



September 16, 2020

Mr. Neville Ray
President, Technology
T-Mobile USA
12920 SE 38th Street
Bellevue, WA 98006-1350

Dear Neville:

Congratulations! This letter is to notify you that T-Mobile USA and Metro by T-Mobile (“T-Mobile”) have completed the recertification process for the CTIA Consumer Code for Wireless Service (“Voluntary Consumer Code”) for the period January 1, 2020 – December 31, 2020, and is deemed compliant with the principles, disclosures and practices set forth in the Voluntary Consumer Code. Accordingly, T-Mobile is authorized to use and display the CTIA Seal of Wireless Quality/Consumer Information, subject to the terms and conditions set forth in the attached License Agreement.

Please ensure that the relevant employees of T-Mobile review the License Agreement before using the Seal. Use of the Seal constitutes acceptance of these terms and conditions. We are providing two specimens (color and black/white) of the Seal for T-Mobile’s use on its website or collateral materials. If you should have any questions concerning the recertification process or use of the Seal, please contact Kathryn Dall’Asta, CTIA’s Deputy General Counsel, at (202) 736-3677 or kdallasta@ctia.org.

CTIA commends T-Mobile for its ongoing leadership and participation in the CTIA Voluntary Consumer Code, and we look forward to continuing to work with T-Mobile on this important industry initiative.

Sincerely,

A handwritten signature in black ink that reads "M. Baker" followed by a horizontal line.

Meredith Attwell Baker
President & Chief Executive Officer

c.c. Dave Miller, General Counsel
Molly Malouf, Senior Director, Legal Affairs
Andrea Talaga, Paralegal, Marketing Communications

Attachment



CONSUMER CODE FOR WIRELESS SERVICE

SEAL OF WIRELESS QUALITY

TERMS OF USE (2020)

Subject to your compliance with the terms of use contained herein ("**Terms**"), CTIA-The Wireless Association ("**CTIA**") hereby grants your organization ("**Company**") a non-exclusive, world-wide, royalty-free license ("**License**") to use CTIA's Seal of Wireless Quality ("**Seal**") to represent that Company voluntarily adopts and adheres to the CTIA Consumer Code for Wireless Service for 2020 ("**Voluntary Consumer Code**") and has certified such to CTIA. The Seal is attached hereto at Exhibit A and fully incorporated herein by reference.

This License shall become effective immediately upon the date of your receipt of CTIA's written acknowledgement of Company's certification. CTIA permits the use of the Seal, solely in connection with the Voluntary Consumer Code program. Company may use the Seal in Company's advertising, promotional materials, other literature, or on Company's website(s) to indicate its voluntary compliance with the Voluntary Consumer Code.

Use of the Seal shall not be misleading as to the extent of Company's voluntary support and participation in the Voluntary Consumer Code program. Company shall not modify or alter the Seal without prior written permission from CTIA, and such permission shall not be unreasonably withheld. Company agrees to amend or discontinue the use of the Seal upon the written request of CTIA. Company shall immediately cease use of the Seal upon receipt of CTIA's written notice to do so. If at any time, Company's practices and policies fail to comply, or CTIA has reason to believe that such practices and policies fail to comply with the Voluntary Consumer Code, Company will cease use of the Seal and all rights and permissions will immediately revert to CTIA.

Company assumes full and complete responsibility for its use of the Seal, and agrees that its use of the Seal constitutes a declaration that Company voluntarily adopts and follows the principles set forth in the Voluntary Consumer Code.

Use of the Seal for other purposes than those stated in these Terms is an unauthorized use of the Seal and is strictly prohibited.

This License may be renewed annually subject to Company's successful completion of the certification process.

Use of the Seal constitutes acceptance of these legal terms and conditions.

EXHIBIT A

