

# T-Mobile Customer Information

Thank you for choosing Costco.com as the place to purchase your wireless phone. This letter provides a summary of information with answers to some of the most commonly asked questions regarding wireless phone service and an outline of member responsibilities. Please feel free to contact our customer service team if you have additional questions regarding your purchase. They can be reached at (888) 369-5931 from 6 AM to 6PM pacific standard time Monday – Friday or via email at [OnlineSupport@WirelessAdvocates.com](mailto:OnlineSupport@WirelessAdvocates.com).

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## T-Mobile Cancellation Policy

T-Mobile gives all customers a 14-day<sup>1</sup> (including date of purchase) trial period<sup>2</sup> to try out the phone and T-Mobile service without incurring an early termination fee. If the service is cancelled after the 14-day trial period, T-Mobile will charge the subscriber an early termination fee per line of service as follows:

- **\$200.00** if service is canceled with more than 180 days remaining on the term
- **\$100.00** if service is canceled with 91 to 180 days remaining on the term
- **\$50.00** if service is canceled with 31 to 90 days remaining on the term
- **\$50.00** or the monthly recurring charges, whichever is less, if service is canceled within the last 30 days of the term

If the subscriber chooses to cancel service, the phone must be returned in a complete, like-new condition with all accessories, box, and instructions in accordance with Wireless Advocates return policy in order to complete the cancellation process. **All applicable fees, prorated access charges<sup>3</sup>, taxes or other charges that accrued to the account through the termination date and equipment return date are the responsibility of the subscriber.** Any rebates associated with a handset that has been returned will not be honored.

<sup>1</sup>California residents have a 30 day trial period (from date of purchase)

<sup>2</sup> New activations and upgrades without a rate plan change qualify for the trial period. Upgrades with rate plan changes do not qualify for the trial period.

<sup>3</sup>Service cancelled any time after the 14-day trial period will incur charges for the full billing cycle and are not eligible for a prorated refund.

*The handset(s) you purchased reflects a discount that is based on activation. If for any reason you cancel your service or your service is terminated within 90 days of activation, the handset(s) you purchased should be returned in accordance with Wireless Advocates return policy so that we can continue to offer a value to Costco members.*

## Costco.com Cellular Phone Return Policy

To return your purchase, please contact our customer service team. Please do not return your purchase to a Costco warehouse. Costco.com's return policy for cellular phones is 90 days from date of purchase. Within 90 days you may receive a refund on the handset itself. However, if you cancel service outside of the 14-day T-Mobile trial period you are responsible for any fees (see T-Mobile Cancellation Policy above). All phone(s) must be returned in a complete, like-new condition with all accessories, box, and instructions. Within the 90-day period a defective/non-working phone may only be exchanged for the exact same model. Costco.com does not sell replacements for broken or damaged phones. Phones may not be returned or exchanged for a different model. All cellular phone purchases require either a new 2-year activation agreement or a qualified upgrade. **Upgrade customers:** if you return your device to Costco.com, you may purchase another phone at the time of return from Costco.com. If you do not purchase another device from Costco.com at the time of return, you will only be able to replace your device at a T-Mobile retail store.

## T-Mobile Phone Repair or Replacement

For defective phones beyond T-Mobile's 14-day\* return policy but within the 1-year Manufacturer Warranty, T-Mobile offers a replacement program. Please call 1-800-937-8997. T-Mobile will be able to troubleshoot the problem for you and advise you of your options. If T-Mobile diagnoses that your phone is defective, they can send you a replacement phone. T-Mobile will send a prepaid shipping envelope to return the defective phone. **T-Mobile offers separate Wireless Phone Protection to cover lost, stolen or damaged equipment. If interested in this service, please contact your carrier directly upon activating your phone.**

## T-Mobile Activation Fee

A \$35.00 activation fee will appear on your first bill for each new activation. As an exclusive to Costco members, you will receive a service activation credit to reimburse you for the activation fee on your new 2-year service agreements. The \$35.00 service activation credit appears on your bill 2-3 months after initial service is established. Upgrades do not qualify for this credit.

## T-Mobile Billing Cycle

**Pro-rated Minutes:** Your rate plan provides included minutes, based on a 30 day billing cycle. Therefore, if you activate service in the middle of a billing cycle, you will receive a prorated amount of minutes based on the number of days your service is active during your billing cycle.

**Pro-rated Monthly Bill:** If you activate service mid-cycle your monthly access charge will be prorated. Your first bill will contain a prorated amount based on the difference between your billing cycle and activation date and the monthly reoccurring charge for the next full month (in advance). If you have questions about the billing cycle, your wireless service agreement will list your activation date. You can also call T-Mobile Customer Care for details at 1-800-937-8997. If a handset is lost or stolen, a replacement can be obtained through T-Mobile directly.

## T-Mobile Upgrades

- 1-year contract customers qualify for an upgrade at 11 months into your contract.
- 2-year contract customers qualify at 22 months into their contract.
- T-Mobile charges an \$18 upgrade fee when customers upgrade to a new handset. The fee applies to upgrades to new devices and is per line – primary and secondary.
- An eligible customer qualifies for any applicable rebates when they sign a 2-year contract extension after meeting the above time limit qualifications.

## Mail-In Rebates and Service Activation Credits

Wireless Advocates offers two types of rebates – Carrier Rebates and Wireless Advocates Rebates (administered by Stuart Lee). Here are some general reminders regarding your rebates:

1. Thoroughly read the instructions on each rebate form within 24 hours of receiving them via email. Submit your rebate within the deadline stated on the rebate form. If a rebate is received without proper paperwork or past the deadline, it may be denied.
2. Be sure that your rebate is completely filled out and all wireless phone numbers are listed on your rebate form(s). Please print your name and address clearly (do not abbreviate) to ensure proper issuance of your rebate check.
3. Carrier rebates often require that you send in your UPC code located on the box of your phone. Please do not throw away the box until you verify that your particular rebate does not require this. We suggest you make a copy of the paperwork you submit and send the original rebate form along with your Costco receipt, service agreement, and any other documents as required.
4. When mailing your rebates, please verify that each rebate is mailed to the proper address. You may use one envelope per mailing address. Be sure to include proper postage – a typical package will require two postage stamps.
5. Our rebate vendor (Stuart Lee) will not accept certified mail. Please send your rebate via regular mail or ask your post office for alternative options that allow tracking without signature.

## Tracking Your Rebates

T-Mobile customers can check the status of their rebates at [www.tmobilerebates.com](http://www.tmobilerebates.com).

## Wireless Advocates Rebates (mailed to Stuart Lee)

Wireless Advocates rebates can be tracked online at [www.stuartleerebates.com](http://www.stuartleerebates.com). Enter Wireless Advocates or Costco when prompted to enter the name of the company from which you bought your phone. Rebates can be tracked using the ID Number found at the bottom of your rebate form(s) or by the phone number and zip code. Members can expect to receive their payment(s) within **16 weeks** after you have submitted your rebate. Your rebate will be mailed on a postcard style check (see below). If you have not received payment by that time and a status cannot be found online, contact your wireless kiosk. It will take approximately 5 business days to do additional research regarding your rebate.