

Unfulfilled Service Requests

Service Requests

T-Mobile works directly with Washington customers to resolve any concerns they may have, including customers with service quality related concerns and potential customers who request service. T-Mobile works with existing and potential customers to identify any issues and promptly resolve them.

For customers who reside in T-Mobile's network already passes or covers a potential customer's premises, T-Mobile will provide service on a timely basis. For customers who reside in T-Mobile licensed areas but outside of T-Mobile's existing coverage, T-Mobile has a process whereby its customers can report their coverage request to be reviewed by a network technician.

In the areas where T-Mobile is designated an ETC, T-Mobile expands upon its already existing processes to include the six steps as prescribed in 47 CFR §54.202(a)(1)(B). In those instances where a request comes from a potential customer within T-Mobile's licensed service area but outside its existing network coverage, T-Mobile will review the request for both immediate resolution for the impacted customer and to identify general areas that may benefit from longer term solutions, up to and including network build out. T-Mobile uses the information it records to make a determination of the reasonability of the request(s) and facilitate changes or improvements as feasible and as necessary. Specifically, T-Mobile will attempt to provide service in response to a service request from a customer within its ETC designated service area but outside its network coverage within a reasonable period of time by:

- (1) modifying or replacing the requesting customer's equipment;
- (2) deploying a roof-mounted antenna or other equipment;
- (3) adjusting the nearest cell tower;
- (4) adjusting network or customer facilities;
- (5) reselling services from another carrier's facilities to provide service; or
- (6) employing, leasing, or constructing an additional cell site, cell extender, repeater, or other similar equipment.

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The number of unfulfilled service request that T-Mobile had from applicants within its ETC designated area in the state of Washington for the period of October 14, 2010 through December 31, 2010 was ***redacted***