

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 \$35 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: _____