

SERVICE AGREEMENT (Acct. Type: Personal)

Customer				Representative		
Customer ID BAN		Monthly Bill Cycle Date		Store Name		
Today's Date		Paperless Bill		Store Phone		

SERVICE INFORMATION --- Not all features may be listed below

Activation	Start Date/ Contract End Date	Rate Plan	Included	Pay Per Use	Add-On Features	Monthly Charges	1st Month Charges
Total Monthly Recurring Charges for this Line of Service (excluding taxes and surcharges):							
Total One-Time 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 \$1.61 (subject to change without notice; plus tax) per line. This fee 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.
- If I haven't signed up for a specific data plan, I will be charged for all data used on a per MB basis (rounded up to the nearest MB) unless I opt out of data service. Data plans may also have throughput and other limits, including Rate Plan Allotments. Domestic Off-Network data Allotments are: (1) 5MB if my data plan has 1MB to 199MB's of full speed data; (2) 10MB if my data plan has 200MB to 1.99GB of full speed data; (3) 50 MB if my data plan has 2GB to 4.99GB of full speed data; (4) 100MB if my data plan has 5GB to 9.99GB of full speed data; (5) 200MB if my data plan has 10GB of data and above; or (6) 10MB if I use Mobile Web Pay Per Use.
- Unless otherwise required by law, I may request a refund of a deposit after 12 months (with simple interest at the rate required by law) if my account has remained in good standing. I agree that T-Mobile can apply deposits to any amounts I owe on any account, and T-Mobile may require me to replenish my deposit amount.
- 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 Rate Plan without paying a termination fee by going back to the original point of purchase and returning 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 Rate Plan (including any required data service in my Rate Plan column above) 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 a different Rate Plan or other service and that if I switch, I may be bound by my existing or an extended contract term (including early termination provisions and fees) and/or charged a migration fee of up to \$200 per line.**
- **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: _____