

DITCH YOUR CARRIER

Congratulations on switching to T-Mobile®! Here is how to get your carrier switching costs reimbursed:

You have already signed up for qualifying T-Mobile service, ported in your phone number(s), purchased new device(s), and initiated the trade-in process. Now you can go to switch2tmobile.com and follow the step-by-step instructions. To complete your submission, you will need:

- **Proof of remaining device payments or Early Termination Fees (ETF):** An image (screenshot) of your device payment plan balance or your final bill showing your ETF.
- **To trade in devices:**
 - If you traded in your old device(s) in-store, you already received a credit for the device's fair market value.
 - If you did not trade in your device in-store, when you submit online, you will enter all the permanent phone numbers you ported over that have associated trade-ins. Then we'll send you everything you need to ship your device(s) to us.
 - **Note:** If you are requesting reimbursement for remaining device payments, please ensure each device you trade in matches the outstanding device on your old installment agreement.
- Please Note:
 - To be eligible for reimbursement:
 - You must have been with your previous carrier for a minimum of 90 days and submit online within 30 days of porting in your number(s) to T-Mobile.
 - If device trade-in is required, you must trade in your device(s) within 45 days of submitting for reimbursement online.
 - If you are a business and submitting over 5 lines for reimbursement, please email your final bill to breakfree@t-mobilesupport.com.

Once your online submission has been submitted and approved, you'll be eligible for payout in 15–30 days. Your reimbursement for joining T-Mobile will be split into two separate payments:

- For the devices you traded in, you received a credit in-store or you will receive a bill credit on your T-Mobile account.
- If the trade-in value doesn't cover your remaining device payments with your old carrier, you will be sent a prepaid virtual card equal to your approved reimbursement amount minus the value of your device trade-in.
 - If the trade-in value exceeds what you still owe to your old carrier, no additional reimbursement will be provided as you will have received the maximum payout value.

Important Reminders

- This is a reimbursement. You'll need to pay your previous carrier for your final bill when it is due.
- You will be able to review your submission and check status of payment typically within 20 minutes of uploading your EIP balance or ETF charges.
- If you're making either of the following changes, please wait until after you receive your reimbursement:
 - Mobile number changes
 - Transfer of account from one billing-responsible party to another

Questions? Visit the FAQs section of switch2tmobile.com or contact your T-Mobile Sales Associate.

T-Mobile®

Limited-time offer; subject to change. Eligible device trade-in (or for Verizon BYOD, T-Mobile ONE Plus), new device purchase, qualifying credit, port-in from eligible carriers, and qualifying service required. Payments consistent of (1) credit for device trade-in and (2) prepaid MasterCard® Card in amount of carrier's Early Termination Fee or remaining device balance, including lease purchase option if applicable, minus trade-in credit (expires in 12 months). Tax excluded. Submit proof of balance (limit \$650 per individual) & 90+ days w/ carrier within 30 days of port-in and be active when processed; allow up to 8 weeks. We might ask for more information. Up to 5 lines; must be activated in same market with same billing address. One offer per subscriber. T-Mobile Prepaid MasterCard® Card is rebate/reimbursement or exchange on new device, service, or port-in; for any tax implications, consult a tax advisor. No money has been paid by you for the card. Cards issued by Sunrise Banks N.A., Member FDIC, pursuant to a license from Mastercard International Incorporated. Mastercard is a registered trademark of Mastercard International Incorporated. Physical (via mail) & virtual prepaid cards (via SMS) available; physical cards for use where MasterCard cards accepted; some limitations for virtual cards. Cards will not have cash access and can be used everywhere MasterCard debit cards are accepted. Use of this card constitutes acceptance of the terms and conditions stated in the Cardholder Agreement. © 2018 T-Mobile USA, Inc.

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Switcher Program Overview

Review the information below to learn about the different Switcher Program requirements



Offer Component	#GetOutOftheRed (#GOOTR) (Verizon only)	Carrier Freedom (Verizon, AT&T, Sprint)	Carrier Freedom (All other carriers & ETF reimbursement)	Break Free (T-Mobile for Business)
Max line	5 (combined max of #GOOTR and Carrier Freedom submissions)	5 (combined max of #GOOTR and Carrier Freedom submissions)	5 (combined max of #GOOTR and Carrier Freedom submissions)	One time submission for Unlimited lines
Previous Carrier Device Requirements	<ul style="list-style-type: none"> • iPhone SE, 6s, 6s+, 7, 7+, 8, 8+, X or Google Pixel, Pixel 2XL, Galaxy S8, S8+ • 90-days tenure on device financing 	<ul style="list-style-type: none"> • 90-day tenure on device financing 	<ul style="list-style-type: none"> • 90-day tenure on device financing 	<ul style="list-style-type: none"> • 60-day tenure on device financing
Upload Document *EIP Screenshots MUST be taken prior to porting a number to T-Mobile	EIP Screenshot/Not Bill: <ul style="list-style-type: none"> • Name • Account Number • EIP Balance • EIP Tenure (minimum of 90 days) Must take screenshot from VZW mobile or web browser. (VZW app does not show all info)	EIP Screenshot/Not Bill: <ul style="list-style-type: none"> • Name • Account Number • EIP Balance • EIP Tenure (minimum of 90 days) 	Final Bill showing: <ul style="list-style-type: none"> • Name • Account Number • EIP Balance • ETF Amount ETF reimbursements for AT&T, Sprint, & Verizon require a final bill submission.	Final Bill showing: <ul style="list-style-type: none"> • Name • Account Number • EIP Balance • EIP Tenure minimum of 60 days for lines 1-5 • ETF Amount Proof of Device Purchase
Rate Plan/Feature Requirement	T-Mobile ONE Plus or ONE Plus International	N/A	N/A	Lines 1-5: TMO ONE or Simple Choice. Lines 6+: TMO ONE
Device Trade-In	N/A – BYOD	Trade-in device must be associated with the line submitted for CF	Trade-in device must be associated with the line submitted for CF	Not Required – Limited Time Only
Device Purchasing	N/A	EIP/JOD and FRP	EIP/JOD and FRP	Device Purchase (FRP or EIP)
Payment Details and Timing *REMEMBER to talk to your customer's about split payouts. More info on page 2	Eligible EIP amount <ul style="list-style-type: none"> • \$650 max payout per line • Virtual Payment Card payout typically 15 days after activation and submission. • No physical card 	Eligible ETF amount <ul style="list-style-type: none"> • \$650 max payout per line, including trade-in credit • Virtual Card payout typically 15 days after activation and submission • T-Mobile for Business Retail can leverage Carrier Freedom process for lines 1-5 	Eligible EIP and ETF amount <ul style="list-style-type: none"> • \$650 max payout per line including trade-in credit • Virtual Payment Card payout typically 15 days after activation and submission. • T-Mobile for Business Retail can leverage Carrier Freedom process for lines 1-5 	\$650 max payout per line for lines 1-5 who meet Carrier Freedom requirements Up to \$100 per qualified line for lines 6+ <ul style="list-style-type: none"> • Bill credit within 8 weeks



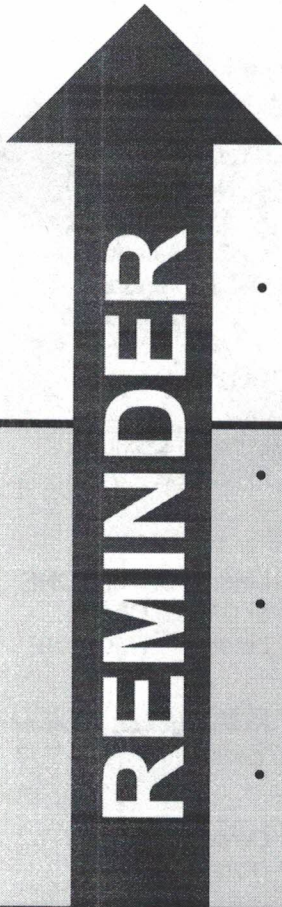
For more information visit: <http://t-mobile.com/switcher>

Switcher Program Overview

Review the information below to learn about the different Switcher Program requirements



Confused about how work? Check out the steps below...



- **First**, we give an **account credit** for the fair market value of the customer's device, and apply it to their T-Mobile account.
 - **Instant trade-in:** If they trade-in their device in-store, they get the credit upfront to apply to their new device purchase.
 - **Deferred trade-in:** If they choose to ship us their trade-in, they will receive a one-time bill credit on their account in the amount of their trade-in value.
- **Then**, if the trade-in value doesn't cover the customer's remaining device payments with their old carrier, we'll send them a **prepaid virtual card** with the remaining balance minus the trade-in value.

- If the trade-in value exceeds what the customer still owes, no additional reimbursement is needed as they have received the maximum value.
- If the customer is taking advantage of the EIP reimbursement for their line, the trade-in device **MUST** be the one associated with the device installment with their former carrier.
- It is **critical** that the trade-in be entered at the time of activation/port-in, whether instant or deferred. If not, the customer's submission will be denied.

Customer Scenario

#GetOutoftheRed

Carrier Freedom

Customer Activates Service

- Requires 60-days device tenure.
- No trade in required.

- Requires 60-days device tenure.
- No trade in required.

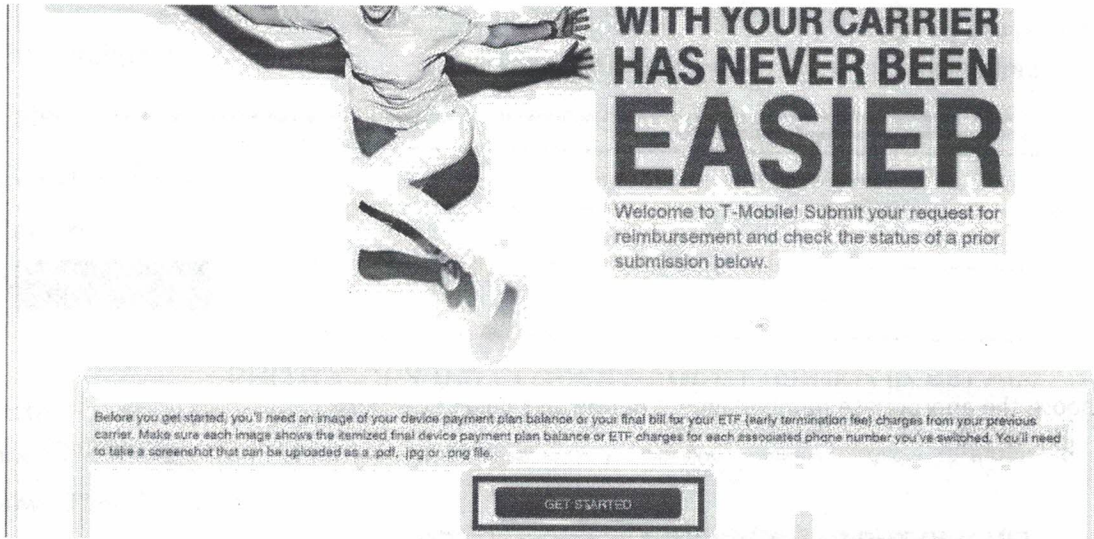
Customer Activates Service

- Requires 90-days device tenure.
- No trade in required.

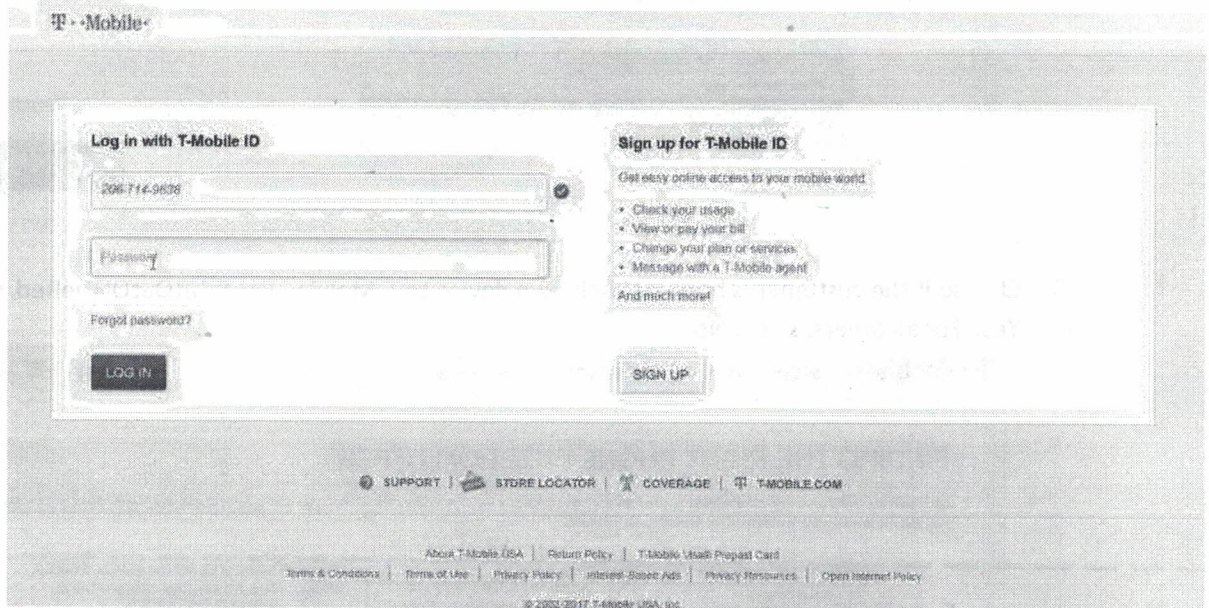
- Requires 90-days device tenure.
- Yes, trade in required

For more information visit: <https://c2.t-mobile.com/docs/DOC-422628>



1. Access the Phone Freedom site and select Get Started.



2. Log into your T-Mobile online account.




3. Choose the appropriate previous carrier and select **Continue**.

T-Mobile SHOP PLANS COVERAGE WHY T-MOBILE Find   MY T-MOBILE

FINDING THE RIGHT PHONE FREEDOM OFFER



Let's start by making sure that we're putting you into the correct Phone Freedom offer. We will ask you a couple of questions which will help us make sure you get the correct reimbursement for switching to T-Mobile.

Who was your previous carrier?

- Select Carrier - 

CONTINUE


4. Choose the appropriate reimbursement option and select **Continue**.

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FINDING THE RIGHT PHONE FREEDOM OFFER

Let's start by making sure that we're putting you into the correct Phone Freedom offer. We will ask you a couple of questions which will help us make sure you get the correct reimbursement for switching to T-Mobile.



Are you returning to submit a request for a new Device Financing Reimbursement or an Early Termination Fee Reimbursement?

- Select Payment Type - 

- Select Payment Type -
 Device Financing Reimbursement
 Early Termination Fee Reimbursement

CONTINUE


5. Choose if the customer is bringing their own device to T-Mobile. For #GetOutOfTheRed, select Yes. For all others, select No.

T-Mobile SHOP PLANS COVERAGE WHY T-MOBILE Find   MY T-MOBILE

FINDING THE RIGHT PHONE FREEDOM OFFER

Let's start by making sure that we're putting you into the correct Phone Freedom offer. We will ask you a couple of questions which will help us make sure you get the correct reimbursement for switching to T-Mobile.

Are you bringing one of the following devices over to T-Mobile?

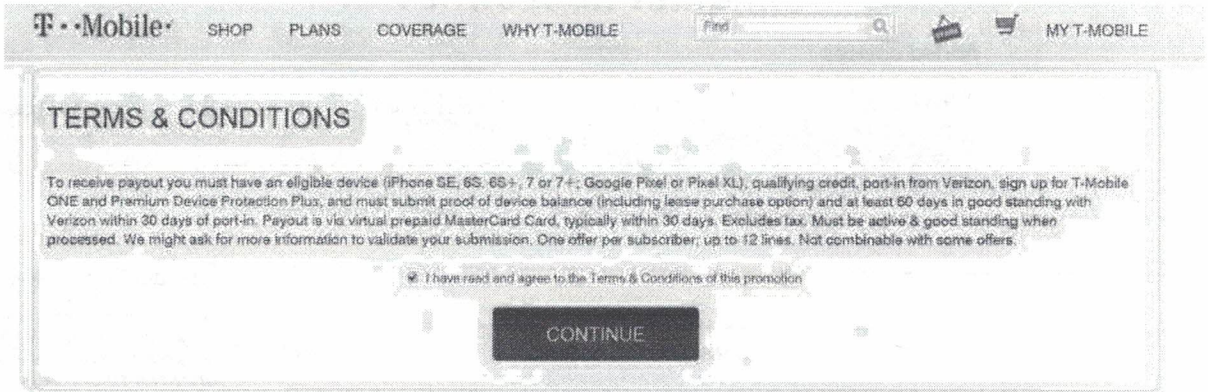
- Select Option - 

- Select Option -
 Yes
 No

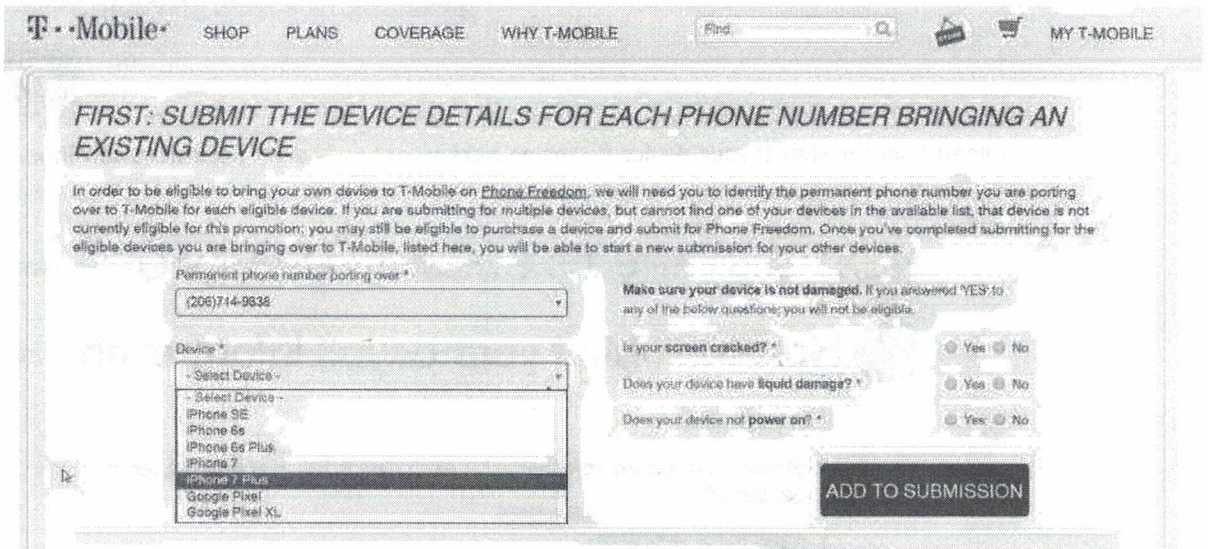
iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 7, iPhone 7 Plus, Google Pixel, Google Pixel XL

CONTINUE

6. Review the terms and conditions. Check the box for agreement and select **Continue**.



7. Select the appropriate MSISDN, choose the correct device and correctly answer all 3 device triage questions. Select Add to **Submission to add the device.**



8. Confirm the devices added to the submission are correct. Confirm the correct contact number and select **Continue.**

Added devices

Phone Number	Device	Cracked Screen?	Liquid Damage?	Won't Power On?
(206)714-9638	iPhone 7	No	No	No

Contact Phone Number *

This is the phone number that we will contact you at once your submission has been approved, or if there are any issues with your submission that may disqualify it for approval. Once you are approved, you will receive an additional confirmation of the reimbursement once the lines on your request have been active for 14 days.

(206)714-9638

CONTINUE

9. Upload a screen shot if your device financing agreement and select **Submit** to continue.

NEXT: 3 STEPS TO SUBMIT FOR PAY OFF

1 How to submit your payoff information

What you'll need:

Installment Plan details screenshot for each device being submitted, each image should include...

- Agreement start date
- Remaining balance owed
- Device make & model
- Associated phone number active on device

2 Upload an image for each phone number

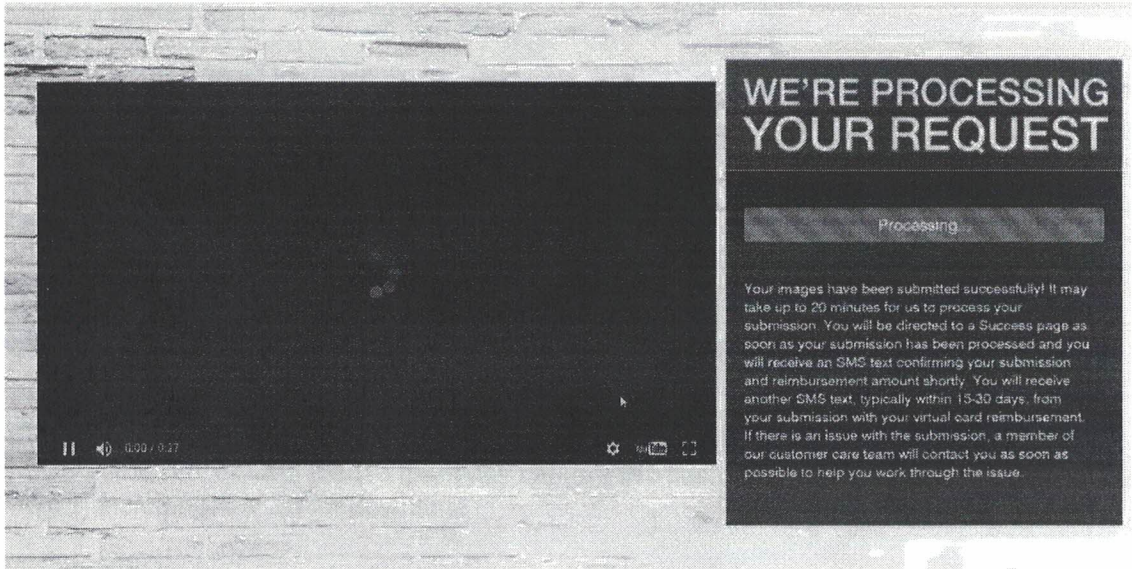
(206)714-9638

UPLOAD

3 Submit for processing

SUBMIT

10. Enjoy a short video while your request is being processed.



11. You will receive a success confirmation when your request has been approved. Note: Submissions can take up to 20 minutes for approval.

