

## Apple ID/iPhone Tips

### Apple ID/iPhone 小贴士

Your new phone has a sticker on the back with important information you will need to use it, and to request help from T-Mobile. Your DDA Case Manager is not able to assist you with the phone, but help is available, see below.

你的新手机背面有一个贴纸，上面写着你使用它所需的重要信息，并向 T-Mobile 请求帮助。您的 DDA 案例经理无法通过电话协助您，但可以给您提供帮助，请参见下文。

**Phone Number: 123-456-7890**

**Apple ID: [wa1234567890@icloud.com](mailto:wa1234567890@icloud.com)**

**Password: Welcome2022!**

电话号码: 123-456-7890

Apple ID: [wa1234567890@icloud.com](mailto:wa1234567890@icloud.com)

密码: Welcome2022!

## Phone Number

### 电话号码

This is your phone number. You have been issued a Washington area code. You can place regular calls and send text messages within the United States for free.

这是你的电话号码。你被赋予了华盛顿的区号。在美国境内，你可以免费拨打常规电话或发送短信。

## Apple ID (& Password)

### Apple ID (及密码)

Your Apple ID is needed to log into your phone. It is unique to you, and no one else has the same one. Your Apple ID is the account that is used for your phone and all apple services, please don't lose it. (Important – if you are making any purchases on your phone, you must provide a valid payment method).

登录您的手机需要您的 Apple ID。这对你来说是独一无二的，没有人和你的一样。您的 Apple ID 是用于您的手机和所有苹果服务的帐号，请不要丢失。（重要提示：如果你在手机上进行任何购买，你必须提供一个有效的支付方式）。

## **How to Contact Support:**

Support Hours: Monday – Friday 6 am (PST) – 4 pm (PST)

Weekends/After Hours: Email, Voicemail with responses during Support Hours

Visit us on-line: [supportwa.premierwireless.com](http://supportwa.premierwireless.com)

- On line resources for reference
- Live Chat with Support

Call Support: 360-447-5678 and follow prompts for support needed

- Device Troubleshooting
- Warranty Support
- Purchase Replacements for Lost/Stolen Devices

Dedicated Support Email: [supportwa@pwbts.net](mailto:supportwa@pwbts.net)

## **如何联系技术支持：**

客服时间：星期一至星期五，上午 6 点至下午 4 点（太平洋标准时间）

周末/非工作时间：电子邮件、语音邮件，在客服时间内回复

在线访问我们的网站：[supportwa.premierwireless.com](http://supportwa.premierwireless.com)

- 在线资源供参考
- 实时聊天提供支持

电话客服：360-447-5678，并根据提示获得所需的支持

- 设备故障排除
- 保修期间支持
- 购买丢失/被盗设备的替代品

专用客服邮箱：[supportwa@pwbts.net](mailto:supportwa@pwbts.net)