

Important Information About Your Line Service Contract

Service Pause or Cancellation Related to Long-Term Care Facility Admission

We understand that entering a long-term care facility is a major life change. This notice explains your rights under New Jersey law and what happens with your service contract.

Your Rights

- You (or your authorized representative) may pause your service if you are admitted to a qualifying long-term care facility.
 - If your stay lasts longer than 90 days, your contract will be **automatically** canceled under the law.
 - You may also request cancellation earlier if you choose.
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Your Responsibilities

When submitting a request to pause or cancel service, you must:

1. Complete this Request Form;
 2. Provide proof of admission from your long-term care facility (such as an admission letter);
 3. If applicable, provide all supporting documentation to show you are an Authorized Representative;
 4. Return all equipment (such as phones, routers, or set-top boxes) provided by us.
 - If equipment is not returned, charges may apply.
 5. If you are financing a device, any remaining balance may be accelerated and become due at cancellation.
 6. If you have Device Protection (insurance), you understand that Device Protection will be removed during a service pause or upon cancellation, you will not be eligible to file an insurance claim during that time, and Device Protection must be reinstated once service is resumed or reactivated, subject to eligibility requirements and applicable terms and conditions
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If a Representative Submits the Form

If you are unable to submit the request yourself, a representative may act on your behalf. They must include:

- The completed request form, **and**

- One of the following documents showing they are authorized to act for you:
 - Power of Attorney
 - Conservatorship Order
 - Guardianship Documents
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How to Submit

- Complete the **Standard Request Form** (included with this notice).
 - Attach your **proof of admission** (and supporting documents if a representative is submitting).
 - Return the completed package by using one of the following:
 - Email: usmilitaryerr@t-mobile.com
 - Mail: T-Mobile Customer Relations – Executive Response Team
P.O. Box 37380
Albuquerque, NM 87176-7380
 - In-Store: Use our Store Locator [Locate Your Nearest Cell Phone Store - Shop Mobile Phones Nearby | T-Mobile](#) to find a T-Mobile store near you.
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**NEW JERSEY LONG TERM CARE ACT
REQUEST FORM TO PAUSE OR CANCEL SERVICE DUE TO
ADMISSION TO LONG-TERM CARE (LTC) FACILITY**

T-Mobile Postpaid/Home Internet/U.S. Cellular (U.S.C.)

Customer (*being admitted into LTC*) information

All fields are required unless otherwise indicated. Fields marked with an asterisk (*) are optional.

- **Customer Name:** _____
 - **Service Address:** _____
 - **T-Mobile/U.S.C. Phone:** _____
 - ***Email Address:** _____
 - ***Account Number:** _____
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Authorized Representative (if applicable)

(All fields required if submitted by a representative rather than the customer)

Examples of Representatives: Power of Attorney, Executor of Estate, Legal Guardianship, or Conservatorship.

- **Representative Name:** _____
- **Relationship to Customer:** _____
- **Authorized Rep Phone:** _____
- **Authorized Rep Email:** _____

Supporting Documentation:

Check all that apply. Submission of the completed form, along with one or more of the documents listed below, is required to process this request.

- Copy of Power of Attorney
- Copy of Conservatorship Order
- Copy of Guardianship Documents

Long-Term Care Facility Admission

- **Facility Name:** _____
- **Facility Address:** _____
- **Admission Date:** ____ / ____ / ____
- **Expected Duration of Stay (if known):** _____

Service Request (check one)

Pause of Services (No charges during the pause. Service will resume upon customer request. If the Pause exceeds 90 days, service will be automatically cancelled.)

Cancellation of Services (May be requested at any time, or will occur automatically if a service pause exceeds 90 days.)

Important Notes:

Pausing or suspending service does not change Equipment Installment Plan (EIP) or device financing obligations. As a courtesy, T-Mobile will temporarily pause EIP billing during a suspension, but any paused charges will resume once service is restored in accordance with the financing agreement. If service is canceled—including automatic cancellation after more than 90 days in a long-term care facility as required by state law—any remaining equipment financing balance will become due.

If the Customer has Device Protection (insurance) on the affected line, pausing or canceling service will result in the removal of Device Protection coverage. While service is paused or after cancellation, the Customer **will not be eligible to file an insurance claim**. Device Protection must be **re-enrolled or reinstated** once service is resumed or reactivated, subject to eligibility requirements and applicable terms and conditions.

The Account Holder/Billing Responsible Party remains responsible for:

- Returning all equipment provided by the Service Provider, or paying a lawful charge for any unreturned equipment.
- Paying for any equipment purchased by the Customer, including any remaining financing balance, which may be accelerated and become due upon cancellation.

Proof of Admission (May be requested)

A service provider may require written proof of admission to a long-term care facility. If requested, any of the following will be accepted as sufficient proof:

- ✓ Admission letter or equivalent documentation from the long-term care facility
 - ✓ Physician's letter attesting that the customer has been admitted to a long-term care facility and meets the requirements under New Jersey law
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Certification and Attestation

I, the undersigned, hereby attest to the following facts:

- I am the Customer identified above, or a duly authorized representative acting on the Customer's behalf.
- The Customer has been admitted to the long-term care facility identified in this form.
- Written proof of admission, as requested, is attached (facility admission letter or physician's letter).
- During the pause period, the Company will not resume charging the Customer for a minimum of ninety (90) days.
- If the Customer remains admitted to a long-term care facility after ninety (90) days, the line will be canceled automatically without any additional line service charges.
- The Account Holder/Billing Responsible Party remains responsible for:
 - Returning all equipment provided by the Company, or paying a lawful charge for any unreturned equipment.
 - Paying for any equipment purchased by the Customer, including any remaining financing balance, which may be accelerated and become due upon cancellation.

By signing below, I affirm under penalty of perjury that the above information is true and correct to the best of my knowledge.

Signature: _____

Printed Name: _____

Relationship to Customer (if applicable): _____

Date: ___ / ___ / ____

(If submitted by a representative, include the supporting documentation checked above.)
