

T-Mobile's Usage Alerts

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Helping Customers Stay Informed

- T-Mobile customers with data plans, some voice plans, and those roaming internationally receive automatic alerts as described below.
- In addition, customers have a variety of tools available to monitor balances and help them avoid exceeding their limits.
 - MyAccount
 - Free voice, text, and data alerts are available to all Android and to many other smartphone customers.
 - Short Codes
 - Postpaid customers can see voice minutes use, text message use, data use, and balances by dialing #MIN# (#646#), #MSG# (#674#), #WEB# (#932#), and #BAL# (#225#) from their wireless phones.
 - Prepaid customers can dial #999# to receive prepaid minute balances.
- All customers can get this information online and from Customer Care.

Disclosing Account Management Tools

- We strive to make it easy for our customers to manage their accounts by disclosing account management tools at point of sale and in a variety of other ways.
 - We currently promote these account management tools (1) in our brochures on message/data blocking, (2) on our website, (3) and on our devices as well.
 - We have a new consumer information section on our website that includes a section on helping consumers avoid unexpected charges, and we plan to add descriptions of new tools as we implement them.

Account Personalization

- **Family Allowances** allows multi-line customers to set upfront limits for minutes, messages, and downloads for themselves and other family members on the same plan with different limits on each phone.
- **Text Message Blocking** allows subscribers to block chargeable incoming and outgoing text messages (SMS), picture messages (MMS), Instant Messages (IM), and e-mail, as they see fit.
- **Web Guard** is available for most postpaid and FlexPaySM customer accounts to restrict access to certain adult-themed (age 18 or over) content on the handset and can be applied to multiple devices on an account.
- **Content Blocking** allows customers to block downloadable content available from T-Mobile to the handset, which can help a subscriber avoid unwanted charges from downloading such content. This feature enables a subscriber to block downloads of games, ringtones, wallpaper, and CallerTunes®.
- **Data Blocking** allows subscribers who do not have a specific data plan and do not intend to purchase data services on a per-MB basis to block all data usage by contacting Customer Care or modifying their account settings online.
- **International Roaming** can be blocked.

Unlimited Data Plans

- Customers with unlimited data plans do not incur overages, but the amount of high-speed data varies.
 - With plans from 2 GB to 10 GB, when the customer reaches the high-speed allotment, the customer receives a text message indicating that the speed threshold has been met, and data speeds automatically reduce for the rest of the billing cycle. The customer can still access the Internet for the remainder of the bill cycle and will incur no overage charges.
 - For 200 MB plans, overage charges apply, and data speeds reduce after 5 GB of usage.
- Customers can monitor use on the Web or using their phone:
 - #WEB#
 - My T-Mobile.com
 - My Account application
 - Customer Care

Limited Data Plans

- Customers receive **usage alerts** when they reach 90% of their Web service bucket – *i.e.*, customers with a 200 MB bucket will receive the usage alert message once they exceed 180 MB of use. This message goes to the end user, not primary indicator number on the account.
 - **Free T-Mobile MSG: You have used 180 MB out of your 200 MB plan. To upgrade your plan, click here.**
- Customers receive **overage alerts** once they have exceeded the Web service bucket and begin to accrue overage charges – *i.e.*, customers with a 200 MB bucket will receive the overage alert message once they exceed 200 MB used. This message is sent to the mobile number that exceeded the bucket, as well as the number listed as the primary indicator number.
 - **SMS to Subscriber: Free T-Mobile MSG: You've reached the 200 MB limit on your web plan. You'll incur \$0.10/MB for additional data you use. To upgrade your plan, click here.**
 - **SMS to Primary Indicator: Free T-Mobile MSG: One of the lines on your account, XXX-XXX-XXXX, has passed the 200 MB limit on their web plan and will be charged \$0.10/MB overage.**
- We strive to deliver alerts as close to real time as possible, but sometimes there may be a lag, e.g., if a customer is off network.

Mobile Web Pay Per Use

- Customers who access the Mobile Web for the first time receive a free text message with a link to plan details.
 - *Free T-Mobile MSG: Congratulations! You can now access the Web on your phone and pay only for data you use. To view more details, go to <http://m.Web2go.com/dsb/ppmb>.*
- Once a customer accumulates enough web usage charges to benefit from upgrading to a monthly Web feature this message will be sent.
 - *Free T-Mobile MSG: You've used over \$10 worth of data charges this month. To learn how you may save with a monthly Web plan, go to <http://m.Web2go.com/dsb/dataplans>.*

Voice Alerts

- Customers who receive voice usage alerts receive them approximately 45 minutes from their Whenever Minutes bucket being depleted.
 - *Free T-Mobile Msg: As of Aug 13 12:53 PM you are close to exceeding your WHENEVER minutes. Dial #MIN# (#646#) from your handset to view minutes used.*
- Customers also receive notifications when they have exceeded their Whenever Minutes bucket.
 - *Free T-Mobile Msg: As of Aug 20 01:50 PM you have exceeded your WHENEVER minutes allotment and additional charges will apply until Sept 03.*
- We strive to deliver alerts as close to real time as possible, but sometimes there may be a lag, e.g., if a customer is off network.

Text Messaging

- Most T-Mobile customers opt for unlimited text messaging plans.
- Those on legacy plans or who choose not have text messaging as part of their plan, incur a per-message charge.

International Roaming

- When the customer's handset registers on a foreign network, the customer will receive the following text message:

Free T-Mobile Msg: Stick Together abroad! Dial + country code + the number to place calls. Check rates or talk to T-Mobile at +1-505-998-3793.

- We then send a second text alerting the customer to the possibility of incurring charges for international data roaming:

Free T-Mobile Msg: CAUTION: Charges are higher for voice, web, e-mail & applications while roaming. Data rate is up to \$15/MB (\$10/MB in Canada).

- All of our customers – with or without international plans – receive these messages.

Additional International Roaming Alerts

Customers receive additional text messages when they incur \$50.00, \$100.00, and \$200.00 in international data roaming charges. They receive instructions for how to turn off data roaming but may continue roaming if they choose.

- At 3MB of data usage: *Free T-Mobile Msg: Your Intl Data Roaming charge in this bill cycle has reached \$50. To turn Data off, Dial #ROF# (#763#) SEND.*
- At 6MB of data usage: *Free T-Mobile Msg: Your Intl Data Roaming charge in this bill cycle has reached \$100. To turn Data off, Dial #ROF# (#763#) SEND.*
- At 12MB of data usage: *Free T-Mobile Msg: Your Intl Data Roaming charge in this bill cycle has reached \$200. To turn Data off, Dial #ROF# (#763#) SEND.*
- At 30MB of data usage: *Free T-Mobile Msg: This is the final alert in the current bill cycle. Your Intl Data Roaming charges have reached \$500. To turn Data off, Dial #ROF# (#763#) SEND.*