easy for you: 1) visit publicsectorsupport.com and click the WSCA Device Pricing link, 2) call your Sprint Public Sector Account Manager, 3) call your Assigned Client Advocate, 4) call toll free 888-700-6718.

Are my devices shipped overnight?

Yes. Complete order information must be received at orders@publicsectorsupport.com or through your ManagedTEL™ website, by 2PM EST.

What do I pay for shipping?

Nothing. Sprint includes shipping to Public Sector customers at no charge.

I have a large order. What can you do to help me manage it?

Call 1-888-700-6718 and press option 1, a representative will walk you through options to assist you at no additional charge.