

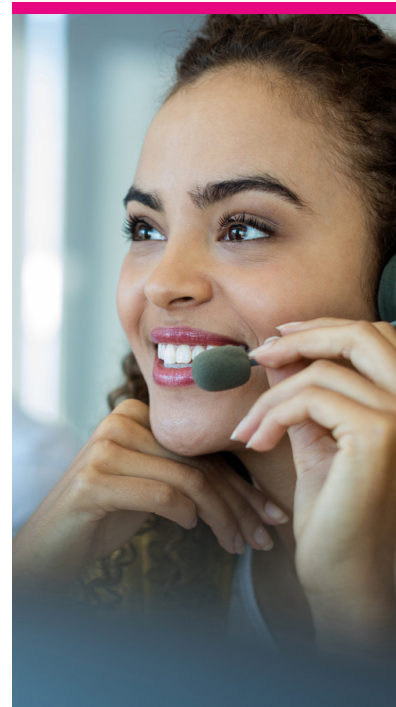


# T-MOBILE RESPONDS TO COVID-19

Our hearts reach out to all Americans in this time of need. In response to the novel coronavirus, we are doing everything we can to keep our customers and employees connected and safe. We have ramped up network performance, expanded capacity, and activated emergency response plans we hoped never to have to employ. To keep you informed of fast-moving developments, we are providing regular updates in our [newsroom](#) and have launched a new customer response [webpage](#).

## Ensuring Our Customers Stay Connected.

- T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days.
- Providing T-Mobile and Metro by T-Mobile customers on smartphone plans with hotspot data an **additional 20 GB of mobile hotspot / tethering service for the next 60 days.**
- Working with our **Lifeline partners to provide customers extra free data up to 5 GB of data per month over the next two months.**
- Offering **free international calling for ALL current T-Mobile and Metro by T-Mobile customers to Level 3 impacted countries.**
- **T-Mobile Puerto Rico will offer the same programs and follow the same policies as the T-Mobile US, except for EmpowerED, which is not offered in Puerto Rico.**
- T-Mobile is continuing to take steps to help ensure everyone across the country can stay connected during this critical time, and we **announced agreements with multiple other 600 MHz spectrum holders to effectively double T-Mobile's total 600 MHz LTE capacity across the nation.** This boost will help ensure T-Mobile, Metro by T-Mobile and partner customers stay connected during this critical time. We're **also expanding roaming access for Sprint customers to use the T-Mobile network.**



## Keeping Americans Connected.

T-Mobile signed on to the FCC's **Keep Americans Connected Pledge**, in which companies make a pledge which includes a commitment to:

- **Not terminate service to any residential or small business customers** because of their inability to pay their bills due to disruptions caused by the coronavirus pandemic and;
- **Waive any late fees that any residential or small business customers incur because of their economic circumstances** related to the coronavirus pandemic.

- Thanks to the FCC, we are also **rapidly expanding our network capacity for customers with compatible devices for the next 60 days by deploying 600 MHz spectrum from multiple licensees in many markets who have given us permission to use their spectrum during this emergency**



## Keeping Our Kids Connected.

- **Increasing the data allowance for free to eligible schools and students using our EmpowerED** digital learning programs to ensure each participant has access to at least 20 GB of data per month for the next 60 days starting March 13, 2020.

- Expanding our highly discounted education service plans—**T-Mobile Distance Learning Program—available to public school districts throughout the country**, also for the next 60 days.



## Helping Our Communities.

T-Mobile has been mobilizing response and relief efforts in every area of our business to ensure that we continue to provide the connectivity that is crucial during these challenging and unique times. We also take our responsibility to give back seriously, particularly in times of need.

- T-Mobile has entered into **hundreds of partnerships with K-12 school districts around the United States to provide significantly reduced data plans with Unlimited connectivity and content filtering.** These partnerships have accommodated over **400,000 students** who do not have internet access or an internet connected device at home.
- T-Mobile is **giving up to \$500,000 to Feeding America through T-Mobile Tuesdays**, a program that thanks customers with exclusive offers every Tuesday.
- With the help of customers through the T-Mobile Tuesdays app on March 17, the company **will give \$1 per click** on the Feeding America card with a minimum of \$300,000 up to a total of \$500,000.
- The **T-Mobile Foundation is giving \$100,000 to the COVID-19 Response Fund hosted by the Seattle Foundation**, which will rapidly deploy resources to community-based organizations at the frontlines of the coronavirus outbreak in the greater Seattle and Puget Sound region.

## Keeping Our Employees Safe and Customers Safe.

T-Mobile takes our designation by the government as a critical communications infrastructure provider seriously and continues to evaluate the steps we need to take as a business to align guidelines from State, Local and Federal Government agencies with what's best for our customers and our employees.

- T-Mobile will temporarily close approximately 80% of its company-owned retail stores until at least March 31st.
- The stores that remain open, which are distributed across the country, will operate on reduced schedules and only stay open for eight hours each day – from 10 am to 6 pm local time for most stores
- At stores and Care facilities, **hygiene and sanitization efforts will remain a priority.**

**Please visit our website for additional and on-going updates:**

**<https://www.t-mobile.com/brand/ongoing-updates-covid-19>**