

# EXCLUSIVE T-MOBILE OFFER

## Pasco County Employees

Receive 15% discount on qualified monthly recurring charges

Great News! As a Pasco County employee, you can now take advantage of some terrific discounts from T-Mobile...effective immediately. There has never been a better time to sign up for T-Mobile Service. If you are a current T-Mobile customer, please call 1-877-453-8824 and tell them you are employed by Pasco County and want the 15% discount. Provide them with discount NODE 4025529.



NEW 3G myTOUCH **\$149**

Smallest, lightest, thinnest Android Device!

To Order New Service- Call

1-866-464-8662 Option 3

Promo Code 7724TMOFAV

**\*\* \$50 Bill Credit \*\***

**\*\* applies to new activation with a voice and data plan\*\***



BlackBerry Flip  
**FREE**  
after rebate



Samsung Gravity 2  
**FREE** w/Bluetooth  
after rebate



Nokia 5310  
**FREE**



BB 8320  
**FREE** w/ Bluetooth  
Free Car Adapter



Side Kick LX LE  
**\$49.99**  
w/ Bluetooth

Ask about T-MOBILE @Home Service \$9.99/month\*



T-Mobile @Home®: Make unlimited nationwide calls from your home phone!

- FREE Nation Wide Calling
- FREE Domestic Long Distance
- FREE 802.11 Router
- Includes two standard phone jacks
- Connects with your high-speed Internet connection
- \*some restrictions apply

This offer is exclusive through 1-866-464-8662 (option 3), not available through stores, dealers or t-mobile.com. You must mention the promotion code 7724TMOFAV and that you are a Pasco County Employee. Prices above are for new activations only.

- Waived activation fee
- Receive free shipping
- Free Bluetooth headset with select devices

For questions, contact Henry Hamels, National Account Manager, T-Mobile USA via email [henry.hamels1@t-mobile.com](mailto:henry.hamels1@t-mobile.com) or 813-389-0333.

\*Requires a new activation on a qualifying rate plan with a 2 year agreement. Additional restrictions apply; see a rate brochure for details. Visit [www.t-mobile.com](http://www.t-mobile.com) to view a coverage map. T-Mobile is a registered trademark of Deutsche Telekom AG 2004. Rebates may apply to some phones. Offer subject to change without notice. Current promotional offer valid through October 31, 2009 or while supplies last.

**National Voice Rates (Before discount)**  
 No roaming or long distance charges for all calls within the USA

Rate Plan	Cost per Month	Whenever Minutes	Unlimited Mobile to Mobile Minutes	Unlimited Weekend Minutes	Unlimited Night Minutes	Included Text Messages Per month	Number of Lines Included	One-time Activation Fee per line
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**Individual myFaves Plans (unlimited calls to any five U.S. phone numbers)**

myFaves 300	\$39.99	300	+6.99	Yes	Yes	0	1	Waived
myFaves 600	\$49.99	600	Yes	Yes	Yes	0	1	Waived
myFaves 1000	\$59.99	1,000	Yes	Yes	Yes	0	1	Waived
myFaves 1500	\$69.99	1,500	Yes	Yes	Yes	0	1	Waived

**Family myFaves Plans (unlimited calls to any five U.S. phone numbers)**  
 Add up to 3 lines for \$9.99/month- 5 line max per account.

myFaves for Families 400	\$69.99	400	Yes	Yes	Yes	0	2	waived
myFaves for Families 700	\$79.99	700	Yes	Yes	Yes	0	2	waived
myFaves for Families 1800	\$89.99	1,800	Yes	Yes	Yes	0	2	waived
myFaves for Families 2500	\$109.99	2,500	Yes	Yes	Yes	0	2	waived
myFaves for Families 3500	\$139.99	3,500	Yes	Yes	Yes	0	2	waived

**Individual Plans**

Individual 300	\$29.99	300	+6.99	Yes	No	0	1	waived
Individual 600	\$39.99	600	+6.99	Yes	Yes	0	1	waived
Individual 1000	\$39.99	1,000	+6.99	N/A	N/A	0	1	waived
Individual 1000 Plus	\$49.99	1,000	Yes	Yes	Yes	0	1	waived
Individual 1500	\$59.99	1,500	Yes	Yes	Yes	0	1	waived
Individual Unlimited	\$99.99	Unlimited	Unlimited	Yes	Yes	Unlimited	1	waived

**FamilyTime Plans**

Start with **two lines** and add up to three **more** lines at \$9.99/month each! (5 line max per account)  
 \*\*49.99/month per additional line added to Family Time Unlimited plan

FamilyTime Basic 700	\$59.99	700	Yes	Yes	Yes	0	2	waived
FamilyTime 1000	\$69.99	1,000	Yes	Yes	Yes	0	2	waived
FamilyTime Plus 2500	\$99.99	2,500	Yes	Yes	Yes	0	2	waived
FamilyTime Ultra 3500	\$129.99	3,500	Yes	Yes	Yes	0	2	waived
Family Time Unlimited **	\$149.98	Unlimited	Yes	Yes	Yes	Unlimited	2	waived

Henry Hamels | National Account Manager | PCS 813.389.0333

•T•••Mobile• | [stick together](https://www.t-mobile.com)

[henry.hamels1@t-mobile.com](mailto:henry.hamels1@t-mobile.com)

## To Place an order:

**Call 1-866-464-8662 (option 3)**

T-Mobile has set up a dedicated inbound call center "(1-866-464-8662)" to take orders for **NEW** activations. **BE SURE TO USE THE PROMOTIONAL CODE \*\*\*TMOFAV TO RECEIVE YOUR DISCOUNTS.** T-Mobile will coordinate with a quarterly communications to raise awareness of the discounts and any special promotions that are available.

**IMPORTANT:** The discounts through T-Mobile are specific to your company and are not available through retail or any other sales channels. Discounts cannot be applied after activation if purchased via any other sales channel.

## T-Mobile Account Support

### Customer Care 1-800-937-8997:

T-Mobile has a dedicated Business Care team to assist with all your day-to-day questions and account management. This team of experts reflects our commitment to providing world-class customer support. You will be connected directly to a T-Mobile representative.

### Equipment Replacement:

If Outside of the 14-day return window, contact our Care team for warranty replacements or upgrade requests at 800-937-8997.

If Within the 14-day return window, please contact our Care Team at 1-866-464-8662.

### Warranty Exchange, Upgrades, Lost and Stolen Replacements: Call 1-800-937-8997:

**Important: Existing T-Mobile customers wishing to replace/upgrade current device do not qualify for special for the promotional equipment pricing.** Existing customers can receive one discounted handset upgrade (**not the same as new line promotional pricing advertised**) every 11 or 22 months. Please check your eligibility for the upgrade program by calling 611 from your T-Mobile handset or by calling T-Mobile care team at (800)937-8997.

## Discount Program – FAQ's

### What are the discounts I receive?

Available discounts include waived activation fees (credit approval required), special handset discounts with new line of service, and a TM% discount on your monthly recurring service charge. Discount may take 1-2 billing cycles before reflected on the statement.

### Who is eligible for discounts?

Employees are eligible for corporate discounts and promotions.

### **Can I go to a retail store and still get the program discounts?**

**NO!** To take advantage of the specials, you must use T-Mobile Employee Benefits at 1-866-464-8662. Retail stores or other sales channels do not offer the same promotions or discounts available to your company. If you are a current T-Mobile customer, call 1-877-453-8824 and tell them to add you to the discount program.

### **How can I get phone accessories?**

You can order phone accessories over the phone by calling 1-800-204-2449.

### **Whom do I contact for Customer Care?**

1-800-937-8997; please have your account password or last 4 of SSN# ready.

### **How can I check the service coverage at my home or in a specific area?**

T-Mobile customers may check service coverage via the Personal Coverage Check tool. Log into [www.t-mobile.com](http://www.t-mobile.com) under PCC (personal coverage check).

### **How long does it take to get my new phone?**

Standard shipping is two to three business days. Overnight shipping can be arranged, additional charges may apply.

### **My phone just arrived. Is it ready to use?**

Yes. Your phone comes activated and ready to use. Insert your SIM card as indicated in your Users Guide, and charge your phone pursuant to the manufacturer's recommendations (typically 24 hours). Then you are ready to go.

### **My phone showed up damaged or isn't working. Whom do I contact?**

If within 30 days of the new phone's arrival, contact Business Direct at 1-866-464-8662 with the IMEI (manufacturer's equipment number found on the box), shipping address, phone number, and nature of problem. Outside of 30 days, contact our Care team at 1-800-937-8997.

### **If I want to keep my number, how long will it take for my number to port from my previous provider to T-Mobile?**

It varies from carrier to carrier; but, as general rule, it takes 3-5 business days, and you will receive an SMS message from T-Mobile on your new phone when the port is complete.

### **Whom do I contact about a billing question?**

Contact our Care Team at 1-800-937-8997 with all billing questions.