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ARCTIC SLOPE TELEPHONE ASSOCIATION COOPERATIVE, INC.

[ASTAC.net](http://ASTAC.net)

## DEVICE TRADE-IN | HOW TO GUIDE

Review and sign the provided Device Trade In Return Terms & Conditions

Before returning the phone, make sure to remove all personal information, such as passwords, user locks, and sign out of all cloud services. This includes erasing all personal photos and videos and resetting the device to its factory settings. **Failure to do so may result in your credit being reversed, and please note that the device cannot be returned to you under any circumstances.**

Remove the SIM card, memory card (if applicable) and all accessories (case, pop sockets, décor, etc.). Once shipped, these items cannot and will not be returned to you.

To process your Trade In, for Trade In credit: use the box your new device came in to turn in your old device.

Take note of the tracking # (*found on return label*) so you can track your package after shipping.

Mail via the U.S Postal Service with the prepaid form you were provided.

Track your return via the USPS tracking site (Insert link here).

Email confirmation will be sent once device is received.

Visit [www.ASTAC.net/how-to](http://www.ASTAC.net/how-to) for our guide on how to turn in your device

*The device you are turning in must be the device associated with your ASTAC Device Finance Agreement or ASTAC account. The device must be in good physical condition and full functional condition. The device must also pass the check off list to qualify for the credit once received and reviewed by an ASTAC employee. The device that is being submitted to ASTAC in exchange for a credit cannot be returned to you and is final, regardless of the device being denied a credit upon receipt. Devices that do not meet all the requirements of the ASTAC Device Check In List will not be considered acceptable condition; items that could disqualify but not limited to include the ability to power on and off, cracked, or damaged screens or casings, missing batteries and or activation locks in place on the device. The amount quoted as credit for your device will be charged back to your account in full. If the credit reduced your monthly installment plan for a new device, the installment amount will be increased to the original amount prior to a credit being provided.*