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## October Focus: Data Feature Add-Ons

**30 Days FREE WEB2GO PROMO ongoing till Nov 17<sup>th</sup> –**

**\$9.99 Unlimited Web Feature for phone first devices**

*Why lose your commission by having the customer call into T-Mobile Care later to add the feature?*

**EASY to SELL... It's FREE!**

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

### **Data Feature Attachment**

***They LOVE the handset, now sell them the benefit of the FEATURE add-ons  
Take advantage of 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.

### **FREE Training**

- √ October Products and Services Call two more opportunities october. 13th and 14th 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. Please register for First Connect Training @: <http://events.SignUp4.com/T-Mobilefirstconnect> Course will be offered at 1 pm Eastern. **Check the registration website for available dates.**

### **EARN Classroom training in October 2009 –**

Requires RSVP and advance registration. Contact Choice to register

October 15th and 22nd @ 11am --- 665 Broadway, 10012

October 20th @ 11am --- 135 Pinelawn Rd, Melville NY

### **Promotions and Offers**

**BlackBerry App World direct customers 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"



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## Trade In/Trade Up Program

Click on this link to register: <https://www.recyclerebates.com//t-mobile> Enter your dealer code and zip code. Questions: call 1-888-418-1508 Or email: [tradein@twsmail1.com](mailto:tradein@twsmail1.com)

1) Mail-In-Rebate The store associate will complete the trade-in paperwork for the customer in the store. The customer will then mail the phone back and receive the check directly from the Trade-In Center.

2) In Store Credit The Trade-In credit will be applied to customer's in store invoice as an immediate discount and the dealer will collect the used device and later submit to the Trade-In-Center for payment from TWS

## Systems

### ICAM Family Plan Upgrade Issue

While performing handset upgrades on family plans, ICAM will allow features to be added. However, the feature will not save even if the feature prints on the Service Agreement. Teams are working to correct this issue. Until this issue is resolved, follow the steps below to complete a handset upgrade and to add features.

1. From the Subscriber detail screen click **Handset Upgrade**
2. Enter Password
3. Enter IMEI, click **Change IMEI**
4. In the Renewal/Upgrade screen select either new price plan, or Extend Contract Only
5. In the Contract Extension drop down, select desired contract term  
**Note:** At this point, add-on features will populate on the right of the screen. Do not add any add-on features here even if you are upgrading a customer to a device that requires data service. You will add contracted features at the end of the upgrade.
6. Click **Next**
7. In the Renewal/Upgrade Confirmation Screen click **Save**
8. Service Agreement displays
9. Print Service Agreement
10. System will return you to Subscriber Detail Screen
11. Click **Add/Delete Features**
12. Add desired features

**Important:** If you are upgrading customers to a device that requires data service, contracted data features will display. You must add them at this point, prior to finishing the session. If data features are not added the next time you log back into the line only non-contracted features will display. If this occurs, call Customer Service to have the contracted feature added.

This issue does not affect upgrades on Individual plans. Features added during the upgrade path for Individual plans should be processed as normal.



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## **SideKick Danger Outage October 2009**

Customers have been credited automatically with a free month of data service.. and service has been restored to virtually all customers the weekend of October 11<sup>th</sup>.

Continue to advise customers to **not** reset their device by removing the battery or letting their battery drain completely, as any personal content that currently resides on your device may be lost. T-Mobile is also posting initial tips and suggestions to help customers rebuild personal content on the T-Mobile Sidekick Forums, (<http://www.t-mobile.com/sidekick>). Check in on a regular basis to access the latest updates, as well as FAQs regarding this service disruption.

## **FlexPay \$5 Payment Processing Fee** – October 15<sup>th</sup>

FlexPay customers will be charged \$5 for payments processed over the phone with Customer Service representatives beginning October 15. This change will affect credit/debit card payments and electronic check payments.

Note: Prepaid coupon refills and FlexAccount funds transfers will not be impacted.

Transactions exempt from the \$5 fee:

- Payments on Cancelled/Written Off Accounts
- Payments on Suspended accounts to restore service
- Speech IVR/Payment Vendor Outages
- EasyPay set up
- Handset Upgrade payments
- Rate plan/feature change payments

## **September 13 System Release: What Changed?**

### **Data Service Policy System Update**

- √ On September 13, system updates were made to help enforce the Data Service Policy.
- √ Customers who activate, add a line, or upgrade to select all-in-one devices and agree to a 1 or 2 year contract will be required to have the appropriate data feature for the life of the contract.

### **Watson Updates:**

- √ When contracted data features are displayed one must be selected before you can proceed to the next step.
- √ Only the appropriate contracted and non-contracted data feature for the device displays when an annual contract term or month-to-month contract term is selected for all-in-one devices.

### **ICAM Updates:**

- √ The contracted data feature will display when changing the data feature of customers who have a contracted data feature that is still under contract.
- √ The non-contracted data feature will display when changing a data feature of customers who has a contracted data feature and their contracted has ended.

### **Upgrades**

- √ Data features are able to be added during the upgrade.
- √ If the upgrade results in a contract extension and the device requires data service, contracted data features will be displayed. A contracted data feature must be selected to complete the transaction.



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## **RPS Courtesy Credit Policy Changes**

- Beginning September 8, non-ERP and non-Limited dealers will no longer be able to call Customer Care to request Sales Courtesy Credits.
- These dealers will instead e-mail their requests to [CourtesyCredits@t-mobile.com](mailto:CourtesyCredits@t-mobile.com). A team will determine the validity of the request, and process reasonable requests (i.e., T-Mobile error). Unreasonable requests will be rejected (i.e., non-T-Mobile error, referral credits, dealer-sponsored promotions, etc.).

## **First Bill Changes for New Customers**

- √ Beginning September 13, the first bill cycle for newly activated postpaid customers will close on the first allowable bill cycle date.
- √ Today, new customers do not have their first bill due until 55 days after activation. By reducing the amount of time new customers can build up excessive charges before receiving their first bill, we will reduce churn and written-off accounts.
- √ FlexPay, Business, and existing customers will not be affected by this change.

## **Green Perks Go Green with Mobilize**

Green Perks is a free downloadable application, which delivers discounts on green products and services directly to customers' handsets. Refer customers to the [Mobilize Web site](#) to download the Green Perks application and learn how to Go Green.

## **T-Mobile Green Account**

- √ Green Accounts are free and simplify billing for customers.
- √ Green Accounts combine three paper savings options in one hassle-free package:
  - Paperless Billing
  - EasyPay
  - E-mail Updates
- √ Saving paper means saving trees:
  - T-Mobile and Arbor Day will plant one tree for each Green Account.
  - By Going Green, T-Mobile customers have help plant over 800,000 trees.

### **T-Mobile Handset Recycling Program**

- √ Program recycles old devices or disposes of them in a Green way
- √ Handsets/data devices from any carrier are accepted
- √ 100% net proceeds are donated to T-Mobile Huddle Up

## **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.



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### **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

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

## **Did you know Data Plans & Rate Plans are posted to the web ?**

**Looking for Data & Rate Plans?** [See Offers and Programs >Carrier Rate Plans > T-Mobile](#)  
**Looking for T-Mobile Rebates?** [See Offers and Programs > Rebates](#)

## **Mail in Rebates**

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

Please note tmobilerebates.com [requires an IMEI and mobile number](#) to download the MIR form. Generic mail In rebate forms replaced handset specific forms October 1, 2009



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## 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!**

**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**

### **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 class L offer (2 lines of service).