

October 2009

All Markets

DataLock Feature - Instant Handset Rebate

System enhancements updated iCAM/WATSON in September to help you match the right feature to the handset.

Sell the Complete Solution! Add the features that benefit the customer.

Eligible Handsets & Rebate Amount MATCH THE FEATURE TO THE HANDSET		
CLICK on VALIDATE IMEI for the correct feature to display.		
Eligible Handsets	REQ Feature Available	Instant handset Rebate Spiff Amount
BlackBerry Curve 8320, BlackBerry 8900	<ul style="list-style-type: none"> • BB Unlimited Web & Messaging \$34.99 • BB Unlimited Web \$24.99 • Unl. BB E-mail (Enterprise BIS & BES) \$29.98 • Message Value Bundle Unlimited \$14.99 	\$100
BlackBerry 8820, BlackBerry Curve 8520	<ul style="list-style-type: none"> • BB Unlimited Web & Messaging \$34.99 • BB Unlimited Web \$24.99 • Unl. BB E-mail (Enterprise BIS & BES) \$29.98 • Message Value Bundle Unlimited \$14.99 	\$50
Sidekick Slide, Sidekick LX, Sidekick LX 2009 (3G), Sidekick LX LE Tony Hawk, Sidekick 2008	<ul style="list-style-type: none"> • Sidekick Unlimited Web & Messaging \$34.99 • Sidekick Unlimited Web \$24.99 	\$50
T-Mobile myTouch 3G	<ul style="list-style-type: none"> • myTouch Unlimited Web & Messaging \$34.99 • myTouch Unlimited Web \$24.99 	\$50
T-Mobile G1	<ul style="list-style-type: none"> • Android Unlimited Web & Messaging \$34.99 • Android Unlimited Web \$24.99 	\$50
T-Mobile Touch Pro2, T-Mobile Dash (reduced 10/01/09) T-Mobile Dash 3G, T-Mobile Wing	<ul style="list-style-type: none"> • Smartphone Unlimited Web & messaging \$34.99 • Smartphone Unlimited Web \$24.99 • Message Value Bundle Unlimited: \$14.99 	\$50

REQ SOC codes are subject to change as T-Mobile introduces new Data Features to match updated devices.

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.



ATTENTION DEALERS: New Business Rule:

REQ Features must be added the same calendar month as the upgrade/activation to qualify for the IMEI handset rebate.

Feature REQ SOC Codes must be added 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. Refer to above chart for the feature that matches the handset.

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 same calendar month of the activation/upgrade.
- If the handset is not used within same calendar month, 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. REQ SOC's 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 SOC's 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.

REMINDER:

T-Mobile G1, T-Mobile myTouch3G and Sidekicks are not eligible for pay-out if you add a REQ \$14.99 SOC

FAQs:

Question: Will the Dealer be commissioned if an RPS Rep activates a Data Lock SOC **after** the month of the activation or upgrade?

Answer: No, in order to receive the Data feature Instant Discount Spiff, the Data Lock SOC **must** be added on the same calendar month of the activation/upgrade. The system is set up to payout only if the activation was completed at initial activation or upgrade.

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 a "REQ" \$14.99 or above MRC 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.