

A Better Consumer Experience: Cool Products and Faster Speeds at Affordable Prices

- T-Mobile offers wireless service with or without term contracts. It is the customer's choice.
- In response to consumer demand, our early termination fees are pro-rated and decline throughout the term of the contract.
- T-Mobile offers customers a 14 day trial period.
- T-Mobile has tools available to parents to manage their families' wireless costs and for safer web browsing.

Contract Flexibility & Prorated Early Termination Fees (ETFs)

- Our goal is to provide customers with the best value possible, with or without a term contract, and with or without early termination fees. We've listened to customers and created plans that truly respond to their needs for affordable, unlimited nationwide calling, texting and data plans.
- T-Mobile has pioneered a new approach in our industry, simplifying our wireless plans into three categories that provide a way for customers to get the coolest new phones while freeing them from the longer-term commitments of traditional wireless contracts:
 - ✓ **Even MoreSM** plans allow customers to receive a steeply discounted phone. In return for that value, customers opting for this plan commit to a 12 or 24 month contract and agree to pay an early termination fee that declines throughout the duration of their contract period, if they leave early.
 - ✓ **Even More PlusSM** plans offer you even more freedom, flexibility, and value: no annual contract; no early termination fees; dependable nationwide coverage; and the most affordable T-Mobile individual plans, including unlimited plans, for customers who already have cell phones designed to operate on our network.
 - ✓ **Prepaid** plans allow consumers to get everything they want in a wireless plan without a contract, credit check, or a monthly bill.
- T-Mobile also offers a variety of convenient pay-as-you-go services such as **FlexPaySM**. This program offers customers access to T-Mobile's great rate plans, the latest phones and a variety of services – all with a predictable charge that consumers pay in advance every month. Customers don't need to commit to a long-term service agreement or make a hefty deposit.
- **Unlimited HotSpot Calling** is T-Mobile's special service for those customers who make most of their calls over Wi-Fi from home or office. This service offers plans (from annual to "pay as you go") that offer customers great wireless coverage and unlimited domestic calling. Customers can also get the same benefits while using any of the nearly 8,000 T-Mobile HotSpot locations across the country!

Tools & Services

- **Trial Period** – T-Mobile offers customers a 14-day trial period for services and products. All customers have a trial period during which time they can void their contract without paying early termination fees if they are unhappy with their service.
- **My Account** -- My Account is a T-Mobile application that is pre-loaded on T-Mobile phones, and works within all operating systems. My Account allows T-Mobile customers to quickly and easily view billing and usage information, and even set alerts for minutes, data and messaging use – all

right on the phone, and free of charge. The application also allows T-Mobile customers to pay their bills, directly from their phone.

- **Family AllowancesSM** tool – provides controls to family plan customers in an effort to manage costs. It allows the customer to set up front limits for minutes, messages, and downloads. In addition, Family AllowancesSM allows customers to establish different limits for each line on the account, “always allowed” and “never allowed” phone numbers, set time of day blocking and manage the service using an innovative T-Mobile web-based tool.
- **Personal Coverage Check (PCC)** – our tool to help customers check if T-Mobile coverage is right for them before they sign up for service. PCC lets people check T-Mobile wireless coverage at their home and work addresses, for instance, and searches by address, intersection, or landmark. This tool is available at t-mobile.com and at T-Mobile stores.
- Parental Controls – T-Mobile offers **Web Guard**, which blocks access to certain websites for safer browsing as well as message blocking and international long distance blocking.

Open Networks & Applications

- T-Mobile USA was the first carrier to bring the **open Android platform** experience to market.
- T-Mobile is supportive of and working toward a more open wireless experience that invites innovation to our network and embraces customer choice. We are committed to enabling a broader set of devices and applications to run on the T-Mobile network.
 - ✓ Our support of Android is an example of our commitment. Today, G1, G2, myTouch 4G, Motorola CLIQ, Samsung Behold II and Nexus One customers are free to choose among thousands of applications on Android Market.
- T-Mobile joined a broad alliance of leading technology and wireless companies – **The Open Handset Alliance** – to develop Android, the first truly open and comprehensive platform for mobile devices. Google Inc., T-Mobile, HTC, Qualcomm, Motorola, and others have collaborated on the development of Android.
- The Open Handset Alliance shares a common goal of fostering innovation on mobile devices and giving customers a far better user experience than much of what is available on today's mobile platforms.