

What to do if your cell phone is stolen.

IMMEDIATELY CONTACT YOUR WIRELESS PROVIDER TO HAVE YOUR CELL PHONE SERVICE SUSPENDED OR YOU MAY INCUR CHARGES FOR UNAUTHORIZED CALLS FROM YOUR CELL PHONE, THEN NOTIFY LOCAL LAW ENFORCEMENT.

Common Cell Phone Provider Contact Information (public source websites as of June 2012):

Verizon:

What do I do if my phone is lost or stolen? http://wirelessupport.verizon.com/top_questions.html#item9

If your equipment is lost or stolen, sign in to My Verizon online, and choose the 'Suspend/Resume Service' link under Quick Links on the overview page. You will then be guided through the steps to either Suspend or Resume your service. [You can also dial (800) 922-0204 (from any phone) and complete this task via our Interactive Voice Response (IVR)].

T-Mobile:

<http://support.t-mobile.com/docs/DOC-1211>

To help prevent any unauthorized usage, you should immediately log into My T-Mobile and suspend your line. You are responsible for all calls made on your phone, so suspending your line with T-Mobile as soon as you realize your phone is missing helps prevent any unauthorized use and additional charges. You do not need to call and report a stolen phone.

If you find your phone, you can quickly restore service. To suspend your service until you can find your handset or replace it, you must call Monthly4G Customer Care at 1-877-778-2106.

AT&T:

http://www.wireless.att.com/cell-phone-service/legal/index.jsp?q_termsKey=wirelessCustomerAgreement#whatIfMyDeviceIsLostOrStolen

If your wireless Device is lost or stolen, you must contact us immediately to report the Device lost or stolen. You're not liable for charges you did not authorize, but the fact that a call was placed from your Device is evidence that the call was authorized. (California Customers see section "What Terms Apply Only To Specific States?" below). Once you report to us that the Device is lost or stolen, you will not be responsible for subsequent charges incurred by that Device.

You can report your Device as lost or stolen and suspend Services without a charge by contacting us at the phone number listed on your bill or at wireless.att.com. If there are charges on your bill for calls made after the Device was lost or stolen, but before you reported it to us, notify us of the disputed charges and we will investigate. You may submit documents, statements and other information to show any charges were not authorized. You may be asked to provide information and you may submit information to support your claim. We will advise you of the result of our investigation within 30 days. While your phone is suspended you will remain responsible for complying with all other obligations under this Agreement, including, but not limited to, your monthly fee. We both have a duty to act in good faith in a reasonable and responsible manner including in connection with the loss or theft of your Device.

Virgin Mobile:

<http://www.virginmobileusa.com/lost-or-stolen-phone-replacement>

Contact Virgin Mobile right away and we'll suspend service to the phone. Once your service is suspended, no one can use up your remaining balance. 1-888-322-1122.

SPRINT:

Immediately contact SPRINT at 1-800-584-3666 to have your cell phone service suspended.

If your phone contains Personally Identifiable Information such as a date of birth, social security numbers, bank and credit card account information, you should utilize a password to help prevent this information from being exposed in the event the phone is lost or stolen.

