

## T-MOBILE WIRELESS SERVICE CHECKLIST

Based in Bellevue, Washington, T-Mobile USA, Inc. operates America's first nationwide 4G network, and is delivering a compelling 4G experience across a broad lineup of leading devices. T-Mobile USA's wireless products and services empower and enable people to stay connected and productive while mobile. For more information, please visit <http://www.T-Mobile.com>.

T-Mobile USA offers a wide variety of wireless service plans available to meet your specific needs and wants. We know how important it is for our customers to understand the details of our wireless service plans. Below are frequently asked questions about our general service and device offerings. When you find a particular plan that fulfills your needs, make sure that you get specific information from a store associate or online at T-Mobile.com regarding that plan's service allowances (*e.g.*, amount of minutes/text/data included), charges, device costs and features, and contract terms (if applicable).

### Devices:

**Can I bring my own compatible phone?** Yes, customers may use a compatible phone on the T-Mobile network, with a T-Mobile SIM card, and are not required to purchase a device from T-Mobile or a T-Mobile retailer to take advantage of T-Mobile's great rates and services. However, some T-Mobile features may be available only on certain T-Mobile devices. In addition, our ability to remotely update software, systems, applications, features, or programming may be impacted if you are not using a T-Mobile device.

**Do you use device locks or software protection applications on your devices?** T-Mobile devices are specifically designed and tested to be used with T-Mobile service. Customers may contact T-Mobile to have their device unlocked for use on another carrier's network. However, not all T-Mobile devices are compatible with service from all U.S. carriers.

**What handset insurance options are available?** In addition to the manufacturer's warranty, T-Mobile currently offers:

- Premium Handset Protection® Insurance, which provides device coverage in the event of loss, theft or damage;
- Premium Handset Protection® Warranty, which provides service warranty coverage for malfunctions after the manufacturer's warranty expires, among other benefits; and
- Premium Handset Protection® Bundle, which includes both Premium Handset Protection® Insurance and Premium Handset Protection® Warranty.

## Coverage Area:

**What coverage mapping resources are available?** Detailed maps depicting coverage are available online at [t-mobile.com/coverage](http://t-mobile.com/coverage), and at T-Mobile retail locations. Included with the online coverage maps is the ability to perform a Personal Coverage Check, which allows customers to access maps depicting available coverage for voice and data at a nationwide, state, city, and/or street level, and including information regarding signal strength and whether coverage is provided on the T-Mobile network or a roaming partner. In addition, coverage brochures, including nationwide maps for voice and data coverage, are available at T-Mobile retail stores.

## Fees and Surcharges:

**Are additional fees and surcharges added to my bill?** All T-Mobile customers are provided notice and information concerning any recurring fees and other charges that are added to their bill.

**If so, what are they?** New postpaid activations of a line of service are subject to a \$35 activation fee, and may be required to provide a deposit. Each line of service incurs a Regulatory Program Fee (not a tax or government-mandated fee) of \$1.61 per month. In addition, all customers are charged applicable taxes, which range from 6-28% depending on the customer's state or territory of residence. Additional fees or charges may apply, for example, a late payment fee in the event that a customer fails to pay his or her bill on time. Finally, customers who terminate service before the end of their contract term or change rate plans are subject to an early termination fee and/or migration fee.

**How are Late Payment Fees calculated?** Customers who do not make payment in full by the due date on their bill are subject to a late fee of the greater of 1.5% per month (18% annually) or \$5/month, subject to the maximum allowed by law.

## Term Contracts:

**What service options do not require a term contract?** T-Mobile offers several no annual contract/prepaid service options, including both monthly plans and pay by the minute plans, that do not involve a term contract.

**Can I change plans during the contract term?** Depending upon your rate plan, you may be eligible to make changes to your rate plan during your contract term, including services and features associated with your rate plan.

**If so, are there any charges for doing so?** If you do change your rate plan during your contract term, there may be fees and restrictions, including a migration fee of up to \$200 per line, associated with making such a change.

**If so, does the plan change extend the contract term length?** Your contract term may be extended.

## Trial Period:

**How long is the trial period?** Customers may cancel a new line of service within 14 days of activation (30 days in California) without paying an early termination fee.

**What taxes, fees, and other charges am I responsible for if I cancel during the trial period?** Customers will remain responsible for any charges incurred prior to service cancellation, including roaming, long distance, taxes, Regulatory Program Fees, and other fees.

**Is the activation fee refunded?** Yes, the activation fee is waived in the event of a termination during the cancellation period.

**Will I be responsible for an Early Termination Fee if I cancel service during the trial period and don't return my device?** To cancel service during the cancellation period, customers must return any T-Mobile device acquired at the time of activation in its package with all original contents, undamaged and in good working condition. If a customer does not return a T-Mobile device or if a customer returns the device in a damaged or destroyed condition, T-Mobile may charge the early termination fee and may also charge for the unreturned device.

## Third Party Content:

**What is third-party content?** Third-party content is content provided by persons or entities other than T-Mobile, for example, applications or games that are pre-loaded on your device or available via download from the Internet.

**Can I block charges for third party content from appearing on my bill?** Content Blocking is a free add-on feature that gives customers the option to block chargeable downloads billed through T-Mobile. This feature enables a customer to block downloads of games, ringtones, wallpaper, and CallerTunes®.

**If so, how?** To add Content Blocking, customers may call Customer Care or visit any T-Mobile retail store.

## Usage Management Tools:

**What tools are available that will help me monitor and manage my data, text, and voice usage?** T-Mobile offers a variety of unlimited plans for voice, messaging, and data usage, and has modified other plans to minimize the possibility of overage charges. In addition, T-Mobile offers customers a number of ways to help avoid unanticipated charges for voice, messaging, and data overages, including online and handset access to account balance and usage information, family controls, text alerts, and blocking options.

**Tools to help manage, monitor, and control accounts and usage:**

- **Billing Statements.** Postpaid voice, text, and data customers have access to monthly billing statements, either online or in paper form, which summarize their voice, messaging, and/or data usage and associated charges incurred in the previous month.
- **Online Account Information.** Postpaid customers may view all account information online, including their bill, call details, and text message status (used and remaining) by setting up a password and accessing their accounts at [my.t-mobile.com](http://my.t-mobile.com). In addition, Mobile Broadband customers receive the Connection Manager software, which allows them to monitor how much data is being used, including an estimate of the amount of usage left under their plan.
- **My Account Application.** Every T-Mobile phone launched in the last two years has been pre-loaded with “My Account” software that enables users to, among other things, receive free minute usage alerts, payment reminders, billing summaries, and other service-related information. There also are a variety of web-based applications available to customers to meet such needs. T-Mobile actively encourages customers to practice account management from their phones to give them more control of their accounts.
- **Short Codes.** T-Mobile also offers customers various means of checking usage data at any time of day, for free. In addition to using My Account, customers can also check usage via short codes.

To check how many WHENEVER Minutes® you’ve used: Dial #MIN# (#646#).

To check how many text messages you’ve used: Dial #MSG# (#674#)

To see your current balance, due date and payment history: Dial #BAL# (#225#)

To check your data usage if you are on a tiered data plan: Dial #WEB# (#932#)

For prepaid customers, to check how many WHENEVER minutes® you’ve used: Dial #999#

- **Family Allowances®.** For \$4.99 per month, the authorized account holder of a family plan can assign allowances for minutes, messages, and downloads to all the lines on the account, and to restrict usage during certain times of the day, giving parents an easy way to manage their kids’ wireless usage and keep the family connected. The account holder can dial #FAM# (#326#) from his or her phone to check allowances and usage for minutes, messages, and downloads, and he or she can manage the account from [my.t-mobile.com](http://my.t-mobile.com).
- **Contacting T-Mobile.** Customers who prefer more traditional methods of communication may call into T-Mobile’s interactive voice response (“IVR”) system, contact Customer Service directly, or visit a T-Mobile store to obtain usage information (assuming their identities are properly authenticated).

### **Alerts:**

- **Plan Specific Alerts.** Some T-Mobile plans include the ability to receive automatic customer notification alerts before and/or after customers have exceeded plan allowances. The existence and frequency of notification alerts varies by plan; please see the plan descriptions on [t-mobile.com](http://t-mobile.com) or contact Customer Care to inquire about your specific plan.
- **Family Allowances® Alerts.** The authorized accountholder on a family plan can elect to receive text messages when another line on the account has approached and/or exceeded its allotment of minutes or has chosen to opt out of receiving the alerts.
- **Data Plan Usage Alerts.** T-Mobile notifies new data plan customers via free text message before they reach their allotted data plan usage, and again when they reach their data plan allotment. This message is also sent to the primary accountholder to notify him or her that a line on the account has exceeded its limit.
- **Pay-Per-MB Alerts.** T-Mobile provides a warning message to customers who are not on a monthly data plan the first time they access the Internet via their T-Mobile phone to notify them that data usage will be charged on a pay-per-megabyte (MB) basis. Then, a separate message is transmitted to notify the primary accountholder to confirm that the phone was used for pay-per-use data. Pay-per-MB data users receive a notification when they have incurred a certain dollar amount of data charges in a billing cycle.

### **Free tools to limit or block certain types of usage:**

- **Text Message Blocking.** Customers may block chargeable incoming and outgoing text messages (SMS), picture messages (MMS), Instant Messages (IM), and e-mail, as they see fit.
- **Web Guard.** Web Guard is a free, optional add-on feature which restricts access to adult-oriented content (over 18) on a customer's phone when using the T-Mobile network.
- **Content Blocking.** Customers can block downloadable content available from T-Mobile to their phone, which can help a subscriber avoid unwanted charges from downloading such content. This feature enables a customer to block downloads of games, applications, ringtones, wallpaper, and CallerTunes®.
- **Data Blocking.** Customers who do not have a specific data plan and do not intend to purchase data services on a pay-per-MB basis can block data usage by contacting Customer Service.

**What charges, if any, apply to each of these tools?** Checking your account information and usage, whether via balance inquiry on your phone through the use of My Account or short codes, or online through [my.t-mobile.com](http://my.t-mobile.com) or the Mobile Broadband Connection Manager, is free. In addition, T-Mobile provides postpaid customers with summary paper bills at no additional charge. With the exception of the Family Allowances® feature, which costs \$4.99/mo. per account, all other blocking options and alerts are currently free.

**Will you alert me before and/or after I incur overage charges for exceeding my plan allowances?**

Some T-Mobile plans include automatic customer notification alerts before and/or after a customer has exceeded his or her plan allowances. For example:

- **Family Allowances® Alerts.** The authorized accountholder on a family plan can elect to receive text messages when another line on the account has approached and/or exceeded its allotment of minutes or has chosen to opt out of receiving the alerts.
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The existence and frequency of notification alerts varies by plan; please visit the plan descriptions on [t-mobile.com](http://t-mobile.com) or contact Customer Care to inquire about your specific plan.

**Can I opt out of any courtesy alerts?** The ability to opt out of notification alerts may vary by plan; please visit [t-mobile.com](http://t-mobile.com) or contact Customer Care to inquire about your specific plan.

## International Usage:

**Where can I learn about what international services are available and how much they cost?**

Details regarding international service options, including applicable charges, are available at [t-mobile.com/international](http://t-mobile.com/international).

**Can I block international roaming?** Yes. For customers who travel internationally, T-Mobile sends a free text message when their phone registers with a foreign wireless network. This message alerts customers that charges while roaming are higher for voice, data, and email applications, and that they can use a variety of options (for example, altering their settings to turn on/off their international data roaming capabilities and/or calling T-Mobile for applicable rates) to minimize incurring additional

charges. In October 2010, T-Mobile launched its Roam Monitor & Control service to further eliminate any possible bill confusion relating to international data roaming charges. Specifically, T-Mobile sends additional text messages to customers when they have incurred \$50, \$100, \$200, and \$500 worth of international data roaming charges, again providing additional information to those customers to better monitor their usage and control costs.

## **Parental Controls:**

**What account management tools are available to restrict or limit phone use by minors?** See [Usage Management Tools](#) section above.

**Is there a fee for using the controls?** See [Usage Management Tools](#) section above.