



# MOBILE COMPANIES

## RESPONSE DURING TO COVID-19 CRISIS



Helping You Work and Learn Remotely – Businesses, universities and schools can keep their teams and classrooms connected through conference calls and video conferencing with Cisco Webex Meetings with AT&T for 90-days, and seamlessly forward calls to both mobile and landline phones with AT&T IP Flexible Reach.

Distance Learning - AT&T is underwriting expenses for a "one-stop" resource center to support eLearning Days from the State Educational Technology Directors Association (SETDA) available to all educators in schools to help them handle school closures and the increase in virtual learning due to COVID-19.

Service will not be cancelled if customers cannot pay on time. For the next 60 days (as of March 13, 2020), AT&T won't terminate service and will waive late payment fees of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic.

Additionally, waiving domestic wireless plan overage charges for data, voice, or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic.

Late fees or data overage charges waived because of the impact by COVID-19.

Economic hardships as a result of the coronavirus pandemic.

AT&T is keeping connection 24/7. As part of this effort, will waive:

- late payment fees for wireless, home phone or broadband residential customers
- domestic wireless plan overage charges for data, voice or text for residential wireless customers
  - The waiver applies to these fees or charges incurred between March 13, 2020, and May 13, 2020, due to economic hardship related to the coronavirus pandemic.
  - Waiver request: Have your user ID and password ready and click below to submit a waiver request: <https://att.com/help/covid-19/waive-overage-fee/>

### AT&T, for Schools:

- <https://about.att.com/pages/COVID-19.html>

- offering savings to schools to support eLearning

- New customers in education can connect and collaborate with AT&T Office@Hand-Premium at no cost

- Qualifying schools activating new lines on qualified data-only plans for school-issued tablets, 4G LTE-enabled laptops and hotspot devices will get the wireless data service at no cost for 60 days.

- <https://www.business.att.com/content/dam/attbusiness/collateral/att-wireless-broadband-accessmylan-education-offer-flyer.pdf>

- Making AccessMyLAN for the qualified lines available at no cost for 60 days. This services allows school administrators to manage the internet sites their students can access to help protect them from unsafe content, as well as to block malicious sites, malware, and hacking attempts.

-AT&T Office@Hand Premium powered by RingCentral available at no cost for eligible new customers in K-12 education for up to 60 days. This enables schools to quickly activate video meetings and always-on chat groups where teachers and students can share files and collaborate on assignments.

- <https://www.business.att.com/content/dam/attbusiness/collateral/att-office-at-hand-health-edu-premium-promo.pdf>

- Launched a \$10million Distance Learning and Family Connections Fund to give parents, students, and teachers tools they need for at-home learning. The fund launched with a \$1million contribution to Khan Academy.

- [https://about.att.com/story/2020/distance\\_learning\\_family\\_connections.html](https://about.att.com/story/2020/distance_learning_family_connections.html)

- To help keep families connected AT&T is funding 60 days of free access to unlimited usage of Caribu, a video-calling application that allows family members to read, draw, and play games with one another while in distant locations.

-[https://caribu.com/utm\\_source=Partnerships&utm\\_medium=Press&utm\\_campaign=AT%26T%20-%20COVID19](https://caribu.com/utm_source=Partnerships&utm_medium=Press&utm_campaign=AT%26T%20-%20COVID19)

- Expanded their low-cost option for home Internet service, the Access from AT&T program, now households participating in the National School Lunch Program and Headstart are eligible.

- [https://www.att.com/shop/internet/access/?\\_gl=1\\*\\_bpkvio\\*\\_gcl\\_aw\\*R0NMLjE1ODU2ODUwODluQ2owS0NRancxSXYwQlJEYUFSSXNBR1RXRDF0dzRzckVhdEctbzZRZG1jRk5oamF0ektWczVqc2JPTk9yc3lnam0tT3hEVmh3alhHMkQyWWFBbjltRUFMd193Y0I.\\*\\_gcl\\_dc\\*R0NMLjE1ODU2ODUwODluQ2owS0NRancxSXYwQlJEYUFSSXNBR1RXRDF0dzRzckVhdEctbzZRZG1jRk5oamF0ektWczVqc2JPTk9yc3lnam0tT3hEVmh3alhHMkQyWWFBbjltRUFMd193Y0I.#!/](https://www.att.com/shop/internet/access/?_gl=1*_bpkvio*_gcl_aw*R0NMLjE1ODU2ODUwODluQ2owS0NRancxSXYwQlJEYUFSSXNBR1RXRDF0dzRzckVhdEctbzZRZG1jRk5oamF0ektWczVqc2JPTk9yc3lnam0tT3hEVmh3alhHMkQyWWFBbjltRUFMd193Y0I.*_gcl_dc*R0NMLjE1ODU2ODUwODluQ2owS0NRancxSXYwQlJEYUFSSXNBR1RXRDF0dzRzckVhdEctbzZRZG1jRk5oamF0ektWczVqc2JPTk9yc3lnam0tT3hEVmh3alhHMkQyWWFBbjltRUFMd193Y0I.#!/)



Verizon clients experiencing hardship because of COVID-19 and cannot pay their bill in full, Verizon will not charge a late fee or terminate their service during this difficult period. This policy is currently in effect through May 13, 2020. To qualify, clients must inform Verizon that they are experiencing hardship by completing a short form online. There's no need to contact Verizon to confirm receipt of the submitted form, your account will be updated accordingly.

Verizon clients currently registered for Auto Pay and want to temporarily pause this feature, can do so by managing their Auto Pay settings.

Verizon is offering free international long distance calling to many countries impacted by COVID-19. This offer includes customers on both prepaid and postpaid plans until 4/30/20.

Verizon is offering additional Mobile hotspot data.

Verizon is automatically adding 15 GB of data across nearly all of their plans, to be used between 03/25/2020 and 04/30/2020. To be eligible, Verizon clients must be on a qualifying postpaid (unlimited or shared), Jetpack or prepaid plan:

- For Unlimited Data Plans
  - 15 GB of 4G LTE data will be added to a plan’s existing 4G LTE Mobile Hotspot allotment (most unlimited plans include 15GB or 20GB of 4G LTE Mobile Hotspot data standard)
  - Eligible plans include: The Verizon Plan Unlimited, Go/Beyond/Above Unlimited Plans, Start/Play More/Do More/Get More Unlimited Plans
- For Shared Data Plans
  - 15 GB of 4G LTE shared data will be added (can be used for Mobile Hotspot, or any other connected device using the shared data plan)
  - Eligible plans include: More Everything Plans, Verizon Plans 1.0 and 2.0 (e.g., S, M, L, XL, XXL), Just Kids
- For Jetpack - Unlimited or Metered Plans
  - 15 GB of 4G LTE data will be added
- For Prepaid
  - All monthly plans with a data allowance: 15 GB of 4G LTE data will be added to monthly metered Smartphone (can be used for Mobile Hotspot), Jetpack and Tablet device plans

Note: Verizon clients sharing accounts, all lines on the account will share the data. If each line on their account has its own plan, each will receive its own data.

Between 03/20/2020 and 04/30/2020, customers on a postpaid calling plan that has a fixed amount of minutes, won't be charged voice overage fees if customers go over. Eligible customers will receive a text message with additional information.

**Verizon, for Schools:**

<https://www.verizon.com/about/news/covid-response-customers>

<https://www.verizon.com/about/news/public-sector>

- Starting in April Verizon Wireless and Fios customers get 60 days of free access to educational resources such as Quizlet, Bookful, Chegg, and Epic!

- Verizon runs something called Verizon Innovative Learning, which launched in 2012. Since then, the company has committed a total of \$400 million in helping under-resourced communities bridge the digital divide. They provide free technology, internet access, and a technology-infused curriculum

- They have tripled the data allowances for all students and teachers in the learning programs. From March 16-June 30, the data plans on all laptops and tablets within the program will have additional connectivity.

- <https://www.verizon.com/about/responsibility/verizon-innovative-learning>

- The Verizon Innovative Learning Schools Connection website has a number of resources and tips to prepare for and implement digital learning plans

- <https://vilsconnection.org/>

- Verizon donated \$5million to No Kid Hungry to ensure children from low-income families still have access to healthy meals while their schools are closed.





T-Mobile is committed in supporting their customers during this COVID-19 crisis. Please visit their website [here](#). T-Mobile has created various documents that can you stay connected.

#### SUPPORT

### COVID-19 (Coronavirus) customer updates

<https://www.t-mobile.com/support/account/covid-19-updates>

During this unprecedented time, you have T-Mobile's commitment to help you stay connected as we all navigate through uncharted territory. As we continue to closely monitor the effects of COVID-19, we recognize that your wireless device plays a key role in maintaining business and social connections. Here's how we are currently helping! (Offers available through May 13)

#### DIRECTIONS FOR ADDING THE COVID-19 RESPONSE – HIGH SPEED SMARTPHONE MOBILE HOTSPOT DATA FEATURE FOR EACH LINE:

##### CONSUMER - My T-Mobile Website

- Log in through [www.my.t-mobile.com](http://www.my.t-mobile.com).
- Select the box "Get Started"

#### 20GB hotspot data—at no extra cost.

We're helping you stay connected with an additional 10GB of smartphone mobile hotspot data per bill cycle for the next 60 days.

Get started

- Under "Manage Add-Ons" Scroll down to Hotspot and Data Extras and select the COVID-19 Feature

##### Hotspot and Data Extras



COVID-19 Response – High-speed Smartphone Mobile Hotspot Data

Free

- Select continue to save



### T-Mobile Connect Launches Early to Help the Most Vulnerable in America Get and Stay Connected

The launch of T-Mobile Connect comes on the heels of additional [moves](#) T-Mobile recently made to ensure customers stay connected. T-Mobile is also:

- Giving all current T-Mobile and Metro by T-Mobile customers as of March 13, 2020 who have legacy plans without unlimited high-speed data, unlimited smartphone data for the next 60 days (excluding roaming).
- Starting March 20, 2020, providing eligible T-Mobile and Metro by T-Mobile customers on smartphone plans with hotspot data an additional 20GB of smartphone mobile hotspot (10GB per bill cycle for the next 60 days) for each voice line.
- Working with our Lifeline partners to provide customers extra free data up to 5GB of data per month through May 13, 2020.
- Increasing the data allowance for free to schools and students using our [EmpowerED](#) digital learning programs to ensure each participant has access to at least 20GB of data per month through May 13, 2020.
- And [much more](#).

In addition, T-Mobile has successfully deployed [additional 600 MHz spectrum](#) on loan from multiple companies, effectively doubling total 600 MHz LTE capacity across the nation. This boost will help ensure T-Mobile, Metro by T-Mobile and partner customers can stay connected during this critical time.

Starting March 25, you can learn more about T-Mobile Connect online at <http://prepaid.t-mobile.com> and learn more about Metro offers at [www.metrobyt-mobile.com](http://www.metrobyt-mobile.com).

Learn about other 5G for Good moves slated to launch with the New T-Mobile at <http://www.t-mobile.com/5g/new-t-mobile-uncarrier-t-0>.



Connect: Plus taxes & fees. \$10 SIM starter kit may be required. Domestic use only. After allotted high-speed data is used, data unavailable until next bill cycle for Connect plans and the \$15 Metro plan, not eligible for unlimited data or 10GB hotspot features. For unlimited plans, T-Mobile customers using >5GB/mo. & Metro customers using >35GB/mo. may notice reduced speeds during congestion. Metro customers may notice reduced speeds vs. T-Mobile customers due to data prioritization. On all plans, video streams at 480p. Unlimited on device and on network only. On-device usage is prioritized over tethering usage, which may result in higher speeds for data used on device. Tethering speeds vary by plan. 5G: Capable device required. Coverage not available in some areas. Download only. Some uses may require certain plan or feature. See details at [t-mobile.com](http://t-mobile.com).

\*Plus sales tax and activation fee. Requires new line of tablet service. Not valid in CT/RJ/Mari Dade.

##### About T-Mobile US, Inc.

As America's Uncarrier, T-Mobile US, Inc. (NASDAQ: TMUS) is redefining the way consumers and businesses buy wireless services through leading product and service innovation. Our advanced nationwide 4G LTE network delivers outstanding wireless experiences to 88 million customers who are unwilling to compromise on quality and value. Based in Bellevue, Washington, T-Mobile US provides services through its subsidiaries and operates its flagship brands, T-Mobile and Metro by T-Mobile. For more information, please visit <http://www.t-mobile.com>.

### COVID-19 Education Solutions for the State of Connecticut

T-Mobile for Education is here to help.

With COVID-19 getting worse by the day and much of America shutting down, T-Mobile wants to help anyway we can. We just created some new short-term Education programs to help students stay connected during these difficult times.

##### K-12 Education Program pricing & plans

Our EmpowerED program has been updated to now include a new 1-year program in response to the Corona Virus and we have increased the data bucket 10x the normal amount to support your students over the next 60 days.

	12 Month Commitment	24 Month Commitment
<b>\$10 Monthly</b>	<ul style="list-style-type: none"><li>10GB of high-speed data on our network for each of the first two months, then up to 2GB of high-speed data on our network per month, followed by data at reduced speeds up to 128kbps.</li><li>T-Mobile for Education will discount the Hot Spot Device 50% down to \$42</li></ul>	<ul style="list-style-type: none"><li>10GB of high-speed data on our network for each of the first two months, then up to 2GB of high-speed data on our network per month, followed by data at reduced speeds up to 128kbps.</li><li>Hardware awards: Up to \$100 total toward mobile Internet equipment, per participating student via purchase credit or 24 monthly bill credits<ul style="list-style-type: none"><li>Mobile Internet equipment may include: a hotspot, Chromebook, tablet, data stick, laptop or other device</li></ul></li></ul>
<b>\$20 Monthly</b>	<ul style="list-style-type: none"><li>Unlimited high-speed data on our network.</li><li>T-Mobile for Education will provide the hotspot at no-cost (\$94 value)</li></ul>	<ul style="list-style-type: none"><li>Unlimited high-speed data on our network for the duration of the contract term.</li><li>Hardware awards: Up to \$200 total toward mobile Internet equipment, per participating student via purchase credit or 24 monthly bill credits<ul style="list-style-type: none"><li>Mobile Internet equipment may include: a hotspot, Chromebook, tablet, data stick, laptop or other device</li></ul></li></ul>
<b>All plans include:</b>	<ul style="list-style-type: none"><li>Content Filtering Option: WebTitan by TitanHQ™, a third-party product that can filter even secured (https) traffic at the domain level. (Schools that do not use a T-Mobile-facilitated filter thereby acknowledge that they will provide their own CIPA-compliant filter on all devices for the duration of their use.)</li><li>Planning, implementation and deployment support.</li></ul>	

### COVID-19 Education Solutions for the State of Connecticut



FAQs

Below are some FAQs. Should you need additional support please check <https://www.t-mobile.com/support>

**Are there content filtering solutions to help protect against my child going to websites that they shouldn't?**  
Yes, the Education program comes with content filtering options. Schools may also put a third-party filters on the tablets.

**Where can I see T-Mobile's statement on COVID-19?**  
Please visit [T-Mobile Update on COVID-19 Response](#)

**Where can I find out more about what T-Mobile is doing for COVID-19 support in the community?**  
Check out the recent T-Mobile press release on what we are doing to help: <https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response>

For more information, please contact:

Henry Novelo  
T-Mobile for Education  
Government Account Manager  
[Henry.Novelo@T-Mobile.com](mailto:Henry.Novelo@T-Mobile.com) | 203.909.1005

Limited time offer; subject to change. Qualifying government account required. Up to 10 GB hotspot per bill cycle for 60 days, after 10 GB is used your plan's default tethering rules apply. On-device usage is prioritized over tethering usage, which may result in higher speeds for data used on device. If you cancel service before fulfillment of the specified term, the prorated portion of the hardware value or award – the value times the number of months remaining, divided by months in the term – is due. Partial megabytes rounded up. U.S. roaming and on-network data allowances differ: includes 200MB roaming. Standard int'l speeds approx. 128 Kbps; no tethering. Not for extended international use; you must reside in the U.S. and primary usage must occur on our U.S. network. Device must register on our U.S. network before international use. 2GB Plan: Full speeds available up to monthly allowance, including tethering; then, slowed to up to 32 Kbps through bill cycle. Video streams typically at DVD quality (480p) with Binge On unless video provider opts out. You may disable Binge On at any time, but will lose Binge On benefits. Licensed music streaming from included services does not count towards 4G LTE data allowance on T-Mobile's network or in Canada/Mexico; music streamed using tethered tethering service might. Song downloads, video content, and non-music audio content excluded. For included services, see [www.t-mobile.com/tf/see-music-streaming.html](http://www.t-mobile.com/tf/see-music-streaming.html). Unlimited Plan: Video streaming at up to 1.5Mbps; may affect speed of video downloads. For best performance, leave video streaming applications at default automatic resolution setting. For the small fraction of customers using >5000/mo., majority of data usage must be on tablet. Tablet usage is prioritized over tethering usage, which may result in higher speeds for data used on tablet. Coverage not available in some areas. Network Management: Service may be slowed, suspended, terminated or restricted for misuse, abnormal use, interference with our network or ability to provide quality service to other users, or significant concern. See [T-Mobile.com/Operations](#) for details. EmpowerED 2.0 is a trademark of T-Mobile USA, Inc. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. ©2020 T-Mobile USA, Inc.



#### SOPORTE

### Actualizaciones para los clientes sobre el COVID-19 (coronavirus)

<https://es.t-mobile.com/support/account/covid-19-updates>

Durante este periodo sin precedentes, cuentas con el compromiso de T-Mobile para ayudarte a seguir conectado y moverte por territorio desconocido. Mientras continuamos monitoreando de cerca el impacto del COVID-19, sabemos que tu teléfono móvil juega un papel importante para mantener tus conexiones comerciales y sociales. ¡Esto es lo que estamos haciendo para ayudarte! (Ofertas disponibles hasta el 13 de mayo)

#### INSTRUCCIONES PARA AGREGAR LA FUNCIÓN DE DATOS DE ALTA VELOCIDAD PARA SMARTPHONE MOBILE HOTSPOT A CADA LÍNEA, EN RESPUESTA AL COVID-19:

CONSUMIDORES: Sitio web Mi T-Mobile

- Inicia sesión a través de [www.mi.t-mobile.com](http://www.mi.t-mobile.com)
- Haz clic en el botón "Comenzar"

#### 20 GB de datos para hotspot, sin costo adicional.

Te ayudamos a mantenerte conectado con 10 GB adicionales de datos para Smartphone Mobile HotSpot por ciclo de facturación para los próximos 60 días.

Comenzar

- En "Administrar datos y complementos", deslízate a "Hotspot y adicionales de datos" y selecciona la función de COVID-19

Hotspot y adicionales de datos

Responde ante COVID-19: Datos de alta velocidad para Smartphone Mobile HotSpot

Gratis

- Selecciona "Continuar" para guardarla

#### CONSUMIDORES

Inicia sesión a través de [Mi T-Mobile/la app de T-Mobile](#), la aplicación myMetro o bien hola.MetrobyT-Mobile.com para agregar la función **Respuesta ante COVID-19 – Datos de alta velocidad para Smartphone Mobile Hotspot** a cada línea



#### EMPRESAS

Account Hub (Centro de cuentas)

Inicia sesión a través de [Account Hub](#) (Centro de cuentas).

• Ve a **Manage Accounts** (Administrar cuentas).

• Desde la pestaña Manage Users (Administrar usuarios), haz clic en los tres puntos para escoger la línea deseada y selecciona **Change service** (Cambiar servicio).

• Selecciona **Respuesta ante COVID-19 – Datos de alta velocidad para Smartphone Mobile Hotspot**.

• Haz clic en **Review changes** (Revisar cambios).

• Revisa los cambios y selecciona la casilla para aceptar los Términos y Condiciones.

• Haz clic en **Submit changes** (Enviar cambios).

#### Prepagado

Tu cuenta se ha actualizado automáticamente con la oferta de 10 GB al mes por dos meses (total de 20 GB). No hace falta hacer nada más.



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Account Hub (Centro de cuentas)

Inicia sesión a través de [Account Hub](#) (Centro de cuentas).

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### Let's bridge the digital divide



#### Equip your community with connectivity

T-Mobile partners with cities like yours to bring Internet access to low-income citizens through [ConnectHomeUSA](#), a movement to bridge the digital divide for HUD-assisted housing residents in the United States.

To date, we've contributed over \$5M to the program, and now we'd like to help equip your community with devices that can help citizens find life-changing opportunities.

With T-Mobile and [ConnectHomeUSA](#), your community gets:

- Access to our nationwide network, now covering 99% of Americans
- Internet-enabled tablets with Android OS
- High-speed data
- Workforce development, telemedicine, & education applications
- 24/7 customer service
- Support from a dedicated Deployment Manager

Contact me to get the details.

Choose from plans with:

2GB of data for \$10/month

or Unlimited data for \$19.74/month



During congestion, the small fraction of customers using >5000/mo. may notice reduced speeds until next bill cycle due to data prioritization. Video typically streams on tablet at DVD quality (480p). U.S. roaming and on-network data allowances differ: includes 200MB roaming. Standard int'l speeds approx. 128 Kbps; no tethering. Not for extended international use; you must reside in the U.S. and primary usage must occur on our U.S. network. Device must register on our U.S. network before international use. 2GB Plan: Full speeds available up to monthly allowance, including tethering; then, slowed to up to 32 Kbps through bill cycle. Video streams typically at DVD quality (480p) with Binge On unless video provider opts out. You may disable Binge On at any time, but will lose Binge On benefits. Licensed music streaming from included services does not count towards 4G LTE data allowance on T-Mobile's network or in Canada/Mexico; music streamed using tethered tethering service might. Song downloads, video content, and non-music audio content excluded. For included services, see [www.t-mobile.com/tf/see-music-streaming.html](http://www.t-mobile.com/tf/see-music-streaming.html). Unlimited Plan: Video streaming at up to 1.5Mbps; may affect speed of video downloads. For best performance, leave video streaming applications at default automatic resolution setting. For the small fraction of customers using >5000/mo., majority of data usage must be on tablet. Tablet usage is prioritized over tethering usage, which may result in higher speeds for data used on tablet. Coverage not available in some areas. Network Management: Service may be slowed, suspended, terminated or restricted for misuse, abnormal use, interference with our network or ability to provide quality service to other users, or significant concern. See [T-Mobile.com/Operations](#) for details. EmpowerED 2.0 is a trademark of T-Mobile USA, Inc. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. ©2020 T-Mobile USA, Inc.



### T-Mobile Update on COVID-19 Response

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 customers stay connected and our network remains fully operational

- Successfully [deployed](#) additional 600 MHz spectrum from multiple companies, effectively doubling our total 600 MHz LTE capacity across the nation to help ensure T-Mobile, Metro by T-Mobile and partner customers stay connected during this critical time.
- Increased data allowance for free to schools and students using our [EmpowerED](#) digital learning programs to ensure each participant has access to at least 20GB of data per month through May 13, 2020.
- Implemented free international calling to landline (and in many cases mobile) numbers in highly impacted countries.
- Removed smartphone data caps for ALL customers through May 13, 2020.
- Added 20GB mobile hotspot/tethering service for customers on smartphone plans with hotspot data through May 13, 2020.
- Launched [T-Mobile Connect](#) ahead of schedule to help ensure everyone has an affordable option to get and stay connected—for \$15 per month, half the price of our lowest smartphone plan.
- 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 | Update on COVID-19  
March 17, 2020



#### 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 20GB 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.

#### 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.

- Mobile closed 80% of its store locations, leaving a critical mass of 20% of stores open to provide important service to customers.

#### Keeping Americans connected

- T-Mobile is supporting the FCC's [Keep Americans Connected Pledge](#) focused on ensuring that service is not terminated and late fees are not imposed on residential and small business customers who experience financial hardship as a result of COVID-19 for the next 60 days starting March 13, 2020.

- Information on our retail and Care operations remain subject to change as we closely monitor the COVID-19 situation. The stores that stay open will operate on modified schedules and only stay open for a specific set of hours each day.

- At stores and Care facilities, hygiene and sanitization efforts will remain a priority.

T-Mobile | Update on COVID-19  
March 17, 2020



#### 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.

Please visit our website for additional and on-going updates: <https://www.t-mobile.com/brand/ongoingupdates-covid19>

T-Mobile | Update on COVID-19  
March 17, 2020

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