

SERVICE AGREEMENT (Acct. Type: Personal)



Customer			
Customer ID (BAN)		Monthly Bill Cycle Date	
Today's Date			

Representative	
Store Name	
Store Phone	

Service Information - Not all features may be listed below

Activation	Start Date / Contract End Date	Rate Plan	Included	Overage	Add-On Features	Monthly Charges	1st Month Charges
SIM: IMEI:							
Total Monthly Recurring Charges for this line of service (excluding taxes and surcharges):							

CUSTOMER ACCEPTANCE: By signing this form or activating or using T-Mobile service, I agree that:

- I will be charged a \$00.00 Activation Fee and a monthly Regulatory Programs Fee (not a government-required tax or charge) of up to \$1.21 (subject to change without notice; plus tax) per line. These fees may not apply to certain data devices/services. International rates and roaming charges may apply. Certain rates are subject to change at any time. If I am a FlexPay customer, I will pay a monthly \$4.99 control charge for each line of service, unless I sign up for EasyPay automatic payments. I elect to receive my bill in [English/Spanish].
- My **“Agreement”** with T-Mobile includes: (a) this Service Agreement; (b) T-Mobile’s “Terms and Conditions”; and (c) any terms specific to my rate plan or service. **I can obtain copies of T-Mobile’s Terms and Conditions and my rate plan specific terms at T-Mobile retail stores, at www.T-Mobile.com (www.T-Mobile.com.pr for Puerto Rico customers), or by calling Customer Care at (800) 937-8997 or 611 from my T-Mobile phone.** I have received and read my Agreement. The English version of this Agreement will control over any other version.
- Disputes. T-Mobile Requires ARBITRATION of disputes UNLESS I OPT-OUT WITHIN 30 DAYS OF ACTIVATION.** See T-Mobile’s Terms and Conditions for details and for procedures available to Puerto Rico customers for appealing decisions to the Telecommunications Board of Puerto Rico.
- Cancellation and Return Policy.** For contracts of 1 year or more, I may cancel my service without paying a termination fee if I return all phones I acquired with my activation within **14 days from my activation (Return Period)**. The Return Period may be longer in some states. I may have to pay a restocking fee for any phone I return. **If my service (voice or certain data services or Add-On Features) is cancelled after the Return Period, I will be required to pay an EARLY TERMINATION FEE OF UP TO \$200 PER LINE OF SERVICE on contracts of 1-year or more.**
- I understand I may be unable to switch to certain rate plans or other types of service, or there may be fees or other restrictions associated with switching, including a per line Early Termination Fee and a new \$35 per line Activation Fee.**
- I authorize T-Mobile and its agents to obtain information about my credit history and to share that information with credit reporting agencies.** If I am signing on behalf of a company, I am authorized to sign. T-Mobile can collect amounts due directly from me without first proceeding against the company.
- EasyPay.** I authorize T-Mobile to withdraw from my bank account or charge my credit/debit card for the monthly balance due on my account. T-Mobile will withdraw funds or charge my card 3 days before the due date on my account. I may stop a withdrawal or charge, and either of us may terminate EasyPay, by giving notice to the other party at least 3 business days before the next scheduled date of withdrawal or charge. I have the right to receive notice of all varying transfers from my bank account.

Signature: _____ Title (for business): _____ Date: _____

Welcome to FlexPay

1) How does a FlexPay Plan work?

- **Payments are made in advance.** You will receive a payment reminder for your next month of service in the mail in about 14 days. Simply pay your monthly service charge before the due date to keep your service active.
- **There are no overage charges.** The plan stops you when you have used up your monthly Whenever Minutes. When you're running low on minutes included, we'll send you a friendly reminder to let you know.
- **You can track minutes and use unlimited features.** You can check remaining Whenever Minutes by pressing #MIN# (#646#) on your phone. You can always use any unlimited features that are included in your plan (e.g. myFaves, Nights& Weekends) as long as you've paid your monthly service charge.
- **You can purchase additional minutes if you run out.** If you run out of Whenever Minutes, You can purchase additional minutes by using your FlexAccount; please see below. *NOTE: the monthly Whenever minutes included in your plan will not replenish until the start of the next service cycle.*
- **You will need a PIN code to access your account.** You will set up a PIN code to access your FlexPay account when you activate. You will need this PIN code to access your account so that you can make changes to your FlexPay plan, get account details, or make payments online. **PIN #** _____

2) What is a FlexAccount, and how does it work?

- **Your FlexPay plan comes with a FlexAccount.** A FlexAccount will be set up for you when you activate. We will start you out with \$5 in your new FlexAccount.*
- **You can purchase additional minutes with your FlexAccount.** FlexAccount funds may be used to purchase additional minutes if you run out of Whenever Minutes.
- **You can purchase extras, like downloads and games, with your FlexAccount.**
- **You must have funds in your FlexAccount to make purchases.** You can check your FlexAccount balance by pressing #999# on your phone. You can add dollars to your FlexAccount by:
 - using prepaid refill cards available at participating retailers
 - pressing *ADD (*233) from your phone (with credit or debit card)
 - going to a T-Mobile store or www.T-Mobile.com

* subject to change without notice.

3) How and when must I pay my bill?

- **To keep continued service, payments are due at the beginning of your service cycle. Press #BAL# (#225#) on your phone to get your current balance and due date.**
- **There are 5 ways to make a payment:**
 - By Mail;
 - By going online at my.t-mobile.com;
 - At any T-Mobile store or participating Precash dealer;
 - By transferring funds from your FlexAccount (online or by calling Customer Care);
 - By calling Customer Care - Dial 611 or 1-800-937-8997.
- **You can pay through EasyPay**, a service that allows you to automatically make payments via credit or debit card. If you enroll, we will waive the \$4.99 per line monthly Control Charge.
- **Any rate plan or features changes you make during your current service cycle will take effect at the start of your next service cycle.** You will need to pay at the time of the change for any additional charges, if applicable.

4) What happens if you forget to pay?

- **Your monthly service will be suspended if you do not pay by the due date.**
- **You may continue your service by using FlexAccount dollars.** You can make calls at \$0.20 per minutes using funds in your FlexAccount.
- **You have a grace period in which to pay.**
 - For 1 and 2 year contracts, you will have 45 days to **pay** your monthly service charge before we cancel your account. Early Termination Fees apply.
 - For month to month contracts, you will have 90 days to **use** your phone with FlexAccount funds, add money to your FlexAccount, or pay your bill before your account is cancelled.
 - **You may be able to reinstate service prior to cancellation if you are late with your payment.** If you have missed a month, you pay a prorated amount to cover the current month and get prorated number of minutes, messages, and other features. Your contract will be extended by the number of days for which you did not pay for services.