

STANDARD COVID-19 RESPONSE FAQ TO TELECOMMUNICATIONS PROVIDERS FOR MASSACHUSETTS RESIDENTS

Answered on May 26, 2020

T-Mobile encourages consumers to visit T-Mobile's [COVID-19 Response webpage](#) and Sprint's Covid-19 webpage at <https://www.sprint.com/en/landings/covid-19.html> which provide the latest information related to our COVID-19 efforts. Please note, on March 23, 2020, T-Mobile launched its lowest cost smartphone plans to keep people connected during the COVID-19 crisis – for details related to those prepaid plans see: <https://prepaid.t-mobile.com/prepaid-plans/connect>. In addition, T-Mobile via its Metro by T-Mobile brand is offering prepaid customers additional mobile hotspot data on smartphone plans thru June 30, 2020 – details can be found at <https://www.metrobyt-mobile.com/ongoing-updates-covid-19?icid=home|March15|ongoing>. Lastly, T-Mobile's subsidiary Assurance Wireless, a Lifeline provider in the Commonwealth, is providing 20 GB of data to such customers thru June 30, 2020 – details can be found at <https://www.assurancewireless.com>.

Per instructions provided, we have noted in the responses any product line differences. Unless otherwise noted, the response for T-Mobile customers applies to Sprint customers.

The FCC's Keep Americans Connected Pledge

Q. Did T-Mobile sign the FCC's Keep Americans Connected Pledge?

Response: Yes.

Q. When did T-Mobile's Pledge period start? When does it end?

Response: T-Mobile signed on to the FCC's Pledge on March 13, 2020. On April 27th, T-Mobile announced it was extending its commitment to the FCC's Pledge through June 30, 2020.

Q. Does T-Mobile plan to extend the Pledge, or portions of the Pledge, at all?

Response: T-Mobile extended its commitment to the FCC's Pledge through June 30, 2020.

Shut Offs

Q. What is T-Mobile's shut-off policy during the Pledge time period?

Consistent with the FCC Pledge, T-Mobile pledges to not terminate service to postpaid wireless, residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic.

Q. How can I qualify to avoid having my service shut off?

If you are unable to pay your bill as a result of COVID-19 contact T-Mobile by dialing 611 or 1-800-937-8997 and Sprint by dialing 1-888-211-4727 to discuss options and avoid termination of service under the FCC Pledge. If you've previously contacted us and obtained relief that is ending, contact us again if you need continued assistance.

Q. Do I need to opt-in to the shut-off part of the Pledge or will I automatically be protected from shut offs?

Response: If you are unable to pay your bill as a result of COVID-19 contact T-Mobile by dialing 611 or 1-800-937-8997 and Sprint by dialing 1-888-211-4727 to discuss options and avoid termination of service under the FCC Pledge. If you've previously contacted us and obtained relief that is ending, contact us again if you need continued assistance.

Q. I am behind on my bills, or I know I will not be able to pay my current or upcoming bill by the due date listed on my bill. I am worried my service will be shut off.

Do I need to contact T-Mobile to prevent shut off, and if so, how can I contact the company?

Response: If you are unable to pay your bill as a result of COVID-19 contact T-Mobile by dialing 611 or 1-800-937-8997 and Sprint by dialing 1-888-211-4727 to discuss options and avoid termination of service under the FCC Pledge. If you've previously contacted us and obtained relief that is ending, contact us again if you need continued assistance.

Q. My broadband and/or telephone service has been shut off.

How do I get my service turned back on?

Response: If you did not contact us regarding COVID-19 hardship prior to service interruption, then you can call T-Mobile by dialing 611 or 1-800-937-8997 and Sprint by dialing 1-888-211-4727 to request reinstatement of service.

Q. I am unable to pay my bills during T-Mobile's Pledge period.

When will I be expected to pay my unpaid bills once the Pledge period is over?

Response: Upon expiration of the Pledge period, your unpaid balance will become due. However, we will continue to work with customers impacted by COVID-19 on a case-by-case basis to manage account issues and hardships.

Q. Will T-Mobile offer a payment plan for my unpaid bills beginning now or once the Pledge period is over?

Response: If you are past due you can set up a T-Mobile payment arrangement [online](#), dial 611 from your T-Mobile device or call 1-800-937-8997 to speak to your Team of Experts to find the best solution for you. For Sprint call 1-888-211-4727. If you've

previously contacted us and obtained COVID-19 relief that is ending, contact us again if you need additional options.

Q. When will T-Mobile begin shutting customers' service off again?

Response: If you've previously contacted us and obtained COVID-19 relief that is ending, contact us again if you need additional options to stay current on your bill and avoid service interruption.

Late Fees

Q. What is T-Mobile's late-fee policy during the Pledge period?

Response: As part of the FCC pledge, T-Mobile pledged to waive any late fees that residential or small business customers may have otherwise incurred due to their inability to pay their bill due to disruptions caused by the coronavirus pandemic.

Q. How can I qualify for waived late fees?

Response: T-Mobile customers that have requested and obtained relief under the FCC Pledge will not be charged late fees in accordance with the Pledge.

Q. Do I need to opt-in to the late-fee waiver part of the Pledge or will my late fees automatically be waived?

Response: T-Mobile customers that have requested and obtained relief under the FCC Pledge will not be charged late fees in accordance with the Pledge.

Q. I am behind on my bills, or I know I will not be able to pay my current or upcoming bill by the due date listed on my bill. I am worried about late fees.

Do I need to contact T-Mobile to seek waiver of any late fees. If so, how can I contact T-Mobile?

Response: T-Mobile customers that have requested and obtained relief under the FCC Pledge will not be charged late fees in accordance with the Pledge.

Q. When will T-Mobile begin charging late fees again?

Response: If you've previously contacted us and obtained COVID-19 relief that is ending, contact us again if you need additional options to stay current on your bill and avoid late fees.

Changes in Broadband/Wireless Service

Q. Has T-Mobile made any changes to its data caps or data speeds for my broadband/wireless service?

Response: Yes. T-Mobile customers on non-unlimited data plans have unlimited data on their smartphones through June 30, 2020 (excluding roaming).

For customers on plans with smartphone mobile hotspot, you can add 20 GB (10 GB per bill cycle) to your plan through June 30, 2020.

Q. I'm worried that I can't pay my broadband/wireless bill by the due date.

Will I experience any change in my data caps or data speeds as a result?

Response: No.

Q. More people are working from home and communicating online.

Does T-Mobile have enough bandwidth to accommodate everyone? Will I experience any service issues as a result of this increased demand?

Response: Our network is performing incredibly well. We have teams working 24/7 to ensure it continues to perform for all our customers, even under times of anticipated heavier traffic. T-Mobile continues to take important steps to help ensure everyone across the country can stay connected during this critical time. We have established agreements with multiple spectrum holders to temporarily light up additional 600 MHz spectrum during this crisis, expanding network capacity for customers across the country.

Q. If T-Mobile lowers my data caps or data speeds for any reason during this crisis, will T-Mobile notify me?

Response: T-Mobile is not lowering data caps or data speeds.

Q. I am afraid I can no longer afford my current service plan with T-Mobile, but I currently have a contract with T-Mobile.

Will I be charged any fees for canceling my broadband/wireless service or switching to a less expensive plan?

Response: T-Mobile does not require consumer or small business customers to sign annual service contracts.

Q. I need to cancel my broadband/wireless service because I can no longer afford it due to this crisis.

Will T-Mobile charge me a reinstallation or reconnection fee if I reestablish service in the future?

Response: If you ended your service due to impacts of COVID-19, please contact T-Mobile at 1-800-937-8997 or Sprint at 1-888-211-4727 regarding available options for reinstatement of service without incurring a fee.

Cable Television

Q. I have cable service with [company].

Does the Pledge apply to cable service as well?

Response: Not applicable

Q. I have bundled cable and broadband and/or telephone service with [company].

If I am unable to pay my bills, will [company] shut off my cable service during the Pledge period?

Response: Not applicable

Q. I live in an area where I cannot get access to digital channels over the airwaves, even with a digital antenna.

Will [company] keep me on basic service cable even if I am unable to pay my bills?

Response: Not applicable

Q. I have bundled cable and broadband and/or telephone service with [company], and I am worried about incurring late fees during this time.

Does the late-fee waiver in the Pledge apply to my bills, even though those include charges for cable service?

Response: Not applicable

Q. I can no longer afford my cable service plan, but I have a contract with [company] for this plan.

Will I be charged any fees for canceling my cable service or switching to a less expensive plan?

Response: Not applicable.

Q. I can no longer afford my cable service plan due to this crisis.

Will [company] charge me a reinstallation or reconnection fee if I reestablish service in the future?

Response: Not applicable

Q. I am still being charged a Regional Sports Fee as part of my cable bill, but no new sports are being broadcast.

Why am I still being charged this fee? Does [company] have any plans to reimburse me for this fee?

Response: Not applicable

Cellphone Leasing/Purchase

Q. I currently pay T-Mobile a monthly fee for the purchase/lease of my cellphone.

How does the Pledge affect these payments? Am I at risk of losing my cellphone if I cannot pay my bills?

Response: If you have requested and obtained relief under the FCC Pledge, device payments are treated in the same manner as service charges. While they will remain payable, your account will not be impacted by your inability to pay those charges during the FCC Pledge period and you will retain use of your device.

Q. My monthly cellphone purchase/lease payment is significant, and I am worried I will not be able to pay after the Pledge period is over.

Is T-Mobile offering any payment plans related to cellphone purchase/lease amounts that weren't paid during the Pledge period?

Response: Upon expiration of the Pledge period, T-Mobile will continue to work with customers impacted by COVID-19 on a case-by-case basis to manage account issues and hardships.

Q. I can no longer afford the monthly fee for the purchase/lease of my cellphone.

Am I able to trade in my current cellphone for a less expensive cellphone, and if so, will I be charged any type of termination or change fee?

Response: Upon expiration of the Pledge period, T-Mobile will continue to work with customers impacted by COVID-19 on a case-by-case basis to manage account issues and hardships.

Q. I can no longer afford the monthly fee for the purchase/lease of my cellphone.

Can I cancel my wireless service and return my cellphone to T-Mobile without incurring any termination fee, change fee, or further monthly fees?

Response: Upon expiration of the Pledge period, T-Mobile will continue to work with customers impacted by COVID-19 on a case-by-case basis to manage account issues and hardships.

Wi-Fi Hotspots

Q. T-Mobile offered to open its Wi-Fi hotspots during the Pledge period.

What does this mean?

Response: Not applicable

- Q. How can I locate the Wi-Fi hotspots that T-Mobile is making publicly accessible during the Pledge period? Does T-Mobile have a map available of all Wi-Fi hotspots?**

Response: Not applicable

Low-Income Programs

- Q. What current programs does T-Mobile offer to low-income customers that need access to broadband and/or telephone services?**

Response: T-Mobile launched T-Mobile Connect, an affordable prepaid plan that provides unlimited talk and text plus 2GB of high-speed smartphone data for \$15 per month and 5GB for \$25 per month (with no qualification required). For additional information visit: <https://prepaid.t-mobile.com/home>

T-Mobile's subsidiary, Assurance Wireless is a Lifeline provider in Massachusetts.

- Q. Who qualifies for these broadband and/or telephone low-income assistance programs?**

Response: T-Mobile Connect prepaid plans do not require any qualification. Please visit www.assurancewireless.com for further information on Lifeline eligibility.

- Q. How can I sign up for these broadband and/or telephone low-income assistance programs?**

Response: For T-Mobile Connect, please see details at <https://prepaid.t-mobile.com/home>.

For information about Assurance Wireless' Lifeline offerings, please go to www.assurancewireless.com .

- Q. Does T-Mobile offer any cable service packages for low-income households? If so, what are they?**

Response: Not applicable

- Q. Does T-Mobile participate as a provider in the FCC's Lifeline Program?**

Response: Yes, via Assurance Wireless in Massachusetts. For more information please visit www.assurancewireless.com .

- Q. What benefits can I receive as a T-Mobile customer through the Lifeline Program?**

Response: Please visit www.assurancewireless.com to learn more about the Lifeline program.

Q. I am a current Lifeline customer with T-Mobile.

Will I be asked to certify or verify my Lifeline eligibility during the Pledge period?

Response: No.

Contacting T-Mobile During COVID-19

Q. What is the best way to contact T-Mobile with any questions or concerns during the COVID-19 crisis?

Response: T-Mobile customers can contact us by dialing 611 from their phone or through the T-Mobile app or come into a T-Mobile retail store, where available. For Sprint, customers may chat via the Sprint app or call 1-888-211-4727.

Q. I am worried that customer service phone lines will be overloaded.

Does T-Mobile offer live chat or other Internet-based assistance with live customer service personnel?

Response: Yes. T-Mobile offers customer service messaging through the T-Mobile App and our website, as well as customer service through T-Mobile's social handles, such as Twitter, Facebook, etc. For more ways to contact us, visit: <https://www.t-mobile.com/contact-us>. For Sprint, customers may chat via the Sprint app or call 1-888-211-4727.

Technical Assistance and Social Distancing

Q. What precautions is T-Mobile taking to maintain social distancing during service calls and at its stores?

Response: T-Mobile continues to practice social distancing and enhanced sanitization procedures in our stores for our teams and customers. T-Mobile has implemented in-store and curbside pickup for customers to help support social distancing guidelines. For more details, please see <https://www.t-mobile.com/brand/ongoing-updates-covid-19#customers> or <https://www.sprint.com/en/landings/covid-19.html>.

Other Assistance Programs

Q. Is T-Mobile offering any other programs or assistance to Massachusetts residents during the COVID-19 crisis? If so, what are they?

Response: On May 21, 2020, T-Mobile followed up on its earlier merger announcement to launch the T-Mobile Connecting Heroes Program, a ten-year commitment to provide

free unlimited talk, text and smartphone data to every public and non-public state and local, police, fire and emergency medical service agencies. These programs will provide state and local budget savings worth approximately \$7 billion over the next decade – assisting communities seeking opportunities to address budget concerns caused by COVID-19 or enabling further support of our nation’s first responders. [See Press Release dated 05/21/20: Connecting Heroes: <https://www.t-mobile.com/news/connecting-heroes>]

Q. What steps is T-Mobile taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis?

Response: T-Mobile has increased the data allowance for free to schools and students using our EmpowerED digital learning program to ensure each participant has access to at least 20GB of data per month. In addition, Sprint’s 1 Million Project customers received an additional 10GB of data thru June 30, 2020.

Q. What steps is T-Mobile taking to help health care workers stay connected to patients and incorporate telemedicine into their practice during the COVID-19 crisis?

Response: In partnership with the Veterans Administration, the largest integrated health care system in the country, T-Mobile is helping to expand access to health care, including telehealth services, for some 9 million military veterans served by the VA and we are supporting the rapid expansion of its network for Community-Based Outpatient Clinics. [See Press Release 05/22/20 VA Partnership: <https://www.t-mobile.com/news/t-mobile-stands-strong-with-us-department-of-veterans-affairs>].