

# Consolidated Offers Document

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# Even More and Even More Plus Plans Overview

T-Mobile has simplified consumer rate plans into two categories: Even More and Even More Plus. The goal of these rate plans is to create customer delight, develop loyal customers, and unseat reluctant switchers by highlighting T-Mobile's clear value leadership and removing coverage perception barriers to switching.

**Even More** plans follow the traditional rate plan model:

- Customers sign up for a two-year contract.
- Customers receive a discounted handset.
  - **Note:** T-Mobile dealers set pricing at their discretion.
- Eligible customers qualify for a 4-month handset Equipment Installment Plan (EIP) in other sales channels.

**Even More Plus** plans are a new approach to how we offer wireless:

- Customers receive the best rate plan pricing T-Mobile currently offers (lower than Even More).
- Customers enjoy the freedom of no annual service contracts.
- Customers pay retail price for their handset.
- Customers receive free overage alerts if they are not on an unlimited plan.
- Eligible customers qualify for a 20-month handset Equipment Installment Plan (EIP) at T-Mobile Retail locations.

## Even More Rate Plans

- All Even More rate plans all require 2 year agreement
- Customers receive discounted handset pricing
- Even More customers activating or upgrading to a device that requires data service under the Data Service
- Policy must have a contracted data feature added to their account.
- Overage alerts are not available to customers on Even More plans.

## Individual Plans

### Talk

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Nights & Weekend Minutes	T-Mobile to T-Mobile
Even More Individual 500	\$39.99	500	Unlimited	Unlimited
Even More Individual 1000	\$49.99	1000	Unlimited	Unlimited
Even More Individual Unlimited	\$59.99	Unlimited	Unlimited	Unlimited

### Talk & Text

For Talk & Text add an Even More Message Value Bundle

### Talk & Text & Web

For Talk & Text & Web add an Even More Message Value Bundle and Even More data add-on feature

## Family Plans

### Talk

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Nights & Weekend Minutes	T-Mobile to T-Mobile
Even More Family 750	\$59.99 first 2 lines	750 shared	Unlimited	Unlimited
Even More Family 1500	\$79.99 first 2 lines	1500 shared	Unlimited	Unlimited
Even More Family Unlimited	\$99.99 first 2 lines	Unlimited	Unlimited	Unlimited

### Talk & Text

For Talk & Text add an Even More Family Message Value Bundle

### Talk & Text & Web

For Talk & Text & Web add an Even More Family Message Value Bundle and Even More data add-on feature

### Family Plans Add-a-line

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Nights & Weekend Minutes	T-Mobile to T-Mobile
Even More Family 750 Add-a-line	\$10 each lines 3-5	750 shared	Unlimited	Unlimited
Even More Family 1500 Add-a-line		1500 shared	Unlimited	Unlimited
Even More Family Unlimited Add-a-line	\$15 each lines 3-5	200 <i>For unlimited calling at Unlimited Minutes add-on feature</i>	Unlimited	Unlimited
	\$40 each lines 3-5	Unlimited		

## Even More Plus Rate Plans

- Even More Plus rate plans are all monthly contracts
- Migration fee may apply.
- Even More Plus customers pay regular price for their device and do not fall under the Data Service Policy. There are no contracted data features to add – only non-contracted data features.
- Overage alerts available to customers on Even More Plus plans that are not unlimited.
- Even More Plus customers **cannot** move to Even More plans

## Individual Plans

### Talk

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Nights & Weekend Minutes	T-Mobile to T-Mobile
Even More Plus Talk 500	\$29.99	500	Unlimited	Unlimited
Even More Plus Talk 1000	\$39.99	1000	Unlimited	Unlimited
Even More Plus Talk Unlimited	\$49.99	Unlimited	Unlimited	Unlimited

### Talk & Text

Rate Plan Name	Monthly Recurring Charge	MRC Breakdown	Nationwide Whenever Minutes	Nights & Weekend Minutes	T-Mobile to T-Mobile
Even More Plus Talk & Text 500	\$39.99	\$29.99 + \$10.00	500	Unlimited	Unlimited
Even More Plus Talk & Text 1000	\$49.99	\$39.99 + \$10.00	1000	Unlimited	Unlimited
Even More Plus Talk & Text Unlimited	\$59.99	\$49.99 + \$10.00	Unlimited	Unlimited	Unlimited

## Talk & Text & Web

Rate Plan Name	Monthly Recurring Charge	MRC Breakdown	Nationwide Whenever Minutes	Nights & Weekend Minutes	T-Mobile to T-Mobile
Even More Plus Talk & Text & Web 500	\$59.99	\$29.99 + \$10.00 + \$20.00	500	Unlimited	Unlimited
Even More Plus Talk & Text & Web 1000	\$69.99	\$39.99 + \$10.00 + \$20.00	1000	Unlimited	Unlimited
Even More Plus Talk & Text & Web Unlimited	\$79.99	\$49.99 + \$10.00 + \$20.00	Unlimited	Unlimited	Unlimited

## Family Plans

### Talk

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Nights & Weekend Minutes	T-Mobile to T-Mobile
Even More Plus Talk 750 for Families	\$49.99 first 2 lines	750 shared	Unlimited	Unlimited
Even More Plus Talk 1000 for Families	\$59.99 first 2 lines	1500 shared	Unlimited	Unlimited
Even More Plus Talk Unlimited for Families	\$79.99 first 2 lines	Unlimited	Unlimited	Unlimited

## Talk & Text

Rate Plan Name	Monthly Recurring Charge	MRC Breakdown	Nationwide Whenever Minutes	Nights & Weekend Minutes	T-Mobile to T-Mobile
Even More Plus Talk & Text 750	\$69.99 first 2 lines	\$49.99 + \$20.00	750 shared	Unlimited	Unlimited
Even More Plus Talk & Text 1000	\$79.99 first 2 lines	\$59.99 + \$20.00	1500 shared	Unlimited	Unlimited
Even More Plus Talk & Text Unlimited	\$99.99 first 2 lines	\$79.99 + \$20.00	Unlimited	Unlimited	Unlimited

## Talk & Text & Web

Rate Plan Name	Monthly Recurring Charge	MRC Breakdown	Nationwide Whenever Minutes	Nights & Weekend Minutes	T-Mobile to T-Mobile
Even More Plus Talk & Text & Web 750	\$69.99 first 2 lines	\$49.99 + \$20.00	750 shared	Unlimited	Unlimited
Even More Plus Talk & Text & Web 1000	\$79.99 first 2 lines	\$59.99 + \$20.00	1500 shared	Unlimited	Unlimited
Even More Plus Talk & Text & Web Unlimited	\$99.99 first 2 lines	\$79.99 + \$20.00	Unlimited	Unlimited	Unlimited

## Family Plans Add-a-line

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Nights & Weekend T-Mobile to T-Mobile	Messaging	Web MRC
Even More Family 750 Add-a-line	\$10 each lines 3-5	750 shared	Unlimited	Talk: n/a	Talk: n/a
Even More Family 1500 Add-a-line		1500 shared	Unlimited		
Even More Family Unlimited Add-a-line	\$15 each lines 3-5	200 <i>For unlimited calling at Unlimited Minutes add-on feature</i>	Unlimited	Talk + Text: Unlimited	Talk + Text: n/a
	\$40 each lines 3-5	Unlimited		Talk + Text + Web: Unlimited	Talk + Text + Web: requires additional charge

## Talk & Text & Web

Rate Plan Name	Monthly Recurring Charge	MRC Breakdown	Nationwide Whenever Minutes	Nights & Weekend Minutes	T-Mobile to T-Mobile
Even More Plus Talk & Text & Web 500	\$59.99	\$29.99 + \$10.00 + \$20.00	500	Unlimited	Unlimited
Even More Plus Talk & Text & Web 1000	\$69.99	\$39.99 + \$10.00 + \$20.00	1000	Unlimited	Unlimited
Even More Plus Talk & Text & Web Unlimited	\$79.99	\$49.99 + \$10.00 + \$20.00	Unlimited	Unlimited	Unlimited

## T-Mobile @Home

Say goodbye to goodbye. That's what T-Mobile is telling customers they can do when they sign up for the T-Mobile @Home home phone service.

- The T-Mobile @Home service provides unlimited nationwide digital calling (also known as voice over IP or VOIP) to T-Mobile customers.
- In order to use the T-Mobile @Home service customers MUST have the T-Mobile @Home HiPort™ AND SIM card in order to obtain the T-Mobile @Home service.
- The T-Mobile @Home HiPort™ is exclusive to T-Mobile; no other Wi-Fi routers provide customers with T-Mobile @Home service.
- The T-Mobile @Home HiPort™ is capable of handling up to two SIM cards and two separate home phone lines.
- The placement of the wireless HiPort is extremely important to ensure adequate coverage for T-Mobile @Home.
- Ensure that the HiPort is not hidden and is kept away from any interference, such as 2.4 GHz cordless phones, microwave ovens, and baby monitors.
- T-Mobile @Home Service is for Postpaid accounts ONLY FlexPay, SmartAccess, Take Control, T-Mobile To Go, and kidConnect customers are NOT eligible to add the T-Mobile @Home Service at this time.
- Broadband Internet access (cable, FiOS, or DSL) with a minimum bandwidth of 70 kbps is REQUIRED. Dial-up, Wi-Max and satellite customers are NOT eligible.
- Customers may use their existing touch tone wired or cordless home phone unit with the T-Mobile @Home HiPort™.
- For maximum voice quality, it is recommended that customer use a wired phone or a cordless home phone that does not operate at 2.4 GHz.

## T-Mobile @Home add-on feature for family grandfathered plan

Customers on grandfathered plans Individual Plans who want Individual @Home rate plan can select from Even More and Even More Plus versions.

Rate Plan Name	Monthly Recurring Charge	Home Phone Calling Minutes	Use with
T-Mobile @Home • Family plans (add-on)	\$9.99 for add-a-line \$0.00 for add-on	Unlimited home phone nationwide calling	Customers on grandfathered family plans

## T-Mobile @Home Even More

Name	Monthly Recurring Charge	Provides	Use with
T-Mobile @Home Even More Individual Rate Plan	\$15.00	Unlimited Nationwide home phone calling	Customers who wish to sign 2 year agreement
T-Mobile @Home Even More Family add-on feature	\$5.00	Unlimited Nationwide home phone calling	Even More 750 & 1500 family plan
	\$0.00		Even More Unlimited family plan

## T-Mobile @Home Even More Plus

Name	Monthly Recurring Charge	Provides	Use with
T-Mobile @Home Even More Individual Rate Plan	\$10.00	Unlimited Nationwide home phone calling	Customers who to have month to month contract and pay regular price for equipment
T-Mobile @Home Even More Family add-on feature	\$5.00	Unlimited Nationwide home phone calling	Even More 750 & 1500 family plan
	\$0.00		Even More Unlimited family plan

# FlexPay

## Overview

FlexPay is an innovative new payment method that allows T-Mobile to provide **service** to all customers, including those who normally would not qualify for postpaid service due to their credit. Customers enjoy access to all the benefits of T-Mobile service, without the burden of large deposits or overages.

For example, customer who want Even More or Even More Plus, but don't qualify for traditional postpaid account due to their credit, can get the Flex Pay version of the same plan (i.e. Even More or Even More Plus with Flex Pay). FlexPay customers can also choose from our full lineup of handsets, including T-Mobile exclusives like our Sidekick line.

Each month, customers pre-pay their monthly service charges before 12:01 a.m. on the first day of the next service cycle. Customers who don't pay the monthly service charges in advance will be suspended; however, they will be able to make calls using their FlexAccount at a rate of \$0.20 per minute (described below).

## Spend Control

The plan stops the customer from going over their Whenever minutes so there are never any overage charges. Customers hear a reminder (whisper message) about 25 minutes before their Whenever minutes run out. If the customer runs out of whenever minutes, they will be charged \$0.20 per minute using the FlexAccount, described below. If the plan includes unlimited buckets, such as Nights and Weekends, myFaves or T-Mobile to T-Mobile they will still be available for the remainder of the customer's monthly service cycle, as long as they are not suspended.

## FlexAccount

Every FlexPay plan comes with a FlexAccount. A FlexAccount is a separate pool of funds that can be used for additional Whenever minutes, other features, or purchasing value added services such as text messaging, picture messaging, and ringtones. T-Mobile funds each new FlexAccount with \$5.00 upon activation. For pooled plans, one FlexAccount is shared by all lines on the plan. For single line plans, each subscriber has their own FlexAccount.

Customers can use the funds in their FlexAccount to continue making calls at \$0.20 per minute if they have used up their Whenever minutes for the monthly service cycle.

Customers can add funds to their FlexAccount at any time by using refill cards, calling Customer Service, using the SIVR, or visiting My T-Mobile.

## Control Charge

All FlexPay customers pay a \$4.99 Control Charge per line. The Control charge is an account maintenance fee and can be waived if the customer signs up for EasyPay.

## Contract Options

Depending on their credit history customer can choose between two contract options for FlexPay – month to month or annual contract.

### Month-to-Month

- Customer pays full price for the handset and has no long-term commitment. There is no early termination fee. No credit check is required and a customer can have up to three lines on the account. Month-to-month contract customers must make a payment or use the phone within 90 days to avoid cancellation.

### Annual contract

- If their credit qualifies them, customers can choose to pay lower handset pricing (via rebates) and have a 2-year contract, which is subject to an early termination fee. Credit class "M" customers can have up to two lines on their account. "Prime" credit class customers who choose FlexPay can get as many lines as their credit qualifies them for. Customers on an annual contract must make a service charge payment within 45 days of the last unpaid monthly payment reminder to

avoid cancellation. Credit class “M” customers can choose between Even More and Even More Plus plans. Credit Class “N” and “U” customers cannot sign up for Even More Contract plan.

## Existing Customers

At this time, FlexPay will only be available to new activations. Plans to allow existing postpaid, SmartAccess, Take Control and deposit customers to migrate to FlexPay are underway. In the meantime, these existing customers can expect the same great service they are used to. Existing Prepaid customers who want to get a FlexPay plan qualify as a new activation; however, their old prepaid number cannot be ported to FlexPay so they will get a new number with their FlexPay rate plan.

## Getting Started on FlexPay

To get started, subscribers only need to pay:

### Handset Price

- Invoice handset price for month to month option or discounted handset price for annual contract option
- First Month's service charge
  - Includes rate plan plus any optional services, taxes and fees
- A \$4.99 Control Charge per line which is waived for those customers who sign up for EasyPay

## Rate Plan and Add-on Features

- FlexPay customers can choose from most of T-Mobile's national rate plans **and add-on features**.
- FlexPay annual contract plans and add-on features are often identified in the code and description by “FPAC”.
- FlexPay month-to-month contract plans and add-on features are often identified in the code and description by “FPMC”.
- FlexPay customers are required to pay in advance for service account changes, including rate plan and feature additions.

A note regarding FamilyTime:

- FamilyTime plans are also available to sub-prime FlexPay customers, but they are limited to a maximum of three lines for month-to-month and two lines for annual contracts. Our prime-credit customers can still have up to five lines on FamilyTime plans with FlexPay, depending on credit class.

FlexPay add-on features should be used with FlexPay rate plans.

- FlexPay annual contract add-ons should be used with FlexPay annual contract rate plans.
- FlexPay monthly contract add-ons should be used with FlexPay monthly contract rate plans.

## Even More and Even More Plus Plan Migration Policies and Options

When customers migrate to an Even More Plus plan from a grandfathered or Even More plan, they are required to pay either the Early Contract Termination Fee or the Even More Plus Activation Fee depending on the number of months remaining in their contract.

The table below details the possible customer scenarios and migration fees:

From	To		
	Grandfathered	Even More	Even More Plus
Grandfathered (Legacy)	Not Allowed	No Fee	See Table Below
Even More	Not Allowed	No Fee	See Table Below
Even More Plus	Not Allowed	Not Allowed	No Fee

## Migrations to Even More Plus from Even More or Grandfathered (Legacy) Plans

Customer Conditions	Fee	Contract Action
Activated before 10/25/09 and has not renewed their contract since 10/25/09	<p>\$35 Even More Plus Activation Fee per line on Individual Plan</p> <p>\$35 Even More Plus Activation Fee per lines 1 &amp; 2; \$0 for lines 3+ (if all lines meet customer scenario for contract terms and migrate at the same time) on Family Plan</p>	Customer retains current contract end date
Activated or renewed contract on or after 10/25/09; 365 days or more remaining on contract	\$200 Early Contract Termination Fee per line	Contract is broken; customer is now month to month
Activated or renewed contract after 10/25/09; 364 days or less remaining on the contract	<p>\$35 Even More Plus Activation Fee per line on Individual Plan</p> <p>\$35 Even More Plus Activation Fee per lines 1 &amp; 2; \$0 for lines 3+ (if all lines meet customer scenario for contract terms and migrate at the same time) on Family Plan</p>	Customer retains current contract end date
Postpaid customer out of contract	<p>\$35 Even More Plus Activation Fee per line on Individual Plan</p> <p>\$35 Even More Plus Activation Fee per lines 1 &amp; 2; \$0 for lines 3+ (if all lines meet customer scenario for contract terms and migrate at the same time) on Family Plan</p>	Customer remains month to month
Flex Pay customer out of contract or on Flex Pay Monthly Contract	No Fee	Customer remains month to month
Activated before 10/25/09 and has not renewed their contract since 10/25/09	<p>\$35 Even More Plus Activation Fee per line on Individual Plan</p> <p>\$35 Even More Plus Activation Fee per lines 1 &amp; 2; \$0 for lines 3+ (if all lines meet customer scenario for contract terms and migrate at the same time) on Family Plan</p>	Customer retains current contract end date

## Business Plans

- All Business Plans are available to Business and Government Customers Only

### Even More for Business

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Weekend Minutes (monthly)	T-Mobile to T-Mobile (monthly)	Text Messaging (monthly)
Even More for Business	\$219.99 (first 5 lines)	Unlimited	Unlimited	Unlimited	N/A
	\$40.00 (each additional line after initial 5)				

### Business Unlimited Voice Plans

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Weekend Minutes (monthly)	T-Mobile to T-Mobile (monthly)	Text Messaging (monthly)
B2B Unlimited Voice	\$59.99	Unlimited	Unlimited	Unlimited	N/A
B2B Unlimited Voice	\$79.99	Unlimited	Unlimited	Unlimited	N/A

### National Business Plans

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Weekend Minutes (monthly)	T-Mobile to T-Mobile (monthly)	Text Messaging (monthly)
National Business Plan 300	\$29.99	300	Unlimited	300 minutes	100
National Business Plan 600	\$39.99	600	Unlimited	Unlimited	500
National Business Plan 1000	\$49.99	1000	Unlimited	Unlimited	500
National Business Plan 1500	\$59.99	1500	Unlimited	Unlimited	500
National Business Plan 2500	\$99.99	2500	Unlimited	Unlimited	500
National Business Plan 5000	\$129.99	5000	Unlimited	Unlimited	500

## FamilyTime Unlimited Nights 4500

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Weekend Minutes (monthly)	T-Mobile to T-Mobile (monthly)	Text Messaging (monthly)
FamilyTime Unlimited Nights 4500	\$199.99 \$9.99 each additional line after initial 2	4500 shared	Unlimited	Unlimited	N/A

## National Enterprise Pooling Plans

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	Weekend Minutes (monthly)	T-Mobile to T-Mobile (monthly)	Text Messaging (monthly)
National Enterprise Pooling Plan 5	\$250.00 \$9.99 each additional line after initial 5	5000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 10	\$500.00 \$9.99 each additional line after initial 10	10,000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 15	\$750.00 \$9.99 each additional line after initial 15	15,000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 20	\$1,000.00 \$9.99 each additional line after initial 20	20,000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 25	\$1,250.00 \$9.99 each additional line after initial 25	25,000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 35	\$1,750.00 \$9.99 each additional line after initial 35	35,000 shared	Unlimited	Unlimited	n/a

National Enterprise Pooling Plan 50	\$2,500.00 \$9.99 each additional line after initial 50	50,000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 75	\$3,750.00 \$9.99 each additional line after initial 75	75,000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 100	\$5,000.00 \$9.99 each additional line after initial 100	100,000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 150	\$7,500.00 \$9.99 each additional line after initial 150	150,000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 175	\$8,750.00 \$9.99 each additional line after initial 175	175,000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 250	\$8,750.00 \$9.99 each additional line after initial 250	250,000 shared	Unlimited	Unlimited	n/a
National Enterprise Pooling Plan 500	\$12,500.00 \$9.99 each additional line after initial 500	500,000 shared	Unlimited	Unlimited	n/a

# Windows Mobile Plans

## Smartphone/Windows Mobile Plans

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	E-mail	Web/Data	Messaging	T-Mobile HotSpot Access
Total Internet	\$39.99	Pay per use*	Unlimited personal and professional email	Unlimited	N/A	Unlimited

\* Voice barred version also available.

## webConnect Plans

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	E-mail	Web/Data	Messaging	T-Mobile HotSpot Access
webConnect Data Plan Lite Promo	\$29.99	Voice barred	E-mail pulls from data	200MB on T-Mobile Domestic network	SMS pay per use MMS n/a IM pulls from data	Unlimited
webConnect Data Plan Lite Promo	\$49.99	Voice barred	E-mail pulls from data	5GB on T-Mobile Domestic network	SMS pay per use MMS n/a IM pulls from data	Unlimited

## Sidekick Plans

The Sidekick device will not work unless it is activated with either a Sidekick stand-alone plan or a Sidekick add-on feature, which can be added to most consumer voice offerings.

### Sidekick Prepaid

See Prepaid section for details.

### Sidekick Postpaid

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	E-mail	Web/Data	Messaging	T-Mobile HotSpot Access
webConnect Data Plan Lite Promo	\$29.99	Voice barred	E-mail pulls from data	200MB on T-Mobile Domestic network	SMS pay per use MMS n/a IM pulls from data	Unlimited
webConnect Data Plan Lite Promo	\$49.99	Voice barred	E-mail pulls from data	5GB on T-Mobile Domestic network	SMS pay per use MMS n/a IM pulls from data	Unlimited

## BlackBerry Plans

- These BlackBerry rate plans and services are based on a simple, consistent pricing structure that allows Mobile Pro customers to purchase the right combination of voice, data, and features to meet their BlackBerry needs!
- **BlackBerry Internet E-mail vs. BlackBerry Enterprise Server**
  - T-Mobile gives customers the option to buy a BlackBerry service that reflects which type of e-mail they will use.
    - BlackBerry Internet Service (BIS) access only (personal email)
      - BIS access allows customers to integrate up to ten existing personal e-mail accounts and have their messages pushed right to their handheld or phone.
    - BlackBerry Enterprise Server (BES) email access (corporate email)
      - BES access is necessary for customers who want to access corporate e-mail through their company's BES software. BES offers a more robust e-mail solution than BIS alone, including advanced security features.
      - Customers should check with their company's IT department to see if they have BES software installed and what permissions are necessary to use it.

## BlackBerry Stand Alone Rate Plans

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	E-mail	Web/Data	Messaging	T-Mobile HotSpot Access
BlackBerry Internet Service Plan	\$39.99	Pay per use*	Unlimited BlackBerry personal email (BIS)	Unlimited	N/A	N/A
BlackBerry Enterprise Plan	\$39.98	Pay per use*	Unlimited BlackBerry personal email (BIS) & corporate email (BES)	Unlimited	N/A	N/A

\* Voice barred version also available.

## HotSpot Service

- T-Mobile HotSpot provides high-speed wireless broadband Internet service in more than 8,000 U.S. public locations such, Borders Books & Music stores, FedEx Kinko's Office and Print Centers, select airports, the airline clubs of American<sup>®</sup>, Delta, United, US Airways, Hyatt hotels and resorts, Sofitel and Novotel hotels, and select Red Roof Inn locations nationwide.
- The network at these HotSpot locations provides users with High-Speed Wireless Internet service.
- Service plans are available either on a monthly, yearly, daily, or a pay-as-you-go basis. For a complete listing of T-Mobile HotSpot locations, refer to the website: [hotspot.t-mobile.com](http://hotspot.t-mobile.com).
- **T-Mobile HotSpot Connection Manager Software**
  - T-Mobile offers free software that makes locating and using its 8,000 HotSpot locations simpler, more secure, and more convenient than ever before.
  - The T-Mobile Connection Manager software enables customers to automatically detect and logon to the T-Mobile HotSpot network, and is the only software program that provides the most up-to-date location information for all T-Mobile HotSpots.
  - The Connection Manager software is available to download for free at [client.hotspot.t-mobile.com](http://client.hotspot.t-mobile.com).
- **Corporate Rates**
  - 15% discount for Corporate Accounts. Corporate accounts may take advantage of a 15% discount off of our Unlimited National monthly subscription and Unlimited National yearly subscription Plans. Both plans require a minimum of 10 monthly subscribers in order to receive these rates.
  - Please note: An updated fax order sheet/ Service Agreement is posted on the Sales Training Website at <http://sold.t-mobile.com>. You will NOT be able to activate new Corporate accounts without this new order sheet.

## HotSpot Plans & Add-on Features

- These HotSpot plans and add-on features provide T-Mobile HotSpot Access for Laptops, Sony PSP and other non-phone devices with Wi-Fi. They should not be confused with the Unlimited HotSpot Calling add-on (formerly known as T-Mobile HotSpot @Home and Talk Forever Mobile) or T-Mobile @Home.
- Domestic and international roaming charges may apply. For a list of roaming charges, please see the Locations section of [hotspot.t-mobile.com](http://hotspot.t-mobile.com).

Rate Plan Name	Monthly Recurring Charge	Length of Access	Overage Amounts	T-Mobile HotSpot Access & Data	Other Information
<b>Add-on Feature – best for T-Mobile customers</b>					
HotSpot Add-on	\$9.99	Unlimited	N/A	Unlimited	<ul style="list-style-type: none"> <li>• Can be added to any new or existing T-Mobile Voice or Data Plan or feature combination (except SmartAccess)</li> <li>• Includes unlimited Wi-Fi access at all T-Mobile HotSpot locations nationwide.</li> </ul>
<b>Stand alone rate plan – best for non-T-Mobile customers</b>					
Hotspot Unlimited National – Annual Stand Alone Plan	\$29.99	Unlimited	N/A	Unlimited	<ul style="list-style-type: none"> <li>• 12 month agreement required.</li> <li>• Can be added to any new or existing T-Mobile Voice or Data Plan or feature combination (except SmartAccess)</li> <li>• Includes unlimited Wi-Fi access at all T-Mobile HotSpot locations nationwide.</li> </ul>
Hotspot Unlimited National – Month-to-Month	\$39.99	Unlimited	N/A	Unlimited	<ul style="list-style-type: none"> <li>• Month to Month agreement</li> <li>• Can be added to any new or existing T-Mobile Voice or Data Plan or feature combination (except SmartAccess)</li> <li>• Includes unlimited Wi-Fi access at all T-Mobile HotSpot locations nationwide.</li> </ul>
<b>Prepay plan</b>					
HotSpot DayPass	\$7.99	24 continuous hours from first log-in	N/A	Unlimited	No minimum service agreement. DayPass will expire 120 days from the date of purchase. Credit Card Payment only.

## T-Mobile Prepaid

T-Mobile offers more Prepaid minutes with no hidden fees, the widest range of cool phones and popular options including IM, text and picture messaging. All with no annual contract or monthly bills.

### Pay As You Go (Formerly T-Mobile To Go) Rate Plan

Rate Plan Name	Monthly Recurring Charge	Nationwide Whenever Minutes	E-mail	Web/Data
			After spending \$100 on refills	
Refill Card Amount	Whenever Minutes	Expiration	Gold Minutes	Expiration
\$10	30	90 days	35	1 year
\$25	130	90 days	150	1 year
\$50	400	90 days	460	1 year
\$100	1,000 (Automatic Gold Status)	1 year	1,000	1 year

### Pay By The Day Rate Plan

Pay By The Day Rate Plan		
Unlimited Nights from 7pm to 6:59am	All other domestic calls are 10¢ per minute	A \$1 per day usage charge, which is only charged on days when the voice calling service is used and which is triggered by the first voice call of the day
Unlimited Mobile to Mobile calling to anyone on the T-Mobile network		

### Prepaid Sidekick

Rate Plan Name	Monthly Access Fee	Services and Features	Per Minute Voice
Sidekick Prepaid	\$1.00 decremented from a customer's account on a daily basis	Unlimited e-mail Unlimited instant messaging Unlimited text messaging Unlimited Web browsing	Pay per use

- Moving Among Prepaid Rate Plans**

- There are no penalties for moving back and forth between the Prepaid rate plans. The customer's dollar balance and balance expiration transfers in-full between rate plans. Refill dollars spent on the Pay By The Day plan and the Sidekick Prepaid plan will still count towards Pay As You Go Gold Rewards status, should the customer change to the Pay As You Go rate plan.
  - Customers can change rate plans in a retail store, by using t-zones, on the internet at my.t-mobile.com, by calling #8646 from their handset, or by calling the IVR.
  - Per minute rates on the Pay By The Day plan and the Sidekick Prepaid plan do not vary regardless of plan switches (all calls outside of any included unlimited calling features are 10¢ per minute and 15¢ per minute, respectively). Pay As You Go customers have varying per minute rates based on their refill history and Gold Rewards status.
- All rate plan changes happen in real time. No refunds or credits will be given once the change has been made. Multiple rate plan changes in the same day could lead to multiple charges.

- **T-Mobile Prepaid – Activation Kits**
  - Handset Kits: Handset kits include a T-Mobile phone, an activation card, a SIM card, and other collateral. For a current list of T-Mobile Prepaid handset kits, please refer to the Handset/Device and Rebate Pricing Summary located on T-MobileNews under the Product Updates > Pricing menus.
  - Activation Cards (no handset included): Customers only receive an activation card and a SIM card. Customers must either have a compatible handset or purchase a T-Mobile handset.
- **Refill Options**
  - Refill your T-Mobile Prepaid account conveniently through [www.t-mobile.com](http://www.t-mobile.com), t-zones (WAP), or by dialing \*ADD (\*233) from your T-Mobile phone. Even better, manage your account and make your refill through My T-Mobile ([my.t-mobile.com](http://my.t-mobile.com)). Refills can also be made via coupons, ePins, and refill cards.
- **Coverage**
  - Prepaid coverage includes nationwide long distance and roaming on the T-Mobile GSM digital network. Prepaid and Postpaid coverage is different.
  - All Prepaid subscribers automatically provisioned for international dialing
- **T-Mobile Prepaid Gold Rewards Program Highlights**
  - Only Pay As You Go rate plan subscribers are eligible for the Gold Rewards program
  - Customers qualify for Gold Rewards after adding \$100 worth of refills
  - All minute refills for Gold customers do not expire for one full year
  - Any customer who adds \$100 to their account will achieve instant Gold status
  - All active T-Mobile Prepaid Pay as you Go customers who have redeemed a total *FACE* value of \$100 or more are eligible for Gold Rewards. The Gold rewards program allows a customer to receive an additional 15% more minutes the next time they purchase minutes after they have reach \$100 in total payments. Please note the \$100 refill (1,000 minutes) already includes the 15 percent more minutes. No additional minutes are added onto the \$100 refill for Gold Rewards.
  - T-Mobile's Gold Rewards Minutes Plan will help:
    - Reduce charge-backs by reducing churn.
    - Generate more refill dollars at locations that sell T-Mobile refill cards and coupons.
    - Differentiate T-Mobile's Prepaid product to drive more sales.
    - Reward our loyal and most valued customers.

## Included Features

Not all included features are available for all customers. Included features include, but are not limited to:

### **411 Directory Assistance.....\$1.49 cents per call, plus airtime**

For Directory Assistance in your home area, dial 411 from your T-Mobile phone.

### **web2go/t-zones.....INCLUDED**

All customers have access to account information, and the ability to purchase ringtones, wallpaper, games and other additional services directly from their handset.

### **Minute Messenger (#MIN#).....INCLUDED**

Postpaid subscribers can dial #646# (spells MIN) via their handset from any market and a message providing their current minute balances will be delivered to their handset. After dialing #646#, the subscriber simply presses SEND and the call will automatically terminate when the message is received. Available to Business and Government account types. (Not available for T-Mobile To Go Prepaid customers.)

### **Balance Messenger (#BAL#).....INCLUDED**

This feature enables customers to obtain balance and last payment information by dialing #225# (spells BAL) and then pressing Send from either a handset or device. A text message is returned to the handset or device that includes the following information: last payment amount, last payment date, balance in full, past due balance (if any), and spending limit balance (SmartAccess only).

### **Prepaid Check Balance (#999#).....INCLUDED**

Prepaid subscribers can check their account dollars and minutes balance and the balance expiry date by dialing #999# and hitting SEND on their handsets.

### **Nationwide Long Distance and Digital Roaming..... INCLUDED**

Our nationwide consumer plans eliminate long distance and digital roaming charges. These plans make calling throughout the US more affordable for people who travel or just want to keep in touch with relatives and friends across the country. The minutes can be used to call anywhere in the US from any city in the US where there is GSM coverage. Note: The Get More 3000 has a REGIONAL neighborhood and is not nationwide.

### **VoiceMail with Message Alert.....INCLUDED**

If you can't take a call for any reason, our VoiceMail service will. An icon will appear on your phone to let you know when you have a message. Messages are stored until you are ready to listen to them.

VoiceMail retrieval is considered regular airtime usage; if you deplete all your monthly minutes you will be charged at standard additional airtime rates.

### **Enhanced VoiceMail.....INCLUDED**

Included on all plans \$34.99 and higher

Enhanced VoiceMail with Message Alert gives you all the capabilities of our VoiceMail service, but with more message capacity, plus a personal greeting, broadcast messaging, and FaxMail. Enhanced feature set differs by adding a longer personal greeting, extended played message purge time, more message capacity (number and length) as well as the option to receive fax (FaxMail service available on request).

VoiceMail retrieval is considered regular airtime usage; if you deplete all your monthly minutes you will be charged at standard additional airtime rates.

**Unlimited Built-in Paging.....INCLUDED**

Callers can enter a return phone number instead of leaving a voice message.

**Caller ID.....INCLUDED**

Lets you know who's calling before you pick up the phone. Note: Due to public telephone network limitations, Caller ID may not always be available.

**Call Waiting and Call Hold.....INCLUDED**

You won't miss important calls. Place a call on hold to make or receive another call or just mute the conversation. Note: Airtime rates apply for both calls.

**Detailed Billing.....INCLUDED**

All T-Mobile bills will provide you with accurate and detailed records of all your calling activity. (Not available for T-Mobile To Go Prepaid customers or kidConnect customers.)

**Conference Calling.....INCLUDED**

This time saving feature allows you to easily add a third person into any conversation.

**Note:** The initiator of the call will be charged double minutes during the time the conference call is in progress. Some handsets do not support conference calling.

**Emergency Calls.....INCLUDED**

Just press 911 and your call is routed to the appropriate emergency operator. These calls are always free.

**Note:** Calls made in the T-Mobile coverage area, including 911 calls, may not always be completed due to factors such as weather conditions, terrain, coverage limitations and equipment limitations.

**Customer Care.....INCLUDED**

Our 24-hour, 7-day-a-week Customer Care center has answers to your activation, service and billing questions. Calls to Customer Care are always free. Just dial 611 from your T-Mobile phone or 800-937-8997 from any other phone.

**EasyPay.....INCLUDED**

Automatically deducts your wireless payment from your bank account or charges it to your credit card, so you can avoid the hassle of writing that monthly check.

**AOL Instant Messenger Service.....INCLUDED**

Exchange Instant Messages with phones, PC's and other devices using your personalized Buddy List feature, available on most T-Mobile handsets and devices. Select handsets are enhanced to make Instant Messenger even easier. Each AOL message sent or received will be charged or deducted as a text message.

**Messaging .....\$0.20 per message**

Text (SMS) picture and video (MMS) and IM (instant messaging). Any T-Mobile customer not covered by a messaging value bundle, or a plan that includes messaging, will pay per use for messaging.

**My T-Mobile.....INCLUDED**

Access your account online, send text messages, create and manage your address book, manage alerts, buy ring tones and purchase other phone accessories.

**My T-Mobile for Prepaid.....INCLUDED**

Through My T-Mobile for Prepaid, Prepaid customers can access their accounts online, refill their accounts, send text messages, create and manage an address book, manage alerts, buy ringtones and purchase other phone accessories.

**Overage Alerts.....INCLUDED**

Overage alert text messages are provided for voice usage only. Customers do not receive overage alerts for messaging or data. Overage alerts are only available on Even More Plus rate plans and for customers with a Hawaii billing address.

**I-Statement.....INCLUDED**

Provides a standard group of reports for online bill presentment and analysis for corporate customers with 10+ lines per account. (Not available for T- Mobile Prepaid customers or kidConnect customers.)

**T-Mobile Address Book.....INCLUDED**

T-Mobile Address Book allows customers to store their contact information on a T-Mobile operated server that will automatically maintain a back-up of the information. When a customer changes from one T-Mobile Address Book compatible handset to another, their most recent phonebook information will be available on the network and synchronized to their new T-Mobile Address Book compatible handset.

## Optional Features

**Content Blocking .....\$0.00**

Block all chargeable downloads billed through T-Mobile.

**International Discounted Calling (IDC) Mobile.....\$5.00**

IDC Mobile provides discounted mobile calling to over 200 countries. Rates vary based on country and whether call is mobile or landline terminated. For current country rates see T-Mobile.com

**International Discounted Calling (IDC) for T-Mobile @Home.....\$5.00**

IDC T-Mobile @Home provides discounted @Home calling to over 200 countries. Rates vary based on country and whether call is mobile or landline terminated. For current country rates see T-Mobile.com.

**Family Allowances .....\$4.99 (consumer plans), \$39.99 (business plans of 5 lines or more)**

Add-on feature that can be added at the BAN (account) level to family (pooled) plans and multi-line individual plan accounts with two or more lines. Family Allowances feature allows customers to manage limits for: minutes, messages, Premium Services (downloads). In addition to setting limits, customers will be able to set: Always Allowed numbers, Never Allowed numbers, Time of Day Blocking, Temporarily Disable Phone, 411 blocking.

**Message Blocking .....\$0.00**

Message Blocking is a free service to customers who want to avoid unwanted messaging charges.

**Premium Handset Protection Bundle (Insurance and Warranty)..... \$5.99**

Covers equipment loss, theft, accidental damage, electrical malfunction, mechanical malfunction. Tiers of deductibles are based on customer's handset. 4 tiers of deductible: Tier A \$25, Tier B \$40, Tier C \$90, Tier D \$140

**Premium Handset Protection Insurance .....\$4.79**

Covers equipment loss, theft, accidental damage. Does not include warranty coverage. Tiers of deductibles are based on customer's handset. 4 tiers of deductible: Tier A \$25, Tier B \$40, Tier C \$90, Tier D \$140

**Premium Handset Protection Warranty .....\$1.99**

Covers equipment electrical malfunction, mechanical malfunction. Does not include insurance coverage. No deductible is required.

**Visual Voicemail .....\$0.00**

This add-on feature enables Visual Voicemail when application is either available from the handset or downloaded as an application. Visual Voicemail add-on feature can be added to customers that have Visual Voicemail enabled device (like myTouch and G1) and have a data feature on their line. This feature can be added to customers on grandfathered plans, Even More Plans, and Even More Plus plans.

**Web Guard .....\$0.00**

Content Control has been renamed to Web Guard. Web Guard, an add-on feature for postpaid customers that blocks GPRS and EDGE Internet access on our network to certain adult-themed (over 18) WAP and HTML Web sites on a handset.

## Optional Add-on Features for Grandfathered Plans

For Data Add-on features see Data Features for Even More Plans

**300 Message Value Bundle.....\$4.99**

Subscriber level Messaging Value Bundle provides 400 SMS, MMS, and IM.

**1000 Message Value Bundle.....\$9.99**

Subscriber level Messaging Value Bundle provides 400 SMS, MMS, and IM.

**300 Message Value Bundle for FlexPay family plans.....\$9.99**

BAN level Messaging Value Bundle provides 400 SMS, MMS, and IM.

**1000 Message Value Bundle for FlexPay family plans.....\$14.99**

BAN level Messaging Value Bundle provides 1000 SMS, MMS, and IM.

**Unlimited Message Value Bundle.....\$14.99**

Subscriber level Messaging Value Bundle provides unlimited SMS, MMS, and IM.

**Family Unlimited Message Value Bundle.....\$24.95**

BAN level Messaging Value Bundle provides unlimited SMS, MMS, and IM.

### Voice

**500 T-Mobile-to-T-Mobile Minutes.....\$5.00**

For just \$5.00 per month, get 500 additional minutes to call other T-Mobile subscribers in your regional neighborhood.

**Unlimited Mobile to Mobile Feature.....\$6.99**

This feature provides unlimited mobile-to-mobile minutes for only \$6.99.

**Unlimited Mobile to Mobile for myFaves for families feature.....\$9.99**

Only available with myFaves for families plans. Not available with myFaves for families plans that include unlimited mobile to mobile.

# Add-on Features for Even More Plans

## Data Add-on Features

Use these data features for customers on Even More voice rate plans and on existing customers with plans ending on 10/24/09.

Rate Plan Name	Monthly Recurring Charge	Length of Access	Overage Amounts	T-Mobile HotSpot Access & Data	Other Information
<b>Phone First/Shadow</b>					
Phone First Unlimited Web Only	\$10.00	Unlimited	Unlimited	N/A	N/A
Shadow Unlimited Web Only	\$10.00			N/A	Unlimited
<b>Android</b>					
Android Unlimited Web Only	\$30.00	Unlimited	Unlimited	N/A	Unlimited
Android Unlimited Web & Messaging	\$40.00			Unlimited	Unlimited
<b>myTouch</b>					
myTouch Unlimited Web Only	\$30.00	Unlimited	Unlimited	N/A	Unlimited
myTouch Unlimited Web & Messaging	\$40.00			Unlimited	Unlimited
<b>BlackBerry</b>					
BlackBerry Unlimited Web	\$30.00	Unlimited BlackBerry personal e-mail (BIS)	Unlimited	N/A	N/A
BlackBerry Unlimited Web and Messaging	\$40.00			Unlimited	N/A

BlackBerry BIS/BES Unlimited Web	\$35.00	Unlimited BlackBerry personal e-mail (BIS) & Unlimited BlackBerry corporate e-mail (BES)	Unlimited	N/A	N/A
BlackBerry BIS/BES Unlimited Web and Messaging	\$45.00	Unlimited BlackBerry personal e-mail (BIS) & Unlimited BlackBerry corporate e-mail (BES)	Unlimited	Unlimited	N/A
BlackBerry BES Only Unlimited Web	\$35.00	Unlimited BlackBerry corporate e-mail (BES)	Unlimited	N/A	N/A
BlackBerry BES Only Unlimited Web and Messaging	\$45.00			Unlimited	N/A
<b>Sidekick</b>					
Sidekick Unlimited Web	\$0.00/\$25.00	Unlimited	Unlimited	N/A	N/A
<b>Smartphone</b>					
Smartphone Unlimited Web	\$0.00/\$25.00	Unlimited	Unlimited	N/A	Unlimited

\* Charges \$0/\$5 MRC when added to Individual Talk & Text & Web plan or lines 1-2 of Family Talk & Text & Web plan. Charges \$25/\$30 MRC when added to individual Talk plan or lines 3-5 of Family Talk & Text & Web plan.

## Other Even More Plus Add-on Features

Rate Plan Name	Monthly Recurring Charge	Provides	Use with
Unlimited Messaging (SUB)	\$10.00	Unlimited domestic messaging including SMS, MMS, IM	Even More Plus Family plans where only one line wants messaging (except FlexPay family plans)
Unlimited Minutes	\$20.00	Unlimited calling	Even More Family Plus plan postpaid add-a-line

## Services Purchased Directly From Handset Plans

Customers can purchase some additional services directly from their phone, including, but not limited to:

### **300 Message Value Bundle.....\$4.99**

Subscriber level Messaging Value Bundle provides 400 SMS, MMS, and IM.

### **HiFi Ringers.....\$2.49 per download**

HiFi Ringers are short clips of actual songs, as performed by the original artists. Depending on handset capability, they range from 6 - 20 seconds. Not all handsets support HiFi Ringers, but the majority of newer handsets do. Please refer to the handset device comparison matrix on the SOLD or Dealer Training Web site to determine which handsets support HiFi Ringers. This option can be downloaded either from the handset or via <http://t-mobile.com> and My T-Mobile.

### **CallerTunes..... \$1.49 per month + \$1.99 per CallerTune**

Until further notice, customers can try CallerTunes FREE for the first month and get a BONUS CallerTune too. Free of charge, the BONUS CallerTune will be rotated with a fresh, new CallerTune from time to time. CallerTunes lets you play your favorite song, celebrity voice, and comedy clips for friends when they call you instead of the ordinary "ring-ring" they hear today.

#### Signing up for CallerTunes

It's easy for customers to subscribe to CallerTunes in one of three ways:

- Visit T-Mobile.com > CallerTunes from the Internet to see and hear CallerTunes.
- Access t-zones > Download Fun > CallerTunes from a T-Mobile phone to see CallerTunes.
- Dial \*TUNE from a T-Mobile phone to hear CallerTunes.

### **Voices & Sounds..... \$1.99 - 2.49 per download**

Voices & Sounds are short clips of celebrity voices, comedy bits, sound effects, and more. They are approximately 6-20 seconds long and will replay until the phone is answered or goes to voicemail. Voices & Sounds are available on the same handsets that support HiFi Ringers. This option can be downloaded either from the handset or via <http://t-mobile.com> and My T-Mobile.

### **Wallpaper.....\$1.49 per download**

Wallpaper lets you personalize your phone to reflect your own unique style. All WAP-capable phones except the C332 support color wallpaper, and some phones support animated wallpaper. There are hundreds of images to choose from, including landscapes, animals, movie images, college and pro sports logos, urban art, and Sports Illustrated swimsuit models. This option can be downloaded either from the handset or via <http://t-mobile.com> and My T-Mobile.

### **Games and Applications.....\$2.99 - \$5.99 per game selected**

Customers can download their choice of Sports and Racing, Action and Arcade, Strategy and Puzzles, or Classics and Casino. Downloadable games are available on select handsets, depending on the capability of the device. This option can be downloaded either from the handset or via <http://t-mobile.com> and My T-Mobile for devices that support games.

# T-Mobile Buyer's Remorse Policy

Customers can purchase some additional services directly from their phone, including, but not limited to:

## Policy

Customers can return un-activated phones within 30 days for a full refund.

- Activated phones must be returned within 14 calendar days (not business days) for a full refund on the phone. Customer Care will waive any Activation Fee or Early Termination Fee within the buyer's remorse period for Postpaid accounts. All airtime used is billed separately. The SmartAccess Activation fee is refundable for purchases made through T-Mobile Retail Stores or through the T-Mobile.com website. Refunds are also encouraged through authorized agent locations.
- After the 30 days (un-activated phones) or 14 days (activated phones), no refund will be given.
- Accessory purchases will be refunded if returned within 30 days in original packaging. Accessories returned by customers without damage or defect should be returned to the sales floor. Do not send non-defective or undamaged items to the NRC. Please use your best judgment to determine if a faceplate, case, holster, or any other accessory is A-Stock and can be re-sold.
- Requirements still include "like new" condition of phone; all accessories must be returned; copy of receipt and service agreement; dealers must follow RMA procedures.

Remember, the return policy is not a selling tool - it's a safety net. As always, our goal is customer satisfaction so that returns aren't necessary. Utilize the PCC tool to ensure customer have coverage where they live, work and play.

### FlexPay

- Activation phones may be returned within 14 days of activation. The prorated monthly service charge will be refunded by T-Mobile via check. Authorized agents should not refund the MRC.
- California customers have 30 days from activation to cancel service without incurring additional charges.

## Confidentiality

### CONFIDENTIAL AND PROPRIETARY FOR T-MOBILE DISTRIBUTION ONLY

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