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# June 2009

## **BillShrink.com - Has your customer taken the T-Mobile Makeover?**

### **Visit BillShrink.com – See your options, Save Money, It's Free!**

Visit the independent website @ <http://2323.billshrink.com/>, when prompted for an email enter Your T-Mobile Dealercode@tmobile.com. For example 1234567@tmobile.com

**NEW Data Right Fit Service Policy – June 3rd Mail In Rebates are replaced with an instant rebate at point of sale.** Customers who purchase select All-In-One devices, and agree to either a 1 year or 2 year service agreement are required to have a messaging or data feature for the entire contract term. See details and business rules for the Instant Rebate requirements and IMEI spiff that was communicated separately.

**Need Mail-In Rebates?** Visit [www.tmobilerebates.com](http://www.tmobilerebates.com)

### **Upgrade fee of \$18 returned on April 15<sup>th</sup>**

Please note iCam enhancements may display a partial upgrade option. Partial upgrades are not commissionable. Please adhere to normal business rules for upgrades as communicated in the spiff notice.

### **Unlimited Loyalty Promo Plans – No end date at this time, please see pg 5**

The \$135 port-in credit offer for new lines is available as long as this Loyalty Promo is in effect.

**Port-In Offer for \$35 Activation Fee credit EXTENDED through June 30th**  
2 year contract required on rate plans \$49.99 & Up, or FamilyTime \$79.99 & Up.

**Web Connect Plan \$59.99** launched March 25<sup>th</sup> and the Total Internet Plan for Data Cards, MRC \$49.99 was Grandfathered. See Updated Data Plans and Features doc. posted to the Choice website.

## **Trade-In Update for Blackberry and HTC**

**Great customer trade in offers for Blackberry through June 30th and HTC extended through July 14th**

RIM: [www.recyclerebates.com/tm-rim](http://www.recyclerebates.com/tm-rim) and use the promocode "FlipToBlackberry"

✓ Trade in any Curve (83XX) and receive \$75 towards the purchase of any new BlackBerry

HTC: [www.recyclerebates.com/htc](http://www.recyclerebates.com/htc) and use the promo code "UptoHTC"

Customers who are interested in BlackBerry App World should be directed to RIM at <http://www.blackberry.com/appworld/support>



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## ***Get More Minutes.. More Features.. and More Service with T-Mobile:***

- ✓ **Launched April 15th. Mobile to Mobile included on \$49.99 - \$99.99 plans**
- ✓ **New \$89.99 myFaves Family Time Plan with 1800 Whenever Minutes**
- ✓ **500 additional minutes added to Family Plans \$99.99 and up**

**Looking for Data Plans?** iCAM & WATSON system enhancements now match the handset to the right Data plan or Feature.

Visit our website <http://choiceproductsusa.com/offers-and-programs-tmobile.htm>

## **February 1, 2009 T-Mobile foreign applicants can activate Postpaid**

Foreign employees often work in the United States on a qualifying visa, and T-Mobile can now activate service for them.

- ✓ Validate customers' qualifying Visa.
  - ✓ Call Activations to run the customers' credit.
  - ✓ Write down Onyx reference numbers.
  - ✓ With cover sheet, fax in a copy of the customer's visa and Onyx reference number to 1-866-870-8073.
  - ✓ After 30 minutes, call the Retail Support line to process the activation. (1-888-310-8369)
- Note: Applicants with approved visas after review can receive credit classL offer (2 lines of service).

## **T-Mobile Included Features:**

Nationwide Long Distance, Voice Mail w/Msg Alert, Caller ID, Call Waiting and Call Hold, AOL Instant messaging (on most handsets), Conference Calling, Built-in Paging, T-Mobile Address Book, Emergency Calls, Minute Messenger (#MIN), Balance Messenger (#BAL), Prepaid Balance (#999), Customer Care (611 from handset), Detailed Billing, My T-Mobile, Access to Web2Go for Ringtones, Wallpaper, Games

## **T-Mobile Postpaid No Annual Contracts (monthly)** Launched October 8, 2008

**Please remember this plan is for PRIME CREDIT CLASS CUSTOMERS!** New December 7, 2008. The Annual radio button in WATSON can now filter between Post Pay Annual contract & Post Pay Monthly (no contract) rate plans. In iCAM only rate plans the customer is eligible for will be displayed. To prevent an existing on-contract postpaid customer from accidentally being switched to postpaid monthly plans, postpaid no annual contract plans will *not* be available in ICAM.

**Rate plan descriptions for Postpaid No Annual Contract plans include the word "Monthly", which refers to the length of contract commitment: one month.**

## **NO contract, NO problem \$49.99 Unlmt'd Text & myFaves\* for FlexPay**

**The Right Fit for your customer on the \$49.99 myFaves with Messaging:**

- Customer does most of his/her talking to five numbers or fewer.
- Customer sends/receives a lot of text messages and doesn't want to worry about messaging overage.
- Customer wants the convenience of the myFaves interface.
- Customer does not need a lot of whenever minutes.

\*Promotional offer only in these Markets: Atlanta, Boston, Miami, New York Metro and Philadelphia



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**myFaves for Individuals**

– Mobile to Mobile included on Plans \$49.99 to \$99.99

myFaves plans give you unlimited calls to the five numbers you call most, as well as free domestic long distance and no digital roaming charges anywhere across the US.

Price per Month	Plan Name	Whenever Minutes	Weekend/ Night Minutes	Mobile to Mobile	myFaves Minutes
\$39.99	myFaves 300	300	Unlimited	NA	Unlimited
\$49.99	myFaves 600	600	Unlimited	Unlimited	Unlimited
\$59.99	myFaves 1000	1000	Unlimited	Unlimited	Unlimited
\$69.99	myFaves 1500	1500	Unlimited	Unlimited	Unlimited
\$109.99	myFaves 2500	2500	Unlimited	NA	Unlimited
\$139.99	myFaves 5000	5000	Unlimited	NA	Unlimited

Overage per minute is 40¢

**myFaves for Families**

1800 Min on \$89.99/ 500 extra min. added to the \$119.99 & \$139.99 plans  
Unlimited calls to the five numbers you call most. You get two lines & up to three more lines at just \$9.99 each & a shared pool of Whenever Minutes®. Effective Oct 22<sup>nd</sup> this plan now includes Mobile2Mobile.

Price per month	Plan name	Whenever Minutes	Weekend Night Minutes	Unlimited Mobile to Mobile	myFaves Minutes
\$69.99	myFaves for Families 400	400	Unlimited	Unlimited	Unlimited
\$79.99	myFaves for Families 700	700	Unlimited	Unlimited	Unlimited
\$89.99	myFaves for Families 1000	1800	Unlimited	Unlimited	Unlimited
\$119.99	myFaves for Families 2000	2500	Unlimited	Unlimited	Unlimited
\$139.99	myFaves for Families 3000	3500	Unlimited	Unlimited	Unlimited

Overage per minute is 40¢

**Individual Plans**

Get great value with the most minutes. National plans give you free domestic long distance and no digital roaming charges anywhere across the US.

Price per month	Plan name	Whenever Minutes	Overage/Min	Mobile to Mobile	Unlimited Nights & Weekends
\$29.99	Basic Non-Promo Plan	300 (no longer comes with SMS or 1MB WAP)	40¢		Unlimited Weekends Only
\$39.99	Value	600	40¢		Unlimited
\$39.99	Prime	1000	40¢		N/A
\$49.99	Individual Plus	1000	40¢	Unlimited	Unlimited
\$59.99	Individual Max	1500	40¢	Unlimited	Unlimited
\$99.99	IndividualUltra	2500	30¢		Unlimited
\$129.99	Supra	5000	30¢		Unlimited



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**Regional Individual Rate Plan-Does not include Night & Weekends**

Price per month	Plan name	Whenever Minutes	Overage/Min	Unlimited Nights & Weekends
\$49.99 Local Areas vary by Market.*	Get More 3000 Regional Rate Plan Long Distance incl. within region	3000 LD outside region 10¢/min GSM Roamin LD 20¢	35¢ GSM Roaming airtime 49¢	N/A

\* Regional\* Atlanta: GA TN AL SC FL/ Boston: MA ME NH CT/ Carolinas:NC, SC, TE, VA GA/ Connecticut: NY NJ CT MA / Miami: FL / NY Metro: NY NJ CT

**Family Time Rate Plans** 500 extra Min added to \$99.99 & \$129.99. Family matters, and so do savings! You get both with two lines & up to three more lines at just \$9.99 each. FamilyTime rate plans include unlimited mobile-to-mobile calling, and a shared pool of Whenever Minutes®.

Monthly Recurring Charge	Plan Name	Whenever Minutes Pooled	Overage/Min	Mobile to Mobile	Nights & Weekends
\$59.99	FamilyTime Basic	700	40¢	Unlimited	Unlimited
\$69.99	FamilyTime Value	1000	35¢	Unlimited	Unlimited
\$99.99	FamilyTime Plus	<b>2500</b>	35¢	Unlimited	Unlimited
\$129.99	FamilyTime Max	<b>3500</b>	35¢	Unlimited	Unlimited

*Family plan add a lines \$9.99*

*Shareable FamilyTime unlimited messaging \$19.95 for all subscribers on the account level.*

**Unlimited Plans** – As a reminder FamilyTime unlimited not available for Business accounts

Monthly Recurring Charge	Plan Name	Whenever Minutes	Night&Weekends	Messaging SMS/MMS/IM	New Contract required for Migrations
\$99.99	Individual Unlimited	Unilimed	Unlimited	Unlimited	Yes
\$149.98 Includes 2 lines of service	FamilyTime Unlimited	Unilimed	Unlimited	Unlimited	Yes
\$49.99 <b>Lines 3-5</b>	FamilyTime Add-a-Line	Unlimited	Unlimited	Unlimited	Yes

Overage per minute is 40¢



**Unlimited Loyalty Promo Plans** existing customers in all markets who meet eligibility requirements will be offered a \$49.99 unlimited **voice** calling plan (text is not included but can be added). In addition to the \$49.99 unlimited **voice** calling plan promotion, eligible existing customers who **port-in** a new line of service with a 2yr contract will receive a \$135 bill credit.

**NEW Loyalty Unlimited Plan for Prime Credit class customers with 22 plus mo. of service in good standing, launched March 2<sup>nd</sup>. Check iCAM next to customer name for indicator: "offer available"**

\$49.99	<b>Unlimited Loyalty Plan</b>	Unlimited	Unlimited	Pay per use or add a messaging bundle	May migrate w/o extending contract Only available to existing customers with Loyalty indicator in iCAM <b>Available in 2 versions: one with MyFaves Home Screen &amp; without myFaves Home Screen</b>
\$89.98 2 lines \$39.99 each add'l line	<b>Unlimited Loyalty Family Plan</b>	Unlimited	Unlimited		

**Small Business Pooling Plans with Unlimited Nights** For business customers activating with a TAX ID/ Government ID, or Individuals associated with a Business Not available for general subscribers activating with a SSN. **Add a lines 3-5 for \$9.99**

Plan Name	Monthly Access	Whenever Mintues/ Overage	Unlimited Nights & Weekend	Mobile to Mobile
Family Time 1000	\$69.99	1000 minutes pooled 35¢ per min overage	Unlimited	Unlimited
Family Time 2000	\$99.99	2000 minutes pooled 35¢ per min overage	Unlimited	Unlimited
Family Time 3000	\$129.99	3000 minutes pooled 35¢ per min overage	Unlimited	Unlimited
Family Time 4500	\$199.99	4500 minutes pooled 35¢ per min overage	Unlimited	Unlimited



**Business Enterprise Pooling Plans** Effective 8/1-

Add a lines Now \$9.99 (was \$14.99) ~ 300 SMS No longer included ~ Activation fee waived on initial group activation add'l lines \$35. **For business customers activating with a TAX ID or Government ID**

Business Enterprise Plans	Monthly Access	Shared Minutes/ Overage	Mobile to Mobile	Unlimited Nights & Weekends
National Enterprise 5 (5 lines included)	\$250	5000 minutes 25¢ ea.add'l min	Unlimited	Unlimited
National Enterprise 10 (10 lines included)	\$500	10,000 minutes 25¢ ea.add'l min.	Unlimited	Unlimited
National Enterprise 20 (20 lines included)	\$1000	20,000 minutes 25¢ ea add'l min.	Unlimited	Unlimited
National Enterprise 35 (35 lines included)	\$1750	35,000 minutes 20¢ ea add'l min.	Unlimited	Unlimited
National Enterprise 50 (50 lines included)	\$2500	50,000 minutes 20¢ ea add'l min.	Unlimited	Unlimited
National Enterprise 75 (75 lines included)	\$3750	75,000 minutes 20¢ ea add'l min.	Unlimited	Unlimited
Nat'l Enterprise 100 (100 lines included)	\$5000	100,000 minutes 20¢ ea add'l min.	Unlimited	Unlimited
Nat'l Enterprise 150 (150 lines included)	\$7500	150,000 minutes 15¢ ea add' min.	Unlimited	Unlimited
Nat'l Enterprise 250 (250 lines included)	\$12500	250,000 minutes 15¢ ea add'l min.	Unlimited	Unlimited
Nation'l Enterprise 500 (500 lines included)	\$25000	500,000 minutes (5¢ ea add'l min.)	Unlimited	Unlimited

**National Business Plans** 35¢ / min. overage

National Business	Monthly Access	Whenever Minutes	Mobile to Mobile	Weekend Min.	Text Messaging/ overage 5 ¢
National Business 300	\$29.99	300	300/ 10 ¢ ea addl	Unlimited	100 domestic text
National Bus 600	\$39.99	600	Unlimited	Unlimited	500 domestic text
National Bus 1000	\$49.99	1000	Unlimited	Unlimited	500 domestic text
National Bus 1500	\$59.99	1500	Unlimited	Unlimited	500 domestic text
National Bus 2500	\$99.99	2500	Unlimited	Unlimited	500 domestic text
National Bus 5000	\$129.99	5000	Unlimited	Unlimited	500 domestic text



## T-Mobile FlexPay

**Credit Class "N" and "U" customers cannot sign up for an Annual 1 or 2yr. Contract plans.**

**Flex Pay cannot activate Data/Sidekick Only plans, instead select a voice and add a feature.**

While entering a Flex Pay account in WATSON it will tell you the dollar amount to be collected. The screen will then link to your payment Vendor (UDC, Pre-Cash, Q-Pay or IPP). Once on the vendor payment screen enter the same amount from WATSON, do not charge a \$3 fee. DO NOT change the \$\$ amount on WATSON, simply hit "PAY". Once you confirm with payment vendor that payment has been accepted it will then automatically link you back to WATSON to continue the activation.

**At the Point of Sale....Dealers should be collecting:**

- Handset price for month to month option or discounted handset price for annual contract option
- First Month's service charge-Includes rate plan plus any optional services, taxes and fees
- A \$4.99 Control Charge per line which is waived for those customers who sign up for EasyPay

### **Flex Pay Month-to-Month**

- Customer pays full price for the handset and has no long-term commitment. There is no early termination fee. No credit check is required and a customer can have up to three lines on the account. Month-to-month contract customers must make a payment or use the phone within 90 days to avoid cancellation.

### **Plex Pay Annual contract- 1 or 2 yr options**

- If their credit qualifies them, customers can choose to pay lower handset pricing (using MIRs-consumer mail-in rebates). 1 or 2-year contract, is subject to an early termination fee. Credit class "M" customers can have up to two lines on their account. "Prime" credit class customers who choose FlexPay can get as many lines as their credit qualifies them for. Customers on an annual contract must make a service charge payment within 45 days of the last unpaid monthly payment reminder to avoid cancellation.

## Prepay Rate Plans Unlimited Nights from 7PM to 6:59AM, Unlimited M2M on T-Mobile network. MegaTones & Wallpaper Downloads \$1.49 Ea.

Rate Plan	Access Fee**	Per Minute Cost	Gold Rewards*	Messaging & Downloads
Pay As You Go	w/\$10 activation card	.33¢	Yes	IM/Text(SMS) 10¢ send/ 5¢ receive Picture(MMS) 25¢ to send/receive
Pay by the Day	\$1	.10¢	NA	IM/Text(SMS) 10¢ send/ 5¢ receive Picture(MMS) 25¢ to send/receive
Sidekick	\$1	.15¢	NA	<b>Unlimited</b> Email/IM/Text(SMS)/Web Browsing

**All Pre-Paid subscribers automatically get Long Distance** Prepaid Long Distance rates: Puerto Rico 40¢ /min Mexico or Canada 50¢ /min Guam Jamaica or island countries 90¢ /min; All other countries \$1.60/min except Tuvalu & Vanuatu islands are \$5.10/min. HotSpot Unlimited Add-On plan \$6.00 first 60 min \$0.10 per min thereafter.

## Prepay Refills Gold Rewards Refill \$100 & up and get 15% more min. plus your balance will last a yr

Refill Card Amount	Whenever Minutes	Expiration	After spending \$100 in refills	
			Gold Rewards	Expiration
\$10	30	90 days	35	1 year
\$25	130	90 days	150	1 year
\$50	400	90 days	460	1 year
\$100	1000- Automatic Gold Status	1 year	1000	1 year