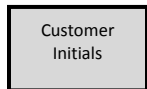


T-Mobile Customer Information

Thank you for choosing Shopmyexchange.com as the place to purchase your wireless device. This letter provides a summary of information with answers to some of the most commonly asked questions regarding wireless devices/services and an outline of customer responsibilities. Please feel free to contact our customer service team if you have additional questions. We can be reached at (866) 374-0804 from 6am to 6pm pacific standard time Monday-Friday or via email at emcsupport@wirelessadvocates.com. In the event that this document contradicts the T-Mobile Wireless Customer Agreement with respect to the T-Mobile Wireless service, the T-Mobile Wireless Customer Agreement shall take precedence.

T-Mobile Wireless Cancellation Policy

T-Mobile gives all customers a 14 day¹ (from date of purchase) trial period² to try T-Mobile service without incurring an early termination fee. If the service is cancelled after the 14 day¹ 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 device(s) must be returned in a complete, like-new condition with all accessories, original packaging and instructions. All applicable fees, prorated access charges³, 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.

¹ In California, T-Mobile customers are subject to a 30 day trial period (from date of purchase).

² 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.

³ 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.

Military Exchange 14-Day Return Policy

The Military Exchange return policy for wireless products is **14 days¹ from date of purchase**. Within 14 days you may receive a refund on the product itself and cancel service without incurring an early termination fee. If service is canceled after the 14 day trial period, you will be responsible for any applicable early termination fees (see T-Mobile Cancellation Policy above for details). Returned products must be in complete, like-new condition with all original packaging, accessories, and instructions. SIM card sales are final due to possible confidential information saved after activating a device.

¹ In California, T-Mobile customers are subject to a 30 day return period on T-Mobile products to be consistent with the T-Mobile California trial period.

Military Suspension

Military customers who deploy or are transferred to an area without T-Mobile service have the ability to suspend service for up to 39 months to avoid the hassle of cancelling service and having to pay activation fees upon return. Verification of deployment or transfer may be required. Please visit <http://aafesmobile.com/index.cfm/go/content/do/militaryDeploymentPage> for details.

Military Personnel Discount

T-Mobile offers a discount to qualifying customers on recurring service charges, not including overage costs, long distance, roaming, taxes, fees or other charges. Please visit <http://aafesmobile.com/index.cfm/go/content/do/militaryDiscountPage> for details.

T-Mobile Repair or Replacement

For defective devices beyond the Military Exchange 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 device is defective, they can send you a replacement device. T-Mobile will send a prepaid shipping envelope to return the defective device.

Note: Wireless Advocates offers the ServicePak handset protection to provide coverage above and beyond the standard Manufacturer's Warranty. This service is available at time of handset purchase.

T-Mobile Activation Fee

A \$35.00 activation fee will appear on your first bill for each new activation. As a Military member benefit, 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.

T-Mobile Upgrades

T-Mobile charges an \$18 Upgrade fee on upgrades to new handset devices for primary and secondary lines. If you return your device to the Exchange Mobile Center, you may purchase another device at the time of return from the Exchange Mobile Center. If you do not purchase another device from the Exchange Mobile Center at the time of return, you will only be able to replace your device at a T-Mobile retail store.

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, you can contact T-Mobile Customer Care for details at 1-800-937-8997.