

September 2009

All Markets

## DataLock Feature - Instant Handset Rebate

**IMEI Instant Handset Rebate Spiff Replaces MIRs on these handsets:**

**REQ SOC codes are subject to change as T-Mobile introduces new Data Features to match updated devices. LOOK for System enhancements coming mid-September to help you match the right feature to the handset.**

Eligible Handsets & Rebate Amount		
<p><b>Sell the Complete Solution! Add the features that benefit the customer.</b> CLICK on VALIDATE IMEI for the correct feature to display.</p>		
Eligible Handsets	REQ Feature Available	Instant handset Rebate Spiff Amount
BlackBerry Curve 8320, BlackBerry 8900	<ul style="list-style-type: none"> <li>• BB Unlimited Web &amp; Messaging \$34.99</li> <li>• BB Unlimited Web \$24.99</li> <li>• Unl. BB E-mail (Enterprise BIS &amp; BES) \$29.98</li> <li>• Message Value Bundle Unlimited \$14.99</li> </ul>	<b>\$100</b>
T-Mobile <a href="#">Dash</a>	<ul style="list-style-type: none"> <li>• Smartphone Unlimited Web &amp; Messaging \$34.99</li> <li>• Smartphone Unlimited Web \$24.99</li> <li>• Message Value Bundle Unlimited \$14.99</li> </ul>	<b>\$100</b>
BlackBerry 8820, BlackBerry Curve 8520	<ul style="list-style-type: none"> <li>• BB Unlimited Web &amp; Messaging \$34.99</li> <li>• BB Unlimited Web \$24.99</li> <li>• Unl. BB E-mail (Enterprise BIS &amp; BES) \$29.98</li> <li>• Message Value Bundle Unlimited \$14.99</li> </ul>	<b>\$50</b>
Sidekick Slide, Sidekick LX, Sidekick LX 2009 (3G), Sidekick LX LE Tony Hawk, Sidekick 2008	<ul style="list-style-type: none"> <li>• Sidekick Unlimited Web &amp; Messaging \$34.99</li> <li>• Sidekick Unlimited Web \$24.99</li> </ul>	<b>\$50</b>
T-Mobile myTouch 3G	<ul style="list-style-type: none"> <li>• myTouch Unlimited Web &amp; Messaging \$34.99</li> <li>• myTouch Unlimited Web \$24.99</li> </ul>	<b>\$50</b>
T-Mobile G1	<ul style="list-style-type: none"> <li>• Android Unlimited Web &amp; Messaging \$34.99</li> <li>• Android Unlimited Web \$24.99</li> </ul>	<b>\$50</b>
T-Mobile Touch Pro2, T-Mobile <a href="#">Dash 3G</a> , T-Mobile Wing	<ul style="list-style-type: none"> <li>• Smartphone Unlimited Web &amp; messaging \$34.99</li> <li>• Smartphone Unlimited Web \$24.99</li> <li>• Message Value Bundle Unlimited: \$14.99</li> </ul>	<b>\$50</b>

**Payout:** All 1 or 2 year "REQ" Contract Data Features with MRC ≥ \$14.99 initiated with Activations & Upgrade Renewals.

**Look for a "REQ" in WATSON and iCAM to identify the correct feature SOC needed to ensure that you are eligible for pay-out.**

**>>>> Business Rules Updated 9/15/09:**

**Dealers may add the REQ SOC during the commission month the activation/upgrade is processed on an ALL-IN-ONE device. For example a 9/12 activation has a DATA REQ SOC added 9/22 this is now eligible for pay-out.**

**Feature REQ SOC Codes must be activated to be eligible for Handset instant rebate payment:** Please note that you must activate the above handsets with a Contract Data Features for BOTH New Activation & Upgrade/Renewals. Handsets require a Feature REQ SOC MRC ≥ \$14.99.

**IMEI Validation/Payout Rules- IMEIs must be captured correctly to be paid!**

- Unique IMEI will be paid out once only.
- The IMEI of the handset must match T-Mobile's shipment record. – Arbitrage Handsets are not eligible.
- The handset IMEI must match what was entered into WATSON/iCAM. The IMEI entered must be found on the network and used within 7 days of the activation/upgrade.
- If the handset is not used within 7 days, activation will not receive the handset instant rebate payout.

### **NOTE on IMEI Instant Handset Rebate Spiff:**

Customers are committing to locking the data feature in with the contract terms.

Required 'REQ' features that generate the IMEI instant handset rebate cannot be removed.

**Updated 9/15/09:** REQ SOCs must be attached the same calendar month as the "contract" activation or upgrade to qualify for pay-out.

### **Business Rules -**

- This instant rebate is paid out on top of the feature pay-out.
- Since this instant rebate spiff is replacing Mail-In-Rebate, this spiff cannot be combined with other Mail-In-Rebate offers.
- The IMEI of the handset and REQ Feature must be included in the record of Activation to be eligible for instant rebate.
- This REQ feature is part of the contract customer is agreed. These Features cannot be removed other than cancelling entire service.
- This feature with SOCs specified above is part of contract customer is agreed. These Features cannot be removed other than canceling entire service.
- Chargeback: This instant rebate is paid out on a "Data Feature" Any removal of the Data Feature will result in a chargeback.
- T-Mobile reserves the right, in its discretion, to chargeback the IMEI Instant rebate if T-Mobile determines, in its discretion, that any fraudulent activity has occurred.

### **FAQs:**

**Question:** What happens if a customer calls Care inside 120 days and downgrades from \$24.99 to \$14.99 "Required" Message Value Bundle plan?

**Answer:** For G1 & Sidekick customers, care will not allow migration. For other devices, if migration happens, Dealer will be charged back the Feature Commission. However as long as the customer keeps at least a \$14.99 "Required" Message Value Bundle plan, Dealer would keep the \$100/\$50 Instant Handset IMEI Rebate Spiff.

**Question:** Will Dealers be commissioned if they accidentally activate the "unlocked" Non-Required feature in Watson?

**Answer:** Dealers would NOT receive \$100/\$50 IMEI Rebate on an "unlocked" Non-REQ feature.

**Question:** Will Dealer be commissioned if a BlackBerry Customer with an existing \$24.99 Data SOC upgrades equipment and agrees to a new \$24.99 2YC Locked SOC?

**Answer:** The Dealer would receive \$100/\$50 IMEI Rebate and the Feature Commission Payment (as if it were a new attachment).

**Question:** What happens if the original activation was done by a dealer and an equipment upgrade takes place inside 120 days of activation through Care, what happens with my commission?

**Answer:** The Dealer would be charged back the Feature Commission Payment and the \$100/\$50 IMEI Rebate.

**Question:** If Dealers accidentally selects the "unlocked" Non-Required feature in ICAM, on an eligible upgrade will they be commissioned?

**Answer:** Dealers will receive the current upgrade compensation however Dealers will not receive the \$100/\$50 IMEI Instant rebate on an "unlocked" Non-REQ feature.

**Question:** Will there be a chargeback if the upgrade takes place inside the 120 day chargeback window?

**Answer:** Dealers will be charged back the Feature Commission Payment and the \$100/\$50 IMEI Rebate (unless customer selects \$14.99 or above Data Feature).

**Question:** What if a customer changes their rate plan or downgrades data plans once outside of 120 days?

**Answer:** There will be no commission impact.

### **REMINDER:**

**T-Mobile G1, T-Mobile myTouch 3G and Sidekick are not eligible for pay-out if you add a REQ \$14.99 SOC**