

# September News 2009



## September Focus: SELL the Complete Solution

### Great Handsets

- √ Samsung Comeback – Cherry and Plum
- √ Blackberry Curve 8520 – Black and Frost
- √ HTC Touch Pro 2
- √ Samsung Gravity 2 – Pumpkin and Berry
- √ Highlight- Fire and Ice

### Data Feature Attachment

*They LOVE the handset, now sell them the benefit of the FEATURE add-ons  
Take advantage of Web2Go 30 day Free Promo & the DATA REQ features !!*

### Mobile Makeover

*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/>, your dealer code is no longer required to use the website. Exciting new enhancements to the Phone Selector Tool are now available on BillShrink.com.

- √ Now you can ask customers questions to determine which devices are the right fit for them.
- √ Choose up to four devices to compare them by their total cost of ownership.

### Promotions and Offers

BlackBerry App World website; go to RIM @ <http://www.blackberry.com/appworld/support>

BlackBerry & HTC Trade-In Promotion Extended to November 17<sup>th</sup>

- √ RIM: [www.recyclerebates.com/tm-rim](http://www.recyclerebates.com/tm-rim) and use the promocode "FlipToBlackberry"
- √ HTC: [www.recyclerebates.com/htc](http://www.recyclerebates.com/htc) and use the promo code "UptoHTC"

30 day free trial Web2Go launched July 22<sup>nd</sup> - EXTENDED through Nov 17<sup>th</sup>

- √ \$9.99 Phone First Unlimited Web Only (UNLWEB)
- √ \$9.99 Shadow Unlimited Web Only (SWUNLWEB)

### FREE Training

Sept.Products and Services Call two more opportunities Sept. 8th and 9th 10am, 1pm, 4pm  
call-in: 877-675-8638, web link : <http://tbreeze.tmobile.com/productsandservices/>

First Connect Training is a 1 day 4 hour all inclusive intro to T-Mobile. Scheduled for Sept. 15<sup>th</sup>  
Sept. 18<sup>th</sup> Oct. 6<sup>th</sup> and Oct.8<sup>th</sup>. Course will be offered at 1 pm Eastern.

Please register for First Connect Training @: <http://events.SignUp4.com/T-Mobilefirstconnect>



## Systems

### Changes to Calling Customer Care for Dealers

Starting September 13<sup>th</sup>, you will be required to utilize the Retail Support line 1-888-310-8369 when calling Care. After this date, if you call Care using any other number, including the General Care number, you will be asked to call back via the RSL. The RSL has been designed to provide a better user experience with the ability to directly reach the specific Care queue desired. The Retail Support Line will be able to connect the Sales Rep to the right group on the first call reducing unnecessary transfers. The number for the Retail Support Line is 1-888-310-8369.

### FlexPay Handset Upgrades in ICAM

A couple of quick clarifications on Payment Vendor and FlexPay upgrades:

- √ If the dealer performs a FlexPay upgrade in ICAM, the customer will be being charged an \$18 upgrade fee. The dealer must collect the fee from customer and process thru payment vendor.
- √ The \$18 upgrade fee, after collected by dealer, will be swept from dealer's bank account by the payment vendor.
- √ Upgrades have to be performed in ICAM in order to receive compensation. (2yr required)

### Connection Manager for Apple Computers Aug 24<sup>th</sup> download Action Steps

- √ Check to see if customers purchasing webConnect data sticks plan to use the product primarily on Apple computers.
- √ If customers do plan to use their data stick primarily on Apple computers, inform them that they can download an Apple-compatible version from T-Mobile.com beginning August 24.

## Plans & Features

**Data Right Fit Service Policy** – Continues from June 3<sup>rd</sup> **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 IMEI Instant Rebate payout requirements that has been communicated separately.

### **All-in One Handsets are:**

BlackBerry Curve 8320, BlackBerry 8900, T-Mobile Dash, BlackBerry 8820, BlackBerry Curve 8520, Sidekick Slide, Sidekick LX, Sidekick LX 2009 (3G), Sidekick LX LE Tony Hawk, Sidekick 2008, T-Mobile myTouch 3G, T-Mobile G1, T-Mobile Touch Pro2, T-Mobile Dash 3G, T-Mobile Wing

**\$39.99/1000min Plan Expired August 25<sup>th</sup>**

**Business National Enterprise Pooling Plans- Effec July 1<sup>st</sup>** B2B offers are not commissionable.

## **Looking for Data Plans?**

iCAM & WATSON system enhancements now match the handset to the right Data plan or Feature. Don't Forget to enter the IMEI and click **'VALIDATE'**  
Visit our website <http://choiceproductsusa.com/offers-and-programs-tmobile.htm>



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## Pricing

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

Please note [tmobilerebates.com](http://tmobilerebates.com) requires an IMEI and mobile number to download the MIR form.

**Free T-Mobile \$25 Pre-Pay refill card** Beginning July 15 - September 8, customers who activate a new prepaid account at dealer locations may complete a mail-in gift with purchase form and receive \$25 Free Refill Card, postmarked no later than September 30<sup>th</sup> to receive the offer. The mail-in gift with purchase form will be available at [www.tmobilerebates.com](http://www.tmobilerebates.com).

## Activation Tips:

**FLEXPAY** – To ensure commission pay-out Must be done in WATSON 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

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

**Please remember this plan is for PRIME CREDIT CLASS CUSTOMERS!** The Annual radio button in WATSON (effec.12/7/08) can 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. 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.**

**REMINDER: No Annual Contract add-a-lines are commissioned at 1XMRC**



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## Upgrade fee of \$18 returned on April 15, 2009

### 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).

### Recap of news you may have missed:

**Dealer Security Project** T-Mobile Dealer Security Team will begin reaching out to dealers to schedule the installation of new Security Software. This program is designed to help protect our authorized dealers from fraudulent activities.

**New Paper Bill Charge September 12th,** T-Mobile will charge existing eligible customers \$1.50 per BAN to receive paper bills (summary and detailed). This is in addition to the \$1.99 detailed paper bill charge, for a total of \$3.49 per BAN for detailed paper bills.

**New Content Blocking Feature - August 12th** a new Content Blocking feature will be available to all customers free of charge to provide customers the ability to block content downloads such as games, ringtones, CallerTunes, and wallpapers. New SOCs will be available for the BAN or Subscriber level and new features will be available for Prepaid customers.

### **FlexPay Monthly payment reminders discontinued August 11<sup>th</sup>**

### **NEW-FlexPay Unlimited Loyalty offer August 9th - Special Actions Required**

***Rate Plan Migrations:*** Sales reps will not be able to change qualifying FlexPay customers to the Unlimited Loyalty rate plan in ICAM and must call the Retail Support Line (1-888-310-8369) to complete all rate plan changes.

- √ Sales reps will not be able to activate existing customers on the Unlimited Loyalty plan using the Add to Existing Customer or New Account for Existing Customer paths in WATSON. They must call Activations to activate the new account for eligible, existing FlexPay customers on the Unlimited Loyalty plan and have the indicator added to the new account.

**REMINDER:** *Commissions are not generated on any FlexPay that is not activated in the system*

**Required Data Feature Update in ICAM/WATSON Effective August 9<sup>th</sup>**, to help reps choose the correct contracted data feature, all data features whose descriptions start with REQ will now appear **bolded and in red font** in Watson and iCAM. This update is intended to increase compliance with adding the correct data features until system enhancements are in place.



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**New Data Plans Launched July 28<sup>th</sup> – new myTouch added.**

See also device specific plans for Android, Mobile G1, BlackBerry, Smartphone and Total Internet (Windows Mobile) and Phone First devices. **UPDATED: Sidekick** – now 300 text messages on standalone plan. \$24.99 add-on feature no longer includes text messages.

**myTouch Warranty Clarification**

Only Retail & TPR can sell the "myTouch 2 Year warranty" due to the ability to do in-store warranty exchange. However, all channels can sell regular PHP. The myTouch 2 Year warranty has the same coverage as the PHP Warranty Only (\$1.99/mo) covering manufacturers defect. The best coverage option for customers is the PHP Bundle(insurance + warranty) only \$5.99/mo

**Outlook synchronization is now available for the Sidekick LX 2009**

- √ Sidekick Sync for \$4.99 per month launched July 28<sup>th</sup> and can be found in the Download Catalog.
- √ A Sidekick data plan is required in order to download the application.
- √ Note: Sidekick Sync is only supported on Sidekick LX 2009 devices. There are no plans at this time to support older Sidekick devices.

**Summer Samsung Sweepstakes Beginning July 21<sup>st</sup>** T-Mobile is excited to partner with Samsung to offer an alternative promotion for customers who received notification about the now-cancelled Ultimate Texting Challenge (UTC). [www.ultimatetexting.com](http://www.ultimatetexting.com)

**Handset Upgrade Waiting Period beginning July 8<sup>th</sup>** To help reduce the risk of fraud, customers will have to wait 15 days after a handset upgrade to request another upgrade. Please note iCam enhancements may display a partial upgrade option. **Partial upgrades are not commissionable.** Please adhere to normal business rules for upgrades.

**Text Message for MIR Status** for customers submitting Mail in Rebates. Effec. July 1<sup>st</sup> T-Mobile will send a free text message to customers with their MIR status update.

**FlexPay Billing system** updated on June 21<sup>st</sup>, system enhancements were made to automatically credit FlexPay customers' accounts if they cancel service during the Buyer's Remorse period. Do not refund FlexPay customers if they cancel service during Buyer's Remorse, the amount will be credited by T-Mobile.

**Backdating Sytem Update** effective June 18<sup>th</sup> the ability to backdate rate plans for customers is no longer an option. Dealers may now only future date rate plan changes. **Downgrading a rate plan (moving to a lower MRC) cannot be done in iCAM.** All downgrade requests must be called into Customer Care.

**Regulatory Programs Fee Increase.** On June 10, the fee increased from \$0.86 to \$1.21 per line, per cycle. The Regulatory Programs Fee is used to help offset costs T-Mobile incurs from complying with local, state, and federal telecommunication regulations, such as E911.

**Loyalty Port-In Offer ENDED June 30<sup>th</sup>** The \$135 port-in credit for new line of service 2yr contract