Handling Rooted/Jailbroken Devices Policy (ASC)

Store Type	Authorized Service Center
Device Type	Sprint (CDMA)

Overview

Rooting a phone (or getting root) is the process of modifying the operating system on a device to obtain complete control over it. By rooting a device, the user can then alter certain built-in functionality of the device. Rooting is strongly discouraged by Sprint and device manufacturers.

iPhone
Apple considers jail breaking an "Unauthorized Modification" which puts the device in the Red Defect category.
- If the jailbreaking and modification are so extensive that the device cannot be used or triaged by the normal processes, then the device must be flagged as Red (Not Repairable) and are therefore not eligible for exchange.
    - In eTicket, select Non Repairable Damage as the complaint type, iPhone Jailbroken as the complaint detail and close the ticket.
    - Ensure your eTicket notes contain thorough details on your findings and that rooting was suspected.
- If the jailbreaking modifications can't be detected thru the normal processes, proceed as normal and allow an exchange, classifying the device based on other damage noted.

NOTE: For more information on the device repair categories for the iPhone, see the *Service Level Procedures (Apple iPhone) M&P*.

Since there is currently no way of proving that a device has been rooted by a customer, suspected rooted devices should be handled as follows:

Advanced Exchange Locations
If the customer is experiencing issues that are suspect to be caused by rooting the device

Step	Action
1	Educate the customer on the risks involved in rooting their device: • Rooting can cause irreparable damage to the device. • Rooting can result in an inoperable device. • Rooting may result in all customer data and customizations being lost.
2	Open and eTicket and exchange the device per standard Advanced Exchange procedures. NOTE: Refer to *AE Transactions M&P* for more information.
3	In the eTicket, document the specific issues with the device and note that the device is suspected of being rooted.

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Full Service or Service Only Locations

If the customer is experiencing issues that are suspect to be caused by rooting the device

Step	Action
1	Educate the customer on the risks involved in rooting their device: • Rooting can cause irreparable damage to the device. • Rooting can result in an inoperable device. • Rooting may result in all customer data and customizations being lost.
2	Open an eTicket and document the specific issues with the device. Also, note that the device is suspected of being rooted.
3	Attempt to resolve the issue by reloading the device software.
4	If the issue cannot be resolved, exchange the device per standard Advanced Exchange procedures. NOTE: Refer to *AE Transactions M&P* for more information.