

<b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b>	<b>FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018</b>
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<010> Study Area Code	529013
<015> Study Area Name	T-Mobile West Corporation
<020> Program Year	2020
<030> Contact Name: Person USAC should contact with questions about this data	Rhonda Thomas
<035> Contact Telephone Number; Number of the person identified in data line <030>	4253834215 ext.
<039> Contact Email Address; Email of the person identified in data line <030>	rhonda.thomas63@t-mobile.com
Form Type	54.313 and 54.422

**(200) Service Outage Reporting (Voice)  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2018

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 <015> Study Area Name T-Mobile West Corporation  
 <020> Program Year 2020  
 <030> Contact Name - Person USAC should contact regarding this data Rhonda Thomas  
 <035> Contact Telephone Number - Number of person identified in data line <030> 4253834215 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> rhonda.thomas63@t-mobile.com

<210> For the prior calendar year, were there any reportable voice service outages? \_\_\_\_\_

<a> NORS Reference Number	<b1> Outage Start Date	<b2> Outage Start Time	<b3> Outage End Date	<b4> Outage End Time	<c1> Number of Customers Affected	<c2> Total Number of Customers	<d> 911 Facilities Affected (Yes / No)	<e> Service Outage Description (Check all that apply)	<f> Did This Outage Affect Multiple Study Areas (Yes / No)	<g> Service Outage Resolution	<h> Preventative Procedures

(400) Number of Complaints per 1,000 customers  
Data Collection Form

FCC Form 481  
OMB Control No. 3050-0986/OMB Control No. 3050-0819  
July 2018

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<030>	Contact Name - Person USAC should contact regarding this data	Rhonda Thomas
<035>	Contact Telephone Number - Number of person identified in data line	4253834215 ext.
<039>	Contact Email Address - Email Address of person identified in data line	rhonda.thomas@t-mobile.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	

**[500] Compliance With Service Quality Standards and Consumer Protection Rules  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0985/OMB Control No. 3060-0819  
July 2018

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<039>	Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas63@t-mobile.com
<515>	Certify compliance with applicable minimum service standards	

**(600) Functionality in Emergency Situations  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
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<035>	Contact Telephone Number - Number of person identified in data line <030>	4253934215 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas@t-mobile.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	Line 610.pdf



<b>(900) Tribal Lands Reporting</b> Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
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<039> Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas63@t-mobile.com
<900> Does the filing entity offer tribal land services? (Y/N)	Yes

<910> Tribal Land(s) on which ETC Serves

Coeur d'Alene Reservation  
 Lower Elwha Reservation  
 Lummi Reservation  
 Muckleshoot Reservation  
 Nisqually Reservation  
 Nooksack Reservation  
 Puyallup Reservation  
 Samish Indian Nation  
 Snoqualmie Reservation  
 Spokane Reservation  
 Squaxin Island Reservation  
 Stillaguamish Reservation  
 Swinomish Reservation

<920> Tribal Government Engagement Obligation

529013\_920\_WA .pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(5) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

<b>(1000) Voice and Broadband Service Rate Comparability Data Collection Form</b>	<b>FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018</b>
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<1000> Voice services rate comparability certification Not Applicable

<1010> Attach detailed description for voice services rate comparability compliance

\_\_\_\_\_  
Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

\_\_\_\_\_  
Name of Attached Document



**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2018

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<1100> Certify whether terrestrial backhaul options exist (Y/N)

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

<1140> Alaska Plan rate-of-return certification (yes, no, or not applicable) of compliance with approved performance plan.

<b>(1200) Terms and Condition for Lifeline Customers</b> <b>Lifeline</b> <b>Data Collection Form</b>	<b>FCC Form 481</b> <b>OMB Control No. 3060-0986/OMB Control No. 3060-0819</b> <b>July 2018</b>
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<1210> Terms & Conditions of Voice Telephony Lifeline Plans

1210\_lifeline rates tc\_WA.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,
- <1222> Details on the number of minutes provided as part of the plan,
- <1223> Additional charges for toll calls, and rates for each such plan.

<b>(2005) Price Cap Carrier Additional Documentation</b> <b>Data Collection Form</b> <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR 54.313(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2018.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A) Name of Attached Document Listing Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

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(3007) Does this filing retain a Cost Consultant and/or Firm, or other Third Party to prepare financial and operations data disclosures submitted to the National Exchange Carrier Association (NECA), USAC, or the Administrator?

(3007a) Name of Consultant	(3007b) Name of Consultant Firm/Third Party

CAF BLS Reporting

(3008A) Please indicate whether new locations were deployed during the prior calendar year. (Yes/No)

(3008B) Please enter the number of new locations deployed in the prior calendar year associated with each of the following speed tiers.

(3008B1) Number of newly built locations with access to broadband speeds of at least 10/1 Mbps but less than 25/3 Mbps.

(3008B2) Number of newly built locations with access to broadband speeds of 25/3 Mbps or higher.

(3008C) Please provide the percentage of deployment across the entire study area.

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Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009) Progress Report on 5 Year Plan  
Carrier certifies to 54.313(f)(1)(iii)

(3010A) Certification of Public Interest Obligations (47 CFR § 54.313(f)(1)(i))  
Please Provide Attachment Name of Attached Document Listing Required Information

(3012A) Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))  
Please Provide Attachment Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) (Yes/No)

(3014) If yes, does your company file the RUS annual report (Yes/No)

Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited? (Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information Name of Attached Document Listing Required Information

<b>(3005) Rate Of Return Carrier Additional Documentation (Continued)</b> Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
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**Financial Data Summary**

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

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**4005 Rural Broadband Experiment**

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations and provide a list of newly served community anchor institutions.

**Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)**

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas.

**Community Anchor Institutions – FCC 14-98 (paragraph 79)**

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

**4003b.** Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year. Name of Attached Document Listing Required Information

(5005) Alaska Plan Participants Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
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<b>&lt;020&gt;</b>	<b>Program Year</b>	2020
<b>&lt;030&gt;</b>	<b>Contact Name - Person USAC should contact regarding this data</b>	Rhonda Thomas
<b>&lt;035&gt;</b>	<b>Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	(360) 412-0811
<b>&lt;039&gt;</b>	<b>Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	rhonda.thomas@t-mobile.com

5005 Alaska Plan

(5010) Do you participate in the Alaska plan? (Yes/No)

(5011) Please indicate whether any terrestrial backhaul or other satellite backhaul became commercially available in the previous calendar year in areas previously served exclusively by performance-limiting satellite backhaul. (Yes/No)

(5012) If the filing carrier identified in its approved performance plans that it relies exclusively on satellite backhaul for a certain portion of the population in its service area, indicate whether any terrestrial backhaul or other satellite backhaul became commercially available in the previous calendar year in areas that were previously served exclusively by satellite backhaul. (Yes/No)

<b>&lt;5013&gt;</b>	<b>&lt;a&gt;</b>	<b>&lt;b&gt;</b>	<b>&lt;c&gt;</b>
	Description Of Backhaul Technology	Date Backhaul Available	Newly Served Locations or Population



**Certification - Reporting Carrier  
Data Collection Form**
**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: T-Mobile West Corporation	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/19/2019
Printed name of Authorized Officer: Chris Miller	
Title or position of Authorized Officer: SVP Tax	
Telephone number of Authorized Officer: 4253835931 ext.	
Study Area Code of Reporting Carrier: 529013	Filing Due Date for this form: 07/01/2019
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	<b>FCC Form 481</b> OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2018
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

<b>Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

<b>Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

**(800) Operating Companies**  
**Data Collection Form**

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 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
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<039>	Contact Email Address - Email Address of person identified in data line <030>	rhonda.thomas63@t-mobile.com
<810>	Reporting Carrier	T-Mobile West LLC
<811>	Holding Company	T-Mobile USA, Inc.
<812>	Operating Company	T-Mobile West LLC

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	T-Mobile Northeast LLC, VoiceStream Pittsburgh L.P., and T-Mobile Central LLC	179014	DBA T- Mobile
	T-Mobile Northeast LLC	199016	DBA T- Mobile
	T-Mobile South LLC	219013	DBA T- Mobile
	Powertel/Memphis, Inc. and T-Mobile Central LLC	269024	DBA T- Mobile
	Powertel/Memphis, Inc. and T-Mobile South LLC	289029	DBA T- Mobile
	T-Mobile Central LLC	369014	DBA T- Mobile
	T-Mobile West LLC	449066	DBA T- Mobile
	T-Mobile West LLC	499013	DBA T- Mobile
	T-Mobile Puerto Rico LLC	639003	DBA T- Mobile
	MetroPCS California, LLC		MetroPCS
	MetroPCS Florida, LLC		MetroPCS
	MetroPCS Georgia, LLC		MetroPCS
	MetroPCS Massachusetts, LLC		MetroPCS
	MetroPCS Michigan, Inc.		MetroPCS
	MetroPCS Nevada, LLC		MetroPCS
	MetroPCS New York, LLC		MetroPCS
	MetroPCS Pennsylvania, LLC		MetroPCS
	MetroPCS Texas, LLC		MetroPCS

## EMERGENCY OPERATIONS PLAN

T-Mobile is able to function in emergency situations as set forth in Section 54.201(a)(2), which includes “a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”<sup>1</sup> In particular, T-Mobile has the following capabilities to remain functional in emergency situations:

- Availability of fixed and portable back-up power generators at various network locations throughout T-Mobile’s network that can be deployed in emergency situations.
- Ability to reroute traffic around damaged or out-of-service facilities through the deployment of cell-on-wheels (“COWs”), redundant facilities, and dynamic rerouting of traffic over alternate facilities.
- A network control center that monitors network traffic and anticipates traffic spikes, and can then (i) deploy network facilities to accommodate capacity needs, (ii) change call routing translations, and (iii) deploy COWs to temporarily meet traffic needs until longer-term solutions, such as additional capacity and antenna towers can be deployed.
- The majority of sites not equipped with fixed generators have battery back-up systems installed to maintain service in the event of a widespread power outage.

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<sup>1</sup> 47 C.F.R. § 54.202(a)(2).

## T-Mobile USA Business Continuity Program Summary

T-Mobile USA, Inc. ("T-Mobile") is committed to safeguarding the interests of our customers, employees and stakeholders in the event of an emergency or significant business disruption. As a result T-Mobile has and maintains an enterprise-wide Business Continuity Program designed to provide effective responses to a wide variety of disruptive events. T-Mobile's Business Continuity Program is centralized in its design and decentralized in its implementation, promoting active involvement in the program by all lines of business in all locations.

Primary components of the T-Mobile Business Continuity Program include:

- Enterprise Business Continuity Project Initiation and Oversight
- Risk Evaluation and Controls
- Business Impact Assessment and Analysis
- Business Continuity and Disaster Recovery Strategic Direction
- Crisis Response, Emergency Response, and Operations
- Business Continuity Plan Development, Maintenance, and Exercising
- Awareness and Training Programs
- Public Relations and Crisis Response and Resumption Coordination
- Coordination with External Agencies

A team of certified Business Continuity professionals is responsible for documenting and developing enterprise standards, processes, and policies for all business continuity and disaster recovery needs throughout T-Mobile. This group supports the line of business continuity planning and defines enterprise tools and methodologies. This level of consistency across the lines of business enhances T-Mobile's overall planning and resumption efforts.

T-Mobile also maintains backup and alternate power sources at mission critical locations, and has information processing and telecommunications back-up sites that provide redundancy that is important to protecting key business information and services. Business Continuity Plans are housed in a centralized online repository, accessible to employees in office and remotely through a web browser. Additionally, hard copies of plans are available at multiple sites throughout the enterprise.

The T-Mobile USA Business Continuity Program is designed and maintained to proactively mitigate the risk of threats to T-Mobile's customers, employees, and stakeholders. As such the program is revised and updated as needed to address potential and emerging hazards.

For more information on the T-Mobile Business Continuity Program, please send inquiries to:  
[business\\_continuity@t-mobile.com](mailto:business_continuity@t-mobile.com)

August, 2009

## **Tribal Engagement**

FCC Rule 54.313(a)(9) requires T-Mobile to consult with the federally recognized Indian Tribes within its ETC Service Area on matters related to the provision of telecommunications services on tribal lands. Specifically, an ETC must demonstrate that it has had “discussions with Tribal governments that, at a minimum, included:

- i. A needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- ii. Feasibility and sustainability planning;
- iii. Marketing services in a culturally sensitive manner;
- iv. Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and
- v. Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

T-Mobile’s ETC Service Area in Washington includes the tribal lands of 16 federally recognized Indian Tribes identified in Attachment A. T-Mobile has established a tribal engagement process with all federally-recognized tribes in its ETC Service Area. In particular, T-Mobile contacted each federally-recognized tribe within its ETC service area and:

- explained the purpose of these communications with the tribe, including outlining the requirements identified above and the additional guidance provided by the Office of Native American Programs (“ONAP”);
- provided T-Mobile contact information;

T-Mobile - Washington  
FCC Form 481 Annual Report, Worksheet 0900  
June 2019

- identified T-Mobile facilities and/or cell sites on tribal lands;
- identified available T-Mobile rate plans and service offerings; and
- requested information in response from the tribes to ensure that T-Mobile meets all applicable tribal requirements related to:
  - deployment planning with a focus on Tribal community anchor institutions;
  - feasibility and sustainability planning;
  - marketing services in a culturally sensitive manner;
  - rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes;
  - compliance with Tribal business and licensing requirements; and,
  - any other needs, questions or concerns that the tribes may have.

In 2018, T-Mobile continued its discussions with Tribes within its ETC service area and, to help facilitate these discussions, T-Mobile prepared a detailed Questionnaire based upon ONAP Tribal engagement guidelines. Attachment B is a sample copy of the T-Mobile letter to the Tribes along with the Tribal Engagement Questionnaire. T-Mobile has on-going discussions with the Tribes within its ETC service area by mail, email and/or phone to address any questions or issues regarding its provision of telecommunications services on Tribal lands.



**ATTACHEMENT A**

**FEDERALLY RECOGNIZED INDIAN TRIBES WITHIN T-MOBILE'S ETC SERVICE  
 AREA IN WASHINGTON**

<b>Federally-Recognized Tribal Lands Within T-Mobile's WA ETC Service Area</b>	<b>Name of Indian Tribe</b>
Coeur d'Alene Reservation	Coeur d'Alene Tribe
Lower Elwha Reservation	Lower Elwha Klallam Tribe
Lummi Reservation	Lummi Nation
Muckleshoot Reservation	Muckleshoot Indian Tribe
Nisqually Reservation	Nisqually Indian Tribe
Nooksack Reservation	Nooksack Indian Tribe
Puyallup Reservation	Puyallup Tribe of Indians
Samish Indian Nation	Samish Indian Tribe
Snoqualmie Reservation	Snoqualmie Tribe
Spokane Reservation	Spokane Tribe
Squaxin Island Reservation	Squaxin Island Tribe
Stillaguamish Reservation	Stillaguamish Tribe
Swinomish Reservation	Swinomish Indian Tribe
Tulalip Reservation	Tulalip Tribes
Upper Skagit Reservation	Upper Skagit Indian Tribe
Yakima Nation Reservation	Confederated Tribes and Bands of the Yakama Nation

## ATTACHMENT B

### T-MOBILE SAMPLE LETTER AND TRIBAL ENGAGEMENT QUESTIONNAIRE

2018

To Whom It May Concern:

As part of its on-going efforts to consult with tribal authorities on its provision of service on tribal lands, T-Mobile USA, Inc. ("T-Mobile") provides this update to \_\_\_\_\_ Tribe, consistent with 47 C.F.R. § 54.313(a)(9), which requires recipients of federal high cost universal service support to consult with tribal authorities on issues with respect to its provision of service on tribal lands. T-Mobile provides commercial mobile radio service ("CMRS"), commonly referred to as cellular or wireless service, and has been designated as an Eligible Telecommunications Carrier ("ETC") for purposes of federal high cost universal service support, in Washington, including all or part of the \_\_\_\_\_ Reservation. As an ETC eligible for high cost universal service support, T-Mobile has undertaken specific steps to meet its obligations to engage \_\_\_\_\_ Tribe in discussions regarding communications needs and requirements on \_\_\_\_\_ Reservation.

T-Mobile has undertaken several initiatives to meet its obligations under the tribal engagement process, including, but not limited to, providing \_\_\_\_\_ Tribe with the following information with respect to its provision of service on the \_\_\_\_\_ Reservation:

- in October 2012, T-Mobile sent the \_\_\_\_\_ Tribe an introductory letter explaining the tribal consultation requirements and providing information about T-Mobile and its provision of service on \_\_\_\_\_ Reservation;
- in November 2012, T-Mobile sent a follow-up letter to \_\_\_\_\_ Tribe as part of its on-going tribal consultation;
- in December 2012 and continuing in 2013, T-Mobile contacted \_\_\_\_\_ Tribe by email and/or phone in an attempt to address any questions with respect to its provision of service on \_\_\_\_\_ Reservation;
- in April and May 2013, T-Mobile sent to \_\_\_\_\_ Tribe a presentation containing information about the tribal consultation requirements and its provision of service on \_\_\_\_\_ Reservation;
- in October 2013 and every year thereafter, T-Mobile provided the \_\_\_\_\_ Tribe with a copy of its universal service Annual Report filed with the Federal Communications Commission ("FCC"), consistent with 47 C.F.R. § 54.313(i);
- in December 2013 and January 2014, T-Mobile updated the \_\_\_\_\_ Tribe on matters related to the tribal engagement process and further explained T-Mobile's tribal Lifeline offering; and

T-Mobile - Washington  
FCC Form 481 Annual Report, Worksheet 0900  
June 2019

- in December 2014 and every year thereafter, T-Mobile provided an update on its tribal consultation with the \_\_\_\_\_ Tribe, along with a Questionnaire to address issues related to T-Mobile's provision of universal service on \_\_\_\_\_ Reservation.

T-Mobile recognizes the importance of making available to residents of \_\_\_\_\_ Reservation affordable options for their wireless telecommunications needs. T-Mobile's enhanced Lifeline service is available to all eligible residents of \_\_\_\_\_ Reservation and includes:

- \$1.00 per month discounted rate plan (based on a \$20.00 per month rate plan less an \$19.00 discount for eligible residents of tribal lands);
- unlimited talk time and text;
- competitive terms and conditions of service, including no service contract and no early termination fee for cancelling service; and
- an affordable handset based upon available handset inventory at the time of activation.

In addition, T-Mobile's generally available service offerings can be found at [www.t-mobile.com](http://www.t-mobile.com).

T-Mobile looks forward to continuing to engage with \_\_\_\_\_ Tribe on its provision of service on the \_\_\_\_\_ Reservation. Please take a look at the attached Questionnaire and provide any responses you may want to share at your convenience. This Questionnaire is provided to help facilitate the tribal engagement process, but if you prefer, we can schedule a time to talk by phone or meet in person to discuss the communications needs of \_\_\_\_\_ Tribe and the requirements for providing service on the \_\_\_\_\_ Reservation.

Please do not hesitate to contact me with any questions.

Respectfully,

T-Mobile USA, Inc.  
12920 SE 38<sup>th</sup> Street  
Bellevue, WA 98006

## **T-MOBILE TRIBAL ENGAGEMENT QUESTIONNAIRE**

2018

*This Questionnaire has been prepared by T-Mobile to assist in the tribal engagement process, consistent with 47 C.F.R. § 54.313(a)(9), by collecting information about the Tribe's telecommunications needs and requirements for operation on Tribal Lands. The Information provided by the Tribe to T-Mobile will be used solely for the purpose of the tribal engagement process and will not be used for any other purposes. Please attach additional pages as necessary referencing the appropriate question.*

### **Needs Assessment and Deployment Planning**

*ONAP Tribal Engagement Notice*<sup>1</sup> Requirement: Tribal governments should come to the table with a serious, well thought out assessment of the Tribes' communications needs. Issues that Tribal governments should consider include, for example, the Tribe's communications goals, needs, and priorities, as well as what the Tribe intends to do with communications services (e.g., provide connectivity to those living on Tribal lands, encourage economic opportunity). Tribal governments should also assess what core community or anchor institutions are central to deployment, and what in the nature and operation of these institutions is relevant to the need for communications services. In addition, Tribal governments should consider whether there are economic factors and possibly Tribally-driven opportunities that will assist in making the business case for deployment on Tribal lands, as well as opportunities where Tribal governments and communications providers can partner.

By telling us more about the specific needs of the Tribe, T-Mobile will be better equipped to determine if there are steps that it can take to better serve the Tribe, what any needed modifications or improvements might be, and how to best prioritize the action to meet those needs.

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<sup>1</sup> FCC Public Notice, *Office of Native Affairs and Policy, Wireless Telecommunications Bureau, and Wireline Competition Bureau Issue Further Guidance on Tribal Government Engagement Obligation Provisions of the Connect America Fund*, DA 12-1165, July 19, 2012 ("ONAP Tribal Engagement Notice").

T-Mobile - Washington  
FCC Form 481 Annual Report, Worksheet 0900  
June 2019

Additional T-Mobile Information Requests for Needs Assessment and Deployment Planning:

1. Explain how the Tribe uses, or would like to use in the future, wireless telecommunication service to meet the needs of the Tribe, its members, residents, and other individuals on Tribal Lands, including voice, text, data/Internet, and other services, such as voice mail, conferencing, etc., high speed broadband service, and lifeline (affordable telephone) service.

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2. Do you have any specific telecommunications needs of tribal entities, including tribal government and other tribal institutions? If so, please explain.

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3. Are there locations within the Tribal Lands that are lacking wireless coverage? If so, please provide location information, including longitude and latitude, addresses, cross-streets, maps, or other visible markings to allow for inspection.

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**Feasibility and Planning**

*ONAP Tribal Engagement Notice* Requirement: Tribal Nations should be prepared to discuss any additional resources they may bring to bear in feasibility and sustainability planning for communications services, because many federal grant or loan programs provide direct access to, or particular standing for, Tribal Nations and their entities. That is, there are federal government programs that support infrastructure deployment and support the economic, health, safety, and welfare missions in Native communities—the very same priorities for the deployment of robust communications networks on Tribal lands.

By telling us more about any additional resources that the Tribe may have or is seeking access to for use in developing communications services, T-Mobile will be able to avoid suggesting duplicative infrastructure development and may be able to identify opportunities to leverage solutions that better serve the Tribe.

Additional T-Mobile Information Requests for Feasibility and Planning:

4. Do you have any cell sites or antenna towers that may be available to co-locate T-Mobile antennas and associated electronics? If, so please describe the equipment and/or facilities in detail, including information such as the antenna tower structure, height, and location.

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5. Which providers currently offer telecommunications services on Tribal lands and what services do they provide? Are they sufficient to meet the Tribe's needs?

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6. Has the Tribe done any level of strategic planning relative to communications? If so, please explain the short-term and long-term telecommunications goals of the Tribe.

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7. How can T-Mobile assist the Tribe in reaching these goals?

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8. Are there any Tribal entities involved in the provisioning of telecommunications services, such as an E911 tribal public service answering point, tribal utility commission or tribal taxing authority, or a tribally owned telecommunications company? \_\_\_\_\_ If yes, please identify them and provide any contact information.

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**Marketing Services in a Culturally Sensitive Manner**

*ONAP Tribal Engagement Notice Requirement:* Issues that Tribal governments and communications providers may wish to discuss include the tailoring of service offerings to the community through, for example, the feasibility of a local presence in the community. For example, locating a retail presence within a Tribal community and employing members of that community may increase awareness of and sensitivity to local cultural and communications needs. Providers and Tribal governments also may wish to discuss whether developing materials, separately or jointly, specific to the Tribal community would be beneficial to either the provider or consumers on Tribal lands. In addition, providers and Tribal governments also may wish to discuss what other elements of their respective organizations may need to be engaged. For Tribal governments, this may mean administrative planning, community service, and other governmental offices.

By telling us more about how T-Mobile can best reach and interact with the Tribal community, and any related requirements that the Tribe may have, the Company will be able to prepare communications and marketing strategies that are focused directly at the Tribal community needs.

Additional T-Mobile Information Requests for Marketing Services in a Culturally Sensitive Manner:

9. In order, what are the best methods for advertising and communicating with Tribal residents? Examples include tribal publications, radio, newsletters, regional newspapers, and other advertising and outreach methods such as direct mail.

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10. How can T-Mobile best communicate with tribal officials (e.g. in-person, by phone or by email)?

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11. Are there any requirements or preferences in terms of the form or content of advertising and marketing, or perhaps the delivery timing (e.g. are there tribally recognized days or periods that could or



T-Mobile - Washington  
FCC Form 481 Annual Report, Worksheet 0900  
June 2019

should be avoided)?

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12. Are there any tribal entities or individuals that need to be coordinated with as part of any advertising and outreach initiatives, including entities and individuals involved with, or responsible for, serving the needs of low-income consumers or consumers with special needs? If so, please identify them by name and provide contact information.

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**Rights of Way and Other Permitting and Review Processes**

*ONAP Tribal Engagement Notice* Requirement. Tribal governments should have a comprehensive list of all processes with which communications providers serving their Tribal lands are required to comply, such as rights of way, land use permitting, facilities siting, and environmental and cultural review processes.

It is imperative that T-Mobile understand any requirements the Tribe may have related to providing service to the Tribe so that it may reasonably comply with such requirements.

Additional T-Mobile Information Requests on Rights of Way and Other Permitting and Review Process Requirements:

13. Does the Tribe have any antenna siting requirements? If so, please attach a copy of those written requirements identified as such.

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14. Does the Tribe require any permits or authorizations to provide communications services, (including rights-of-way, easements, and other licensing requirements) on Tribal Lands? \_\_\_\_\_ If so, please identify and detail (or attach a copy of) any and all such requirements applicable to a telecommunications carrier.

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15. What is the process of environmental review of any proposed construction, including tribal historic and cultural preservation? Please identify any tribal entities that require coordination or must approve of any construction on tribal lands.

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16. Please explain the roles and responsibilities of BIA and any other tribal government entities in reviewing and approving site leases.

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**Tribal Business and Licensing Requirements**

*ONAP Tribal Engagement Notice Requirement:* Tribal governments should have a comprehensive list of any such requirements applicable to the provision of communications services. They should be prepared to provide an explanation of precisely what all such requirements entail, including specific application procedures and timeframes, as well as the governmental offices involved in the licensing process.

Additional T-Mobile Information Requests for Tribal Business and Licensing Requirements:

17. What tribal business and license requirements are applicable to a telecommunications service provider?

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18. What taxes and fees apply to the provision of telecommunications services on tribal lands?

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19. Are there specific individuals tasked with responsibility for coordination prior to carriers providing telecommunications services? \_\_\_\_\_ If yes, please provide names and contact information. If not, how would T-Mobile begin any required processes?

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20. Please provide a reference to (or attach a copy of) all applicable laws and requirements for operation on tribal lands.

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## **T-MOBILE LIFELINE RATES, TERMS AND CONDITIONS OF SERVICE**

### **General Information**

Upon designation as an Eligible Telecommunications Carrier (“ETC”), T-Mobile made available Lifeline service offerings to qualified low-income consumers that meet all applicable Lifeline requirements based on federal and state rules and orders governing the Low Income mechanism of the Federal Universal Service Fund (“FUSF”). T-Mobile has implemented the internal controls and processes to ensure compliance with the FCC’s rules and all applicable requirements.

In particular, T-Mobile has implemented processes to ensure that only eligible consumers obtain Lifeline Service. T-Mobile directly administers its Lifeline program and the application of benefits. T-Mobile does not contract with third party agencies to verify eligibility for Lifeline, other than when required or allowed to rely upon information provided by a federal or state selected entity to verify eligibility of qualified consumers. Where launched, T-Mobile relies on the National Verifier to review and validate applications for eligibility based on the applicable rules. In states where the National Verifier is not launched, specific T-Mobile representatives are trained to review and validate applications for eligibility based on the applicable rules in any given jurisdiction, and the same representatives are trained to follow all applicable rules related to document handling and retention in addition to other matters that impact low-income benefit applicants. Verification of eligibility for Lifeline occurs prior to enabling Lifeline discounted service for any qualifying consumer.

### **T-Mobile’s Lifeline Service Rate Plans**

T-Mobile offers the Federal Lifeline Discount on its generally available consumer rate plans, including rate plans that meet the minimum service standards in the FCC rules.<sup>1</sup> In particular, T-Mobile offers the Federal Lifeline Discount on its Basic Rate Plan of unlimited talk and text – a tax inclusive offering available to consumers for \$20.00. T-Mobile’s Lifeline service offerings provide consumers with access to traditional local voice services that are supported by the low-income mechanism of the FUSF and several other consumer benefits. For example, calls to 911 and to customer service (dialing 611 from the mobile handset) will be free calls, including that for customers on measured rate plans regardless of whether the customer has sufficient remaining minutes available in their account, and those calls will not be deducted from the monthly included minutes or charged as additional minutes. Additionally, qualified consumers who subscribe to T-Mobile’s Lifeline offerings are not charged FUSF on the subsidized portion of their monthly recurring fee, nor are they charged a separate fee for local number portability. In addition to local voice services, Lifeline customers also have the ability to use their phone throughout T-Mobile’s nationwide network and T-Mobile roaming partner networks. Lifeline service includes many standard calling features at no additional charge, including voice mail, caller identification and call-waiting services.

Customers who receive Lifeline benefits may also have access to other services such as directory assistance, international dialing and other information type services that are charged per use depending on the offering they select. These services, if provided, are available on a pay per use basis and the current charges for these services are made available to customers at the time of activation, on the applicable website for the service offering, and upon request by dialing 611 (a

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<sup>1</sup> See 47 C.F.R. § 54.408. T-Mobile offers -the Federal Lifeline Discount, and for qualified residents of tribal lands, T-Mobile offers an additional Lifeline discount of up to \$25.00 per month, consistent with the FCC Rules, 47 C.F.R. § 54.403. In addition, T-Mobile may offer, at its discretion, additional discounts for which it does not seek reimbursement from federal or state universal service funds.

free call from a T-Mobile phone). Lifeline customers have the option to decline or block such services at no additional charge.

In the future, T-Mobile may also make available other Lifeline service offerings to qualified low-income consumers, consistent with all applicable requirements.

### **Lifeline Terms and Conditions of Services**

Lifeline consumers must meet all applicable eligibility requirements to obtain Lifeline service from T-Mobile. As an eligible Lifeline consumer, customers of T-Mobile will be subject to all applicable federal and state requirements governing Lifeline service. Lifeline customers must also comply with the terms and conditions of Lifeline service. T-Mobile does not require its Lifeline customers to complete a credit check, unless customers choose to obtain additional discretionary services. T-Mobile also does not require Lifeline consumers to commit to a service agreement term based solely on the fact that s/he is qualified to receive Lifeline benefits. The current terms and conditions for T-Mobile are included as Attachment 1 and are set forth in the T-Mobile Terms and Conditions available at [www.t-mobile.com](http://www.t-mobile.com). To the extent T-Mobile makes available other Lifeline service offerings in the future, the terms and conditions of service will be consistent with all applicable requirements.

Prior to the implementation of the Universal Consumer Forms for Lifeline on July 1<sup>st</sup>, 2018, T-Mobile utilized applications for Lifeline benefits that met all applicable requirements within each jurisdiction that the Company provides Lifeline service and contain specific terms and conditions for customers receiving Lifeline benefits. T-Mobile's standard Lifeline application was reviewed and approved by the Federal Communications Commission<sup>2</sup> and was updated

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<sup>2</sup> See *In the Matter of Petition of T-Mobile USA, Inc. for Designation as a Low-Income Eligible Telecommunications Carrier, et al*, WC Docket 09-197, DA 12-1339, August 16, 2012 (*T-Mobile FCC ETC Designation*).

periodically based upon changes in applicable requirements, including revisions to the Federal Poverty Guidelines. T-Mobile made its Lifeline application available to consumers via its website, upon request which could be made in writing, by email or by phone, and in other areas where consumers who are likely to qualify may have had access.

T-Mobile's Lifeline applications included all of the language, acknowledgements and certifications required by applicable federal rules. A copy of the Lifeline application that T-Mobile made available to consumers through July 1, 2018 is included as Attachment 2. Beginning on July 1, 2018, T-Mobile makes available to consumers applying for and receiving Lifeline benefits the Universal Consumer Forms for Lifeline. The current version of the FCC Universal Lifeline Application Form and information on how to apply through the National Verifier is available to consumers at [www.t-mobile.com/lifeline](http://www.t-mobile.com/lifeline).



## Attachment 1

## LEGAL CENTER

### Terms and Conditions

Effective as of August 22, 2018

Did you activate (or renew) service prior to August 22, 2018?

If yes, please click the date for the applicable version of the Terms and Conditions:

[August 10, 2018](#) [September 1, 2016](#) [March 17, 2016](#) [February 17, 2016](#) [January 25, 2016](#) [November 14, 2015](#) [June 12, 2015](#) [March 18, 2015](#) [November 10, 2014](#) [March 27, 2014](#) [October 20, 2013](#) [December 30, 2011](#) [July 24, 2011](#) [July 18, 2010](#) [June 28, 2008](#) [December 2004](#)

Thanks for choosing T-Mobile. Please read these Terms & Conditions (“T&Cs”), which contain important information about your relationship with T-Mobile, including mandatory arbitration of disputes between us, instead of class actions or jury trials. You will become bound by these provisions once you accept these T&Cs.

### WHO IS THIS AGREEMENT WITH?

These T&Cs are an agreement between you and us, T-Mobile USA, Inc., and our controlled subsidiaries, assignees, and agents.

### HOW DO I ACCEPT THESE T&Cs?

You accept these T&Cs by doing any of the following things:

- giving us a written or electronic signature or confirmation, or telling us orally that you accept;
- activating, using or paying for the Service or a Device; or
- opening the Device box.

If you don't want to accept these T&Cs, don't do any of these things.

When you accept, you're telling us that you are of legal age (which means you are either legally emancipated, or have reached the age of majority as defined in your jurisdiction) and that you are able to enter into a contract. If you accept for an organization, you're telling us that you are authorized to bind that organization, and references to "you" in these T&Cs may mean the organization.

### WHAT IS INCLUDED IN THESE TERMS AND CONDITIONS?

In these T&Cs, you'll find important information about:

- T-Mobile services provided to you (“Services”);
- Any equipment for which we provide Service, such as a phone, handset, tablet, or SIM card (collectively, a “Device”);
- Any charges, taxes, fees, and other amounts we bill you or that were accepted or processed through your Device (“Charges”);

- Privacy information;
- Network management practices;
- Limitations of liability; and
- Resolution of disputes by arbitration and class action and jury trial waivers (full terms available [here](#)).

#### ARE THERE ANY OTHER TERMS THAT APPLY TO ME?

Yes. Your "Agreement" includes these T&Cs, the additional terms found in your Rate Plan, your Data Plan, your Service Agreement, and provisions linked to from these T&Cs. Sections marked "\*" continue after termination of our Agreement with you.

You should also be aware that our [Privacy Policy](#) and [Open Internet Policy](#) apply to the use of our products and services.

You might also have other agreements with us, such as an equipment installment plan or JUMP! On Demand Lease Agreement.

#### \*HOW DO I RESOLVE DISPUTES WITH T-MOBILE?

By accepting these T&Cs, you are agreeing to resolve any dispute with us through binding arbitration or small claims dispute procedures (unless you opt out), and to waive your rights to a jury trial and to participate in any class action suit. Your complete arbitration agreement, including opt-out instructions, is available [here](#), and the opt-out website is available [here](#). For additional terms and conditions governing a dispute between us, including how to dispute Charges assessed to you on your bill, choice of law, disclaimers of certain warranties, limitations of liabilities, and your indemnification obligations, [click here](#).

#### WHAT IS A RATE PLAN?

Your "Rate Plan" includes your Service allotments, for example, for minutes, messages or data, rates, coverage and other terms. T-Mobile may introduce access to new technologies, features, or services that you can add for an additional charge. You can check your current usage by visiting [my.T-mobile.com](#), or by using a short code from your Device (you can find more information about the short code at [www.t-mobile.com](#)). If any term in your Rate Plan conflicts with these T&Cs, the term in your Rate Plan governs.

#### HOW WILL I BE CHARGED FOR DATA USAGE?

Data service may be included in your Rate Plan or data pass or you may be charged for data usage on a pay per use basis ("Data Plan"). Your Rate Plan and/or Data Plan will contain more information about how we calculate data usage. You can check your current usage by visiting [my.T-mobile.com](#) or by using a short code from your device (you can find more information about the short code at [www.t-mobile.com](#)). If you do not have a Data Plan, your Device may not be able to access data services.

## ARE THERE SEPARATE TERMS FOR PREPAID CUSTOMERS?

The terms of these T&Cs apply to prepaid customers, and additional terms specific to prepaid customers may be [found here](#).

## HOW DO I GIVE OTHER PEOPLE ACCESS TO MY ACCOUNT?

If you want someone else to be able to access and manage your account, you can establish them as an "Authorized User," so they can:

- Make changes to your account;
- Add or remove services or features to your account;
- Receive notices and disclosures on your behalf;
- Purchase Devices for use with our Service, including under an installment plan; and
- Incur Charges on your account.

The easiest way to designate an Authorized User is online through your my.T-mobile.com account. Keep in mind that you should not share your account validation information, which includes the last four digits of your social security number or your passcode. An Authorized User will need to verify identity before we provide access to account information. When calling us, this requires presentation of the last four digits of the primary account holder's social security number or the account PIN/passcode. This information is sensitive so take steps to protect it. We will treat presentation of the proper account validation information as authorized access to an account.

## WHERE, HOW, AND WHEN DOES MY SERVICE WORK?

These T&Cs describe the experience you can expect on our network, including information about our reasonable network management practices, and the experience on our roaming partners' networks:

- Please check our coverage maps, which approximate our anticipated coverage area outdoors. Your experience on our network may vary and change without notice depending on a variety of factors. For more information, [click here](#). You agree that we are not liable for problems relating to Service availability or quality.
- For more information about roaming, [click here](#).
- To provide the best possible experience for the most possible customers on T-Mobile branded plans, we prioritize the data usage of a small percentage of our heavy data users, specifically those using more than 50GB of data in a billing cycle below that of other customers. This threshold number applies to all rate plans, is periodically evaluated, and may change over time. We also prioritize the data of customers who choose certain rate plans after the data for other T-Mobile branded rate plans, but before customers using more than 50GB of data

in a billing cycle. Customers whose data is prioritized lower may notice speeds lower than customers with higher priority in times and locations where there are competing customer demands for network resources. See your selected service or visit our Open Internet page at the link below for details. We prioritize smartphone and mobile internet (tablet) over Smartphone Mobile HotSpot (tethering) traffic on our network. [Click here](#) for more information.

- We utilize streaming video optimization technology in our network on qualifying Rate Plans to help minimize data consumption while also improving the service experience for all customers. Some Rate Plans have video optimization via the Binge On feature. Some qualifying video providers may choose to opt-out of the Binge On program. For a list of opt-out providers visit <https://www.t-mobile.com/offers/binge-on-streaming-video>. The Binge On optimization technology is not applied to the video services of these providers; video from these services will stream at native resolution, and high-speed data consumption will continue as if Binge On were not enabled.
- Additionally, we may implement other network practices, such as caching less data.
- Our [Open Internet Policy](#) includes important information on these topics as well as information on commercial terms, performance characteristics (such as expected speed, latency and network practices).

#### \*WHAT ARE THE PERMITTED AND PROHIBITED USES FOR MY DEVICE AND THE SERVICES?

Our wireless network is a shared resource, which we manage for the benefit of all of our customers. Your Data Plan is intended for Web browsing, messaging, and similar activities. Certain activities and uses of our Services and your Device are permitted and others are not. For examples of permitted and prohibited uses, [click here](#). If you buy, lease, or finance a Device manufactured for use on our network, you agree, and we rely on your agreement, that you intend it to be activated on our Service and will not resell or modify the Device, or assist anyone doing so.

#### \*WHAT HAPPENS IF MY DEVICE IS LOST OR STOLEN?

You agree to notify us if your Device is lost or stolen. Once you notify us, we will suspend your Service. [Click here](#) to learn more about how we handle Charges that are incurred after you report that your Device is lost or stolen.

#### \*HOW WILL I BE BILLED FOR USE OF THE SERVICES?

You agree to pay all Charges we assess and bill you or that were accepted or processed through all Devices on your account. **Off-Rate Plan Charges.** You may have to pay extra for calls to some numbers (e.g., conference & chat lines, broadcast, calling card, international, 900 or 976 calls, etc.).

You agree to provide us with accurate and complete billing and tax related information and to report all changes within 30 days of the change. You will receive an electronic (paperless) bill unless you tell us you want a paper bill. You have the option of switching to a paper bill at no cost to you by changing your billing preferences at my t-mobile or by contacting Customer Care. For more information about paperless billing, please visit [www.t-mobile.com/billterms](http://www.t-mobile.com/billterms).

Your Device can be used to purchase services and products from third parties, and Charges for these purchases may be included on your T-Mobile bill. For no additional cost you can block third party charges from being included on your T-Mobile bill by logging into your account at [www.my.t-mobile.com](http://www.my.t-mobile.com) or calling Customer Care. For more information about billing, [click here](#).

#### WHAT IF I DON'T PAY ON TIME?

We may charge a late fee of the greater of 1.5% per month (18% annually) or \$5 per month and a returned payment fee up to \$35, subject to the maximum allowed by law. We may use a collection agency to collect past due balances and you agree to pay collection agency fees. If we accept late or partial payments, you still must pay us the full amount you owe, including late fees. We will not honor limiting notations you make on or with your checks. Late payment, non-payment or collection agency fees are liquidated damages intended to be a reasonable advance estimate of our costs resulting from late payments and non-payments by our customers; these costs are not readily ascertainable and are difficult to predict or calculate at the time that these fees are set.

#### \*DOES T-MOBILE CHECK MY CREDIT?

Yes, for many of our products and services. We may get information about your credit history from credit-reporting agencies, which may affect your credit rating. We may also report your payment record to credit-reporting agencies.

#### AM I REQUIRED TO MAKE A DEPOSIT?

We may require you to make a deposit or prepayment for Services. We can apply deposits, payments, or prepayments in any order to any amounts you owe us on any account. This deposit is refundable, and will be applied as a credit to your account along with interest as may be required by law.

#### CAN T-MOBILE ACCESS MY DEVICE?

We may remotely change software, systems, applications, features or programming on your Device without notice. These changes will modify your Device and may affect or erase data you have stored on your Device, the way you have programmed your Device, or the way you use your Device. You will not be able to use your Device during the installation of the changes, even for emergencies.

#### CAN I DOWNLOAD AND USE THIRD PARTY CONTENT AND APPS ON MY DEVICE?

Yes. You are free to download and use content or applications ("Content & Apps") on your Device that are not provided by T-Mobile, at your own risk. Third party Content & Apps may require your

agreement to a license or other terms with the third party. Some Devices or Content & Apps may contact our network without your knowledge, which may result in additional Charges (e.g., while roaming internationally).

#### \*LICENSE

Your Device's Software is licensed, not sold, to you by T-Mobile and/or other licensors for your personal, lawful, non-commercial use on your Device only. You may only use the Software as authorized by its license. Your Device's "Software" includes its software, interfaces, documentation, data, and Content & Apps, as each may be updated or replaced by feature enhancements or other updates. For additional information regarding these license terms, including restrictions on your use of the Software, please [click here](#).

#### \*WHAT IS THE TERM OF THESE T&Cs?

As the Un-Carrier, we did away with annual service contracts. You are free to go, although we'd be sad to see you leave. You are responsible for all Charges incurred through the end of your Service term. If you port your number to another carrier, your Service will be deactivated. In addition, cancellation of Service may affect other agreements that you have with us, including equipment installment plans or lease agreements where some of your payments may be accelerated upon cancellation.

#### CAN T-MOBILE CHANGE OR TERMINATE MY SERVICES OR THIS AGREEMENT?

Yes. Except as described below for Rate Plans with the price-lock guarantee (including the "Un-Contract Promise"), we may change, limit, suspend or terminate your Service or this Agreement at any time, including if you engage in any of the prohibited uses described [here](#) or no longer reside in a T-Mobile-owned network coverage area. Under certain limited circumstances, we may also block your device from working on our network. If the change to your Service or Rate Plan will have a material adverse effect on you, we will provide 14 days' notice of the change. You'll agree to any change by using your Service after the effective date of the change. We may exclude certain types of calls, messages or sessions (e.g. conference and chat lines, broadcast, international, 900 or 976 calls, etc.), in our sole discretion, without further notice.

If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or, if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one). The price-lock guarantee is limited to your Recurring Charge and does not include, for example, add-on features, taxes, surcharges, fees, or charges for extra features or Devices. If your Service or account is limited, suspended or terminated and then reinstated, you may be charged a reactivation fee. For information about our unlocking policy, [click here](#).

#### \*YOUR CONSENT TO BE CONTACTED

We may contact you without charge, on any wireless telephone number assigned to your account for any purpose, including marketing, and in any manner permitted by law. You also expressly consent

to be contacted by us, and anyone contacting you on our behalf, for any purpose, including billing, collection, or other account or service related purpose, at any telephone number or physical or electronic address where you may be reached, including any wireless telephone number. You agree that T-Mobile, and anyone contacting you on our behalf, may communicate with you in any manner, including using a pre-recorded or artificial voice, using an automatic telephone dialing system to place calls or send messages, or alerts, or using an automatic e-mail system to deliver email messages. If a contact number you have provided to us is no longer your number, you agree to notify us promptly that you can no longer be reached at that number. You represent that you have received, and are authorized to convey to us, the consent of any authorized users on your account to be contacted by us as described in this Section. You agree that all consents provided in this Section will survive cancellation of your Service and account.

#### HOW DO WE NOTIFY EACH OTHER?

You may contact us at [www.T-Mobile.com](http://www.T-Mobile.com), by calling 1-800-937-8997 or 611 from your Device, or by writing to: T-Mobile Customer Relations, P.O. Box 37380, Albuquerque, NM 87176-7380. **Puerto Rico customers** you may contact us at [www.t-mobile.com](http://www.t-mobile.com), by calling 1-800-937-8997 or 611 from your Device, or by writing to: T-Mobile Customer Relations, B7 Tabonuco Street, Suite 700, Guaynabo, Puerto Rico 00968-3349, Attn: Customer Care Manager. Electronic notices are considered delivered when sent. Mail notices are considered delivered 3 days after mailing. For multi-line accounts, we may assign a "Primary Telephone Number" to your account for the purpose of receiving notices, as well as for other purposes. If you would like to change it, contact us. To begin arbitration or any other legal proceeding, you must serve our registered agent. Our registered agent is Corporation Service Company and can be contacted at 1-866-403-5272. For **Puerto Rico customers**, our registered agent is Fast Solutions, LLC and can be contacted at Citi Tower, 252 Ponce de Leon Avenue, Floor 20, San Juan, Puerto Rico, 00918, phone: 1-787-688-5881.

#### EMERGENCY ALERTS

T-Mobile has chosen to offer wireless emergency alerts, within portions of its coverage area. Wireless alert capable handsets with appropriate notification settings are required for the service. There is no additional charge for these wireless emergency alerts. For details visit [T-Mobile.com/WEA](http://T-Mobile.com/WEA).

#### 911 ACCESS

911 services are made possible by your state and local government. T-Mobile handsets are capable of making calls to 911 in the United States, and 911 access is available to customers regardless of your Rate Plan. The handset must have battery power and connectivity to complete a 911 call. When making 911 calls, you should be prepared to provide information about where you are located. In some cases, 911 communications center operators may not know your phone number or have information about your location. Other third-party entities are involved in connecting a 911 call and T-Mobile does not determine the public safety agency to which your 911 call is routed. If you are porting a phone number to or from us, we may not be able to provide you with some Services, such as 911 location services, while the port is in process. If you are outside the U.S., you may have to dial a different number than 911 to call emergency services.



**Wi-Fi Calling.** Wi-Fi Calling services use an internet connection to make calls, including 911 calls, and calls to 911 using Wi-Fi Calling operate differently than traditional 911. When enabling Wi-Fi Calling, you must provide us with the primary street address at which the Wi-Fi Calling service will be used ("Registered Location"). If you call 911 over Wi-Fi, we will provide your Registered Location to the public service entity that answers the call, and it may be used to help emergency responders locate you. You agree to update your Registered Location if you use Wi-Fi service at a different location. You can update your Registered Location by accessing your MyT-Mobile.com account or by contacting T-Mobile Customer Care. **Text-to-911.** Text to 911 may be available in some locations where T-Mobile service is provided, and is dependent on the public safety agency's ability to receive text messages.

Calls to 911 from a TTY will not work when using Wi-Fi Calling or Voice over LTE ("VoLTE"). If you cannot make a voice call to 911, T-Mobile recommend that you use an internet-based Telecommunications Relay Service such as Video Relay Service, IP Relay Service, or IP Captioned Telephone Service. T-Mobile Real-Time Text ("RTT") technology is available on T-Mobile's network and can be used on select devices to contact 911. For more information, see [www.t-mobile.com/accessibilitypolicy](http://www.t-mobile.com/accessibilitypolicy).

#### **PARENTAL CONTROLS**

We offer services that help you to monitor and filter, or restrict, internet access to minors. See T-Mobile.com for details.

#### **\*WHAT ELSE DO I NEED TO KNOW?**

[Click here](#) for additional terms that apply to you.

### Dispute Resolution

#### **\*HOW DO I RESOLVE DISPUTES WITH T-MOBILE?**

**Dispute Resolution and Arbitration. YOU AND WE EACH AGREE THAT, EXCEPT AS PROVIDED BELOW, ANY AND ALL CLAIMS OR DISPUTES IN ANY WAY RELATED TO OR CONCERNING THE AGREEMENT, OUR PRIVACY POLICY, OUR SERVICES, DEVICES OR PRODUCTS, INCLUDING ANY BILLING DISPUTES, WILL BE RESOLVED BY BINDING ARBITRATION OR IN SMALL CLAIMS COURT.** This includes any claims against other parties relating to Services or Devices provided or billed to you (such as our suppliers, dealers, authorized retailers, or third party vendors) whenever you also assert claims against us in the same proceeding. You and we each also agree that the Agreement affects interstate commerce so that the Federal Arbitration Act and federal arbitration law, not state law, apply and govern the enforceability of this dispute resolution provision (despite the general choice of law provision set forth below). **THERE IS NO JUDGE OR JURY IN ARBITRATION, AND COURT REVIEW OF AN ARBITRATION AWARD IS LIMITED. THE ARBITRATOR MUST FOLLOW THIS AGREEMENT AND CAN AWARD THE SAME DAMAGES AND RELIEF AS A COURT (INCLUDING ATTORNEYS' FEES).**

**For Puerto Rico customers,** references to "small claims court" should be understood to mean the Puerto Rico Telecommunications Regulatory Board ("TRB") for matters within the jurisdiction of said agency. See **OTHER TERMS REGARDING DISPUTE RESOLUTION** for details on the billing dispute process in Puerto Rico.

Notwithstanding the above, **YOU MAY CHOOSE TO PURSUE YOUR CLAIM IN COURT AND NOT BY ARBITRATION IF YOU OPT OUT OF THESE ARBITRATION PROCEDURES WITHIN 30 DAYS FROM THE EARLIER OF THE DATE YOU PURCHASED A DEVICE FROM US OR THE DATE YOU ACTIVATED A NEW LINE OF SERVICE (the**

"Opt Out Deadline"). You must opt out by the Opt Out Deadline for each line of Service. You may opt out of these arbitration procedures by calling 1-866-323-4405 or online at [www.T-Mobiledisputeresolution.com](http://www.T-Mobiledisputeresolution.com). **Any opt-out received after the Opt Out Deadline will not be valid and you will be required to pursue your claim in arbitration or small claims court.**

For all disputes, you must first give us an opportunity to resolve your claim by sending a written description of your claim to the address provided in the "How Do We Notify to Each Other" Section below. You and we each agree to negotiate your claim in good faith, and you agree that you may not commence any arbitration or court proceeding unless you and we are unable to resolve the claim within 60 days after we receive your claim description. You and we each agree that if you fail to timely pay amounts due, we may assign your account for collection, and the collection agency may pursue, in small claims court, claims limited strictly to the collection of the past due amounts and any interest or cost of collection permitted by law or this Agreement.

**If the arbitration provision applies or you choose arbitration to resolve your disputes, then either you or we may start arbitration proceedings.** You must send a letter requesting arbitration and describing your claim to our registered agent (see the "How Do We Notify to Each Other" section below) to begin arbitration. The arbitration of all disputes will be administered by the American Arbitration Association ("AAA") under its Consumer Arbitration Rules in effect at the time the arbitration is commenced. The AAA rules are available at [www.adr.org](http://www.adr.org) or by calling 1-800-778-7879. The arbitration of all disputes will be conducted by a single arbitrator, who shall be selected using the following procedure: (a) the AAA will send the parties a list of five candidates; (b) if the parties cannot agree on an arbitrator from that list, each party shall return its list to the AAA within 10 days, striking up to two candidates, and ranking the remaining candidates in order of preference; (c) the AAA shall appoint as arbitrator the candidate with the highest aggregate ranking; and (d) if for any reason the appointment cannot be made according to this procedure, the AAA may exercise its discretion in appointing the arbitrator. Upon filing of the arbitration demand, we will pay or reimburse all filing, administration and arbitrator fees. An arbitrator may award on an individual basis any relief that would be available in a court, including injunctive or declaratory relief and attorneys' fees. In addition, for claims under \$75,000 as to which you provided notice and negotiated in good faith as required above before initiating arbitration, if the arbitrator finds that you are the prevailing party in the arbitration, you will be entitled to recover reasonable attorneys' fees and costs. Except for claims determined to be frivolous, we agree not to seek attorneys' fees in arbitration even if permitted under applicable law.

**CLASS ACTION WAIVER. YOU AND WE EACH AGREE THAT ANY PROCEEDINGS, WHETHER IN ARBITRATION OR COURT, WILL BE CONDUCTED ONLY ON AN INDIVIDUAL BASIS AND NOT AS A CLASS, REPRESENTATIVE, OR CONSOLIDATED ACTION.** If a court or arbitrator determines in an action between you and us that any part of this Class Action Waiver is unenforceable with respect to any claim, the arbitration agreement and Class Action Waiver will not apply to that claim, but they will still apply to any and all other claims that you or we may assert in that or any other action. **If you opt out of the arbitration provision as specified above, this Class Action Waiver provision will not apply to you. Neither you, nor any other customer, can be a class representative, class member, or otherwise participate in a class, consolidated, or representative proceeding without having complied with the opt out requirements above.**

**JURY TRIAL WAIVER. If a claim proceeds in court rather than through arbitration, YOU AND WE EACH WAIVE ANY RIGHT TO A JURY TRIAL.**

#### Other Terms Regarding Dispute Resolution

#### \*HOW CAN I DISPUTE MY CHARGES?

If you have any questions about your bill or want to dispute any Charges, please contact us by visiting [www.T-Mobile.com](http://www.T-Mobile.com), by calling 800-937-8997 or 611 from your Device, or by writing to T-Mobile Customer Relations, P.O. Box 37380, Albuquerque, NM 87176-7380. **Puerto Rico customers:** You may contact us at [www.T-Mobile.com](http://www.T-Mobile.com), by calling 1-800-937-8997 or 611 from your Device, or by writing to us at: T-Mobile Customer Relations, B7 Tabonuco Street, Suite 700, Guaynabo, Puerto Rico 00968-3349, Attn.: Customer Care Manager. If this does not fix things, please notify us in writing. Unless otherwise provided by law, you must notify us in writing of any dispute regarding your bill or Charges to your account within 60 days after the date you first receive the disputed bill or Charge. If you don't, you may not pursue a claim in arbitration or in court. If you accept a credit, refund or other compensation or benefit to resolve a disputed bill or Charge, you agree that the issue is fully and finally resolved and T-Mobile shall be released from any and all liability regarding said dispute. Unless otherwise provided by law, you must pay disputed Charges until the dispute is resolved.

**Puerto Rico customers:** Unless otherwise provided by law or these T&Cs, for billing disputes, you must notify us not later than 20 days from the date the disputed bill was sent to you. If you don't, you may not pursue a claim in arbitration or with the TRB. We will provide you with a determination regarding the billing dispute you present to us within 20 days after we receive it. You will have 20 days from the mailing date of the notification to request a reconsideration of our determination. You may appeal our determination to the TRB by filing a petition for review up to 30 days after the date of our determination. Your petition for review shall be made through the filing of a document containing the following information: (a) your name and address; (b) our company name; (c) the pertinent facts; (d) any applicable legal provisions that you are aware of; and (e) the remedy you are requesting. The document may be filed handwritten or typewritten and must be signed by you. You must send us a copy of your document to the following address: B-7 Calle Tabonuco Suite 7000, Guaynabo, Puerto Rico 00969, Attn: Customer Care Manager. You must send your petition for review to the Puerto Rico Telecommunications Regulatory Board at the following address: 500 Ave. Roberto H. Todd (Pda. 18 - Santurce), San Juan, Puerto Rico 00907-3941. The TRB will review our determination only on appeal. You are advised of the provisions regarding suspension of Service that appear in Law 33 of July 7, 1985, Law 213 of September 12, 1996 and Regulations 8065 promulgated on August 31, 2011 by the TRB regarding the procedures for customer's dispute resolution and suspension of Services.

#### **\*CHOICE OF LAW**

This Agreement is governed by the Federal Arbitration Act, applicable federal law, and the laws of the state or jurisdiction in which your billing address in our records is located, without regard to the conflicts of laws rules of that state or jurisdiction. Foreign laws do not apply. Arbitration or court proceedings must be in the county and state or jurisdiction in which your billing address in our records is located, but not outside the U.S.; or Puerto Rico.

#### **\*DISCLAIMER OF WARRANTIES**

Except for any written warranty that may be provided with a T-Mobile Device you purchase from us, and to the extent permitted by law, the Services and Devices are provided on an "as is" and "with all faults" basis and without warranties of any kind. We make no representations or warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose concerning your Service or your Device. We can't and don't promise uninterrupted or error-free service and don't authorize anyone to make any warranties on our behalf. This doesn't deprive you of any warranty rights you may have against anyone else. We do not guarantee that your communications will be private or secure; it is illegal for unauthorized people to intercept your communications, but such interceptions can occur.

Services or Software provided by third parties (including voice applications), 911 or E911, text to 911, or other calling or messaging functionality, may work differently than services offered by us,

or may not work at all. Please review all terms and conditions of such third party products. When using these products, we are not responsible for the availability or reliability of 911 calls or text to 911 messages, or if inaccurate location information is provided to the 911 Communications Center. We cannot assure you that if you place a 911 call or text you will be found.

We are not responsible for any download, installation, use, transmission failure, interruption, or delay related to Content & Apps, or any third party content, services, advertisements, or websites you may be able to access by using your Device or the Services, even if charges for Content & Apps appear on your T-Mobile bill. You are responsible for maintaining virus and other Internet security protections when accessing third party Content & Apps or other services.

**\*LIMITATION OF LIABILITY**

To the extent permitted by law, you and we each agree to limit claims for damages or other monetary relief against each other to direct and actual damages regardless of the theory of liability. This means that neither of us will seek any indirect, special, consequential, treble, or punitive damages from the other. This limitation and waiver also applies to any claims you may bring against any other party to the extent that we would be required to indemnify that party for such claim. You agree we are not liable for problems caused by you or a third party, or by any act of nature. You also agree we aren't liable for missed or deleted voice mails or other messages, for any information (like pictures) that gets lost or deleted if we work on your Device, or for failure or delay in connecting a call or text to 911 or any other emergency service. To the extent permitted by law, you and we each also agree that all claims must be brought within 2 years of the date the claim arises.

**\*INDEMNIFICATION**

You agree to defend, indemnify, and hold us and our directors, officers, and employees harmless from any claims arising out of use of the Service or Devices, breach of the Agreement, or violation of any laws or regulations or the rights of any third party by you, any person on your account, or any person you allow to use the Services or your Device.

**Additional Terms for Prepaid Customers**

Your T-Mobile prepaid Service account balance, if sufficient, or your active prepaid plan, gives you access to our prepaid Service for a limited amount of time; you must use your prepaid Service during the designated period of availability. To use our prepaid Service you must have a T-Mobile prepaid Service account balance for pay as you go service or be on an active prepaid plan. Service will be suspended when your account balance reaches zero and/or you are at the end of the time period associated with your prepaid plan. Monthly plan features are available for 30 days, however, depending on the time of day that you activate your Service or that your Service expires, your service cycle may not equal 30 full 24-hour days. Your monthly plan will automatically renew at the end of 30 days if you have a sufficient T-Mobile prepaid Service account balance to cover your prepaid Service plan before the first day after your service cycle. If you do not have a sufficient T-Mobile prepaid Service account balance, your prepaid Service will be suspended unless you move to a pay as you go plan. If you do not reinstate prepaid Service within the required period based upon your service plan, your phone number will be reallocated. The Charges for Service and the amount of time that Service is available following activation of your prepaid Service account balance may vary; see your Rate Plan for more information. Prepaid Service is non-refundable (even if returned during the Cancellation Period), and no refunds or other compensation will be given for unused airtime balances, lost or stolen prepaid cards, or coupons. You will not have access to detailed usage records or receive monthly bills. Coverage specific to our prepaid Service may be found at <https://prepaid.t-mobile.com/prepaid/coverage-map> and differs from coverage related to our postpaid Service.

**Using Our Network**

**WILL MY SERVICE VARY? WHAT FACTORS MAY AFFECT MY SERVICE?**

As our customer, your actual Service area, network availability, coverage and quality may vary based on a number of factors, including network capacity, terrain, weather, if you are on a private or public Wi-Fi network, using a non-T-Mobile device, or if your Device no longer supports network technologies compatible with or available on T-Mobile's network. Outages and interruptions in Service may occur, and speed of Service varies. Devices also have varying speed capabilities and may connect to different networks depending on technology. Even within coverage areas and with broadband-capable devices, network changes, traffic volume, outages, technical limitations, signal strength, obstructions, weather, and other conditions may impact speeds and service availability. We engineer our network to provide consistent high-speed data service, but at times and at locations where the number of customers using the network exceeds available network resources, customers will experience reduced data speeds. In those cases, customers who choose certain rate plans may notice speeds lower than customers on other T-Mobile branded rate plans, which are prioritized higher on our network. Further, to provide the best possible on-device experience for the most possible customers on T-Mobile branded plans and minimize capacity issues and degradation in network performance, we may, without advance notice, take any actions necessary to manage our network on a content-agnostic basis, including prioritizing all on-device data over Smartphone Mobile HotSpot (tethering) data and further prioritizing the data usage of a small percentage of heavy data users, specifically those using more than 50GB of data in a billing cycle, below that of all other customers in times and locations where there are competing customer demands for network resources, for the remainder of the billing cycle. This threshold number is periodically evaluated and may change over time.

Where the network is lightly loaded in relation to available capacity, a customer whose data is prioritized below other data traffic will notice little, if any, effect from having lower priority. This will be the case in the vast majority of times and locations. At times and locations where the network is heavily loaded in relation to available capacity, however, these customers will likely see significant reductions in data speeds, especially if they are engaged in data-intensive activities. Customers should be aware that these practices may occasionally result in speeds below those typically experienced on our LTE networks. We constantly work to improve network performance and capacity, but there are physical and technical limits on how much capacity is available, and in constrained locations the frequency of heavy loading in relation to available capacity may be greater than in other locations. When network loading goes down or the customer moves to a location that is less heavily loaded in relation to available capacity, the customer's speeds will likely improve. See [www.T-Mobile.com/OpenInternet](http://www.T-Mobile.com/OpenInternet) for details.

## Roaming

### \*CAN I ROAM ON MY DEVICE?

**Domestic Roaming:** Your Device may connect to another provider's network ("Off-Net"). This may happen even when you are within the T-Mobile coverage area. Check your Device to determine if you are Off-Net. Please do not abuse this; we may limit or terminate your Service if you do. Your device may also connect to another provider's secured Wi-Fi network. See **WHAT ARE THE PERMITTED AND PROHIBITED USES FOR MY DEVICE AND THE SERVICE?** section for additional info.

**International Roaming & Dialing:** Availability and features offered for international roaming and dialing vary depending on your Rate Plan and Device. All countries may not be available for roaming and available countries may change from time to time; click [here](#) for more information about which countries are currently available for roaming. Whether roaming internationally or making and sending international calls and messages while in the U.S. (or Puerto Rico), you may be charged international rates (including for voicemails left for you and for data usage). This includes per-minute rates for calls and per-minute rates for calls transferred to your voicemail and the relevant data rates for data usage. You may be charged for more than one call for unanswered calls that are forwarded to voicemail regardless of whether the calls result in actual voicemail messages

being left for you and regardless of whether your Device is on or off. Different rates and rounding increments apply in different countries. Click [here](#) for information on international access, rates, Services and coverage. While roaming internationally, your data throughput may be reduced and your Service may be otherwise limited or terminated at any time without notice. You are responsible for complying with U.S. Export Control laws and regulations; and the import laws and regulations of foreign countries when traveling internationally with your Device. The availability of, and access to, emergency calling services (e.g., 911 in the U.S.), may vary by country. You should familiarize yourself with how to access these services before using your handset for international roaming. See **WHAT ARE THE PERMITTED AND PROHIBITED USES FOR MY DEVICE AND THE SERVICE?** section for additional information about international roaming.

### **Streaming Video**

We deploy streaming video optimization technology in our network as a feature on qualifying Rate Plans, which also helps to ensure that available network capacity can be utilized to provide a good service experience for the maximum number of customers. The optimization technology is intended to manage data usage on the network, reduce the risk of streaming video stalling and buffering on mobile devices, and reduce the amount of data consumed for streaming video, making room for other users to enjoy higher speeds and a better network experience overall. Video optimization occurs only to data streams that are identified by our packet-core network as video or where the video provider has chosen to establish protocols to self-optimize their video. While many changes to streaming video files are likely to be indiscernible, the optimization process may impact the appearance of the streaming video as displayed on a user's Device. Customers may have Rate Plans where this feature is always enabled (e.g., "T-Mobile ONE"), with the ability to add a feature disabling optimization to foster native-resolution video capability. Alternatively, customers may choose Rate Plans that offer video optimization as a customer-controlled feature (e.g., "Binge On"). When this feature is enabled, on-device video is typically delivered at DVD quality (up to 1.5 Mbps speeds, generally 480p).

Some qualifying video providers may choose to opt-out of the Binge On program; see listing at <https://www.t-mobile.com/offers/binge-on-streaming-video>. The Binge On optimization technology is not applied to the video services of these providers; video from these services will stream at native resolution, and high-speed data consumption will continue as if Binge On were not enabled. Rate Plans that feature this technology allow customers to choose to enable (and disable) video streaming optimization when connected to the cellular network, unless a provider has chosen to opt-out. see listing at <https://www.t-mobile.com/offers/binge-on-streaming-video>. For more information about video optimization, [click here](#).

### **Examples of Permitted and Prohibited Uses of the Service and Your Device**

Permitted uses include:

- Voice calls;
- Web browsing;
- Messaging;
- Email;
- Streaming music;
- Uploading and downloading applications and content to and from the Internet or third party stores;
- Using applications and content without excessively contributing to network congestion; and
- Tethering your Device to other non-harmful devices pursuant to the terms and conditions and allotments of your Data Plan.

Unless explicitly permitted by your Rate Plan or Data Plan, you are not permitted to use your Device or the Services in a way that we determine:

- Uses a repeater or signal booster other than one we provide to you;
- Compromises network security or capacity, degrades network performance, uses malicious software or "malware", hinders other customers' access to the network, or otherwise adversely impacts network service levels or legitimate data flows;
- Uses applications which automatically consume unreasonable amounts of available network capacity;
- Uses applications which are designed for unattended use, automatic data feeds, automated machine-to-machine connections, or applications that are used in a way that degrades network capacity or functionality;
- Misuses the Service, including "spamming" or sending abusive, unsolicited, or other mass automated communications;
- Accesses the accounts of others without authority;
- Results in more than 50% of your voice and/or data usage being Off-Net (i.e., connected to another provider's network) for any 2 billing cycles within any 12-month period;
- Results in unusually high usage (specifically, more 50GB (updated periodically) in a month) and the majority of your data usage being Smartphone Mobile HotSpot (tethering) usage for any 3 billing cycles within any 6-month period;
- Resells the Service, either alone or as part of any other good or service;
- Tampers with, reprograms, alters, or otherwise modifies your Device to circumvent any of our policies or violate anyone's intellectual property rights;
- Causes harm or adversely affects us, the network, our customers, employees, business, or any other person;
- Conflicts with applicable law;
- Is not in accordance with these T&Cs; or
- Attempts or assists or facilitates anyone else in any of the above activities.

#### **Information about What Happens if Your Device is Lost or Stolen**

Once you notify us that your Device has been lost or stolen, we will suspend your Service and you will not be responsible for additional usage charges incurred in excess of your Rate Plan Charges, applicable taxes, fees, and surcharges. If Charges are incurred before you notify us, you are not liable for Charges you did not authorize. However, the fact that your Device or account was used is some evidence of authorization. You may ask us to investigate Charges you believe were unauthorized. We may ask you to provide information and you may submit information to support your request. If we determine the Charges were unauthorized, we will credit your account. If we determine the Charges were authorized, we will inform you within 30 days and you will remain

responsible for the Charges. If you request that we not suspend your Service, you will remain responsible for all Charges incurred. We may prevent a lost or stolen Device from registering on our and other networks.

You can click [here](#) to learn about additional anti-theft measures that may apply to you.

### **Billing Information**

Please read the following for more information about how we bill for calls, data usage and messaging, Wi-Fi usage, third party charges, taxes, and surcharges.

#### **Usage:**

Airtime usage is measured from the time the network begins to process a call (before the phone rings or the call is answered) through its termination of the call (after you hang up). For voice calls, we round up any fraction of a minute to the next full minute. Depending upon your Rate Plan, data usage may be rounded at the end of each data session, at the end of your billing cycle, and/or at the time you switch data plans. You may be charged for more than one call/message when you use certain features resulting in multiple inbound or outbound calls/messages (such as call forwarding, call waiting, voicemail, conference calling, and multi-party messaging). You will be charged for text, instant or picture messages, and email whether read or unread, sent or received, solicited or unsolicited. We use filters to block spam messages, but we do not guarantee that you will not receive spam or other unsolicited messages. Additional blocking options are available at [www.my.T-Mobile.com](http://www.my.T-Mobile.com). Most usage and Charges incurred during a billing cycle will be included in your bill for that cycle. Some usage and Charges may be delayed to a later billing cycle, which may cause you to exceed Rate Plan allotments in a later billing cycle. Unused Rate Plan allotments expire at the end of your billing cycle. You may be billed additional Charges for certain features and services. Charges for Wi-Fi usage may vary; see your Rate Plan for more details.

**Taxes:** You agree to pay all taxes and fees imposed by governments or governmental entities. We may not give advance notice of changes to these charges. To determine taxes & fees, we use the street address you identified as your Place of Primary Use ("PPU"). The PPU for **Puerto Rico customers** must be in Puerto Rico. If you did not identify the correct PPU, or if you provided an address, such as a PO Box, that is not a recognized street address, does not allow us to identify the applicable taxing jurisdiction(s) or does not reflect the Service area associated with your telephone number, you may be assigned a default location for tax purposes. Except as may be otherwise required by law, in the event you dispute your PPU or the location we assigned you and the resulting taxes or fees applied on your bill, you must request a refund of the disputed tax or fee within 60 days of the date of our bill containing such tax or fee. Regardless of any Rate Plan guarantee, taxes and fees may change from time to time without notice.

**Surcharges:** You agree to pay all surcharges applicable to your Rate Plan. Surcharges are not mandated or imposed on you by law, they are T-Mobile Charges that are determined, collected and retained by us. The components and amounts of the Surcharges are subject to change without notice. Surcharges include charges, costs, fees and certain taxes that we incur to provide Services (and are not government taxes or fees imposed directly on our customers). Examples include general and administrative fees (such as certain costs we incur to provide Service) as well as governmental-related assessments (such as Federal or State Universal Service fees, regulatory or public safety charges, environmental fees, and gross receipts taxes). Surcharges assessed to you will vary depending on the type of Service and the Rate Plan you have. Surcharges will apply whether or not you benefit from the programs, activities or services included in the Surcharge. When Surcharges are assessed in connection with your Service, you can find the Surcharges detailed in either the "Taxes, Fees & Surcharges", "T-Mobile Fees and Charges" or the "Other Charges" sections of your bill or at [www.My.T-Mobile.com](http://www.My.T-Mobile.com). Regardless of any Rate Plan guarantee, Surcharges may change from time to time without notice.

### **Additional Software License Terms**



Except as permitted by applicable law, you may not assign, transfer, sublicense, copy, reproduce, redistribute, resell, modify, decompile, attempt to derive the source code of, or reverse engineer all or any part of the Software, or alter, disable or circumvent any digital rights management security features embedded in the Software. The Software may not be transferable from one Device to another Device. You may not create derivative works of all or any part of the Software. You agree the Software contains proprietary content and information owned by T-Mobile, its licensors, and/or other third parties. T-Mobile, its licensors, and such other third parties reserve the right to change, suspend, terminate, remove, impose limits on the use or access to, or disable access to, the Software at any time without notice and will have no liability for doing so. You agree that your violation of the Software license harms T-Mobile, its licensors, and/or other third parties, that this harm cannot be fully redressed by money damages, and that T-Mobile, its licensors, and such other third parties shall be entitled to immediate injunctive relief in addition to all other remedies available.

#### **Additional Terms**

If we don't enforce our rights under this Agreement in one instance, that doesn't mean we won't or can't enforce those rights in any other instance. If any part of the Agreement is held invalid that part may be severed from the Agreement.

You can't assign or transfer the Agreement or any of your rights or duties under it without our written consent. We may assign or transfer all or part of the Agreement, or your debts to us, without notice. You understand that the assignment or transfer of all or any part of this Agreement or your debt will not change or relieve your obligations under this Agreement.

The Agreement is the entire agreement between you and us regarding the rights you have with respect to your Service, except as provided by law, and you cannot rely on any other documents or statements by any sales or service representatives or other agents.

The original version of the Agreement is in English. To the extent there are conflicts between the English version and any other language version, the English version will control.

If you believe that any material residing on our system or network infringes your copyright, notify our Designated Agent by using the Digital Millennium Copyright Act (DMCA) notice procedure described at [www.t-mobile.com/responsibility/legal/copyright](http://www.t-mobile.com/responsibility/legal/copyright) (<https://es.t-mobile.com/responsibility/legal/copyright> for our Spanish website). Our Designated Agent is Copyright Agent, 12920 S.E. 38th Street, Bellevue, WA 98006; [copyrightagent@t-mobile.com](mailto:copyrightagent@t-mobile.com); phone: 844-644-4508. There are substantial penalties for sending false notices. It is our policy, in appropriate circumstances and in our sole judgment, to suspend or terminate the Service of any subscriber, account holder, or user who is deemed to be a repeat or blatant infringer of copyrights.

## Attachment 2

This signed Lifeline application ("Application") is required to enroll you in T-Mobile's Lifeline program. This Application is only for the purpose of verifying your eligibility for Lifeline and not for any other purpose. See next page for submission instructions. T-Mobile's applicable Terms and Conditions of service will also apply to existing or newly activated service (a copy may be obtained by visiting [www.t-mobile.com](http://www.t-mobile.com)).

**THINGS TO KNOW ABOUT THE LIFELINE PROGRAM**

- (1) Lifeline is a service and a Federal benefit that is not transferable to any other person;
- (2) Lifeline service is available for only one line per Household. A Household cannot receive benefits from multiple providers;
- (3) A Household is defined, for purposes of the Lifeline program, as any individual or group of individuals living at the same address that share income and expenses; and,
- (4) Violation of the one-per Household rule is not permitted under federal rules and will result in the subscriber's de-enrollment from the program and possible criminal prosecution by the U.S. Government.

**PERSONAL INFORMATION**

First Name: \_\_\_\_\_ MI: \_\_\_\_\_ Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Last 4 Digits of Social Security Number or Tribal ID Number: \_\_\_\_\_

Contact Telephone Number: \_\_\_\_\_ T-Mobile Number (if applicable): \_\_\_\_\_

Email address: \_\_\_\_\_ Eligible Dependent(s): \_\_\_\_\_

I currently receive Lifeline benefits from another carrier and I request that T-Mobile submit a Benefit Transfer on my behalf. I understand that I will only receive Lifeline benefits from T-Mobile and will lose my benefits from my current service provider.

**Residential Address:** *Must be a street address (not a P.O. Box) and your principal residence*

Street Address: \_\_\_\_\_ Apt: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

- This address is:**
- A shared, multi-Household residence
  - Provided by the state under the Address Confidentiality Program (ACP)
  - Tribal Lands \_\_\_\_\_ I hereby certify that I reside on federally recognized Tribal lands.

Billing Address:  Check here if the billing address is the residential address. *Billing Address may contain a P.O. Box*

Street Address: \_\_\_\_\_ Apt: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**ELIGIBILITY (COMPLETE EITHER SECTION)**

**PROGRAM BASED PARTICIPATION**

OR

**INCOME-BASED PARTICIPATION**

\_\_\_\_\_ I hereby certify that I or my eligible dependent(s) qualify to participate in the following programs:  
*Initial (check all that apply)*

- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP) or Food Stamps
- Medicaid
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Bureau of Indian Affairs General Assistance
- Tribal Temporary Assistance for Needy Families (TTANF)
- Food Distribution Program on Indian Reservation (FDPIR)
- Head Start (must satisfy income qualifying standard)

**DOCUMENTATION REQUIREMENTS**

*YOU MUST PROVIDE COPIES OF ONE OR MORE OF THE FOLLOWING DOCUMENTS:*

- (1) current or prior year's statement of benefits from qualifying assistance program;
- (2) notice or letter of participation in a qualifying assistance program;
- (3) program participation documents; or,
- (4) official documents demonstrating receipt of benefits from a qualifying assistance program.

\_\_\_\_\_ I hereby certify that my Household income is at or below 135% of the Federal Poverty Guidelines as identified below.  
*Initial* There are \_\_\_\_\_ members in my Household.

Member of Household	Household Income must be at or below
1 <input type="checkbox"/>	\$16,389
2 <input type="checkbox"/>	\$22,221
3 <input type="checkbox"/>	\$28,053
4 <input type="checkbox"/>	\$33,885
5 <input type="checkbox"/>	\$39,717
6 <input type="checkbox"/>	\$45,549
7 <input type="checkbox"/>	\$51,381
8 <input type="checkbox"/>	\$57,213

For every additional member of your Household, add \$5,832

*(check box that applies)*

**DOCUMENTATION REQUIREMENTS**

*YOU MUST PROVIDE COPIES OF ONE OR MORE OF THE FOLLOWING DOCUMENTS:*

- (1) prior year's state, federal or tribal tax return;
- (2) pay stubs for three consecutive months within the same year;
- (3) Social Security, Veteran's Administration, unemployment, worker's compensation, retirement or pension benefits statement;
- (4) current income statement from your employer or paycheck stubs;
- (5) Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance; or,
- (6) divorce decree or child support document.

First Name: \_\_\_\_\_ MI: \_\_\_\_\_ Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Last 4 Digits of Social Security Number or Tribal ID Number: \_\_\_\_\_ T-Mobile Number: \_\_\_\_\_

**CERTIFICATION**

I certify, under penalty of perjury, that: *Initial by Each Certification*

\_\_\_\_\_ *Initial* The information provided in this Application is true and correct to the best of my knowledge; I acknowledge that willfully providing false or fraudulent information in order to receive Lifeline service is punishable by fine or imprisonment, termination of all Lifeline benefits, and being barred from participating in the Lifeline program.

\_\_\_\_\_ *Initial* I am eligible for Lifeline service through participation in the qualifying program(s) or meeting the income requirements as identified above.

\_\_\_\_\_ *Initial* I have provided documentation of eligibility for Lifeline service, unless otherwise specifically exempted from providing such documentation, and the documentation I have provided demonstrates my eligibility. If I've provided income documentation other than a prior year's state, federal, or tribal tax return, I've submitted three consecutive months worth of the same type of document within the current calendar year. I understand that submitted documents will not be returned.

\_\_\_\_\_ *Initial* I understand that I am required to inform T-Mobile within 30 days of any potential change in eligibility, including, but not limited to: (i) a move or change of address; (ii) any change in participation in the programs identified above or change in income or Household members; (iii) receiving Lifeline service from another provider; or (iv) any other change that would affect my eligibility for Lifeline service from T-Mobile; and that any failure to do so may result in penalties including loss of Lifeline benefits (among other things).

\_\_\_\_\_ *Initial* I have provided the address where I currently reside, my Household will receive only one Lifeline benefit and, to the best of my knowledge, no one in my Household is currently receiving Lifeline service from any other provider, wireline or wireless, postpaid, prepaid or free, including SafeLink or Assurance Wireless.

\_\_\_\_\_ *Initial* I acknowledge that I will be required to annually re-certify eligibility and may be required to re-certify continued eligibility for Lifeline at any time and failure to re-certify will result in the termination of Lifeline benefits or other penalties.

\_\_\_\_\_ *Initial* I authorize T-Mobile and its agents to access any records (including financial records) required to verify my statements herein and to confirm my eligibility for Lifeline service. I authorize government agencies and their authorized representatives to discuss with, receive from and provide information to T-Mobile and its agents verifying my participation in public assistance programs that qualify me for Lifeline service.

\_\_\_\_\_ *Initial* I acknowledge that T-Mobile may, and I give my consent for T-Mobile to, provide my personal information, including my name, address, and telephone number among other items as required, to the Universal Service Administrative Company for the purposes of verifying that neither I, nor anyone else in my Household, receive more than one Lifeline benefit and other purposes allowed by law.

APPLICANT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**SUBMISSION INSTRUCTIONS**

THIS FORM MUST BE COMPLETED IN ITS ENTIRETY AND CAN BE SUBMITTED BY:

MAIL  
 T-MOBILE – LIFELINE SUPPORT  
 P.O. BOX 37380  
 ALBUQUERQUE, NEW MEXICO 87176

FAX  
 813-348-5724

IF YOU HAVE QUESTIONS, PLEASE CALL 1-800-937-8997 FOR ASSISTANCE.

**NOTICES**

T-Mobile offers Lifeline services only in areas where it has been designated as an Eligible Telecommunications Carrier.

Pennsylvania consumers with unresolved disputes regarding Lifeline services may contact the Public Utility Commission's Bureau of Consumer Services at 1-800-692-7380 for assistance in resolving their issues.

Link Up is available only to qualifying consumers who also reside on federally-recognized tribal lands in certain states and if T-Mobile assess an activation fee on the consumer. For purposes of the Lifeline program, the term "Tribal Lands" includes any federally recognized Indian tribe's reservation, pueblo, or colony, including former reservations in Oklahoma, Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688), Indian allotments, and Hawaiian Home Lands.

**FOR OFFICE USE ONLY**  
 Representative: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Documentation Verified: \_\_\_\_\_ BAN: \_\_\_\_\_  
 Subscriber No: \_\_\_\_\_