

# Start of Service Request

Thank You for Joining Metro<sup>®</sup> by T-Mobile!



By activating or using Metro Service you agree to our Terms and Conditions of Service located at metrobyt-mobile.com/terms.

Name  /   
First Last

Address

City  State  Zip

Date  /  /

**Account PIN**

(eight-digit number – this number will be needed to make any future changes to your account)

Phone number

Email

## Phone Plans

All phone plans include talk and text on the Nationwide T-Mobile Network, T-Mobile Tuesdays, Scam Shield, Wi-Fi Calling\* Data Maximizer, Caller-ID, Call Waiting and 3-way Calling.

- \$25 Talk and Text** (Limited to Flip Phones) **\$25/month**
  - Unlimited Talk & Text
  - Domestic Long Distance
  - Voicemail
- \$35 5 GB High-speed Data** **\$35/month**
  - Up to 5 GB High-speed data\*\*
  - Mobile Hotspot (select phones only)
- \$45 10 GB High-speed Data** **\$45/month**
  - Up to 10 GB High-speed data\*\*
  - Music Unlimited<sup>®</sup>
  - 2 GB Mobile Hotspot<sup>†</sup>
- \$55 Metro Flex Start** **\$55/month**
  - Unlimited High-speed data on your smartphone\*\*
  - 100 GB Google One Membership
  - 8 GB Mobile Hotspot<sup>†</sup> (select phones only)
- \$65 Metro Flex Up** **\$65/month**
  - Unlimited High-speed data on your smartphone\*\*
  - Unlimited texting to 210+ countries and destinations<sup>†††</sup>
  - 100 GB Google One Membership
  - 25 GB Mobile Hotspot<sup>†</sup> (select phones only)
- \$75 Metro Flex Plus** **\$75/month**
  - Unlimited High-speed data on your smartphone\*\*
  - Unlimited texting to 210+ countries and destinations<sup>†††</sup>
  - 100 GB Google One Membership
  - 25 GB Mobile Hotspot<sup>†</sup> (select phones only)
  - Amazon Prime Membership (terms apply)
- Promotional Rate Plan** \$\_\_\_\_/month

**Connected Device Plans** (Primary voice line required. Device sold separately.)

- Smartwatch** **\$10/month**
- Tablet**
  - Unlimited High-speed data with SD streaming **\$15/month**
  - Unlimited High-speed data with SD streaming + 2 GB Hotspot<sup>†</sup> **\$20/month**
  - Unlimited High-speed data with SD streaming + 5 GB Hotspot<sup>†</sup> **\$25/month**
  - Unlimited High-speed data with SD streaming + 8 GB Hotspot<sup>†</sup> **\$30/month**
- Mobile Hotspot** (Metro by T-Mobile mobile hotspot device required)
  - 10 GB of High-speed data\*\* **\$30/month**
  - 30 GB of High-speed data\*\* **\$40/month**
  - 50 GB of High-speed data\*\* **\$50/month**
  - 75 GB of High-speed data\*\* **\$75/month**
  - 10 GB/15 GB/20 GB/30 GB of High-speed data (Circle one) **\$\_\_\_\_/month**
- Home Internet for Metro<sup>\*\*\*</sup>** (T-Mobile 5G Gateway required)
  - Unlimited data **\$55/month**
- Internet Lite for Metro<sup>\*\*\*</sup>** (T-Mobile 5G Gateway required)
  - 100 GB **\$55/month**
  - 150 GB **\$80/month**
  - 200 GB **\$105/month**
  - 300 GB **\$155/month**

During congestion, heavy data users (>35 GB/mo. for most plans) and customers choosing lower-prioritized plans may notice lower speeds & Metro customers may notice lower speeds vs. T-Mobile, due to data prioritization. Video streams at up to 2.5 Mbps (SD).

Unlimited talk & text features for direct communications between 2 people; others (e.g., conference & chat lines, etc.) may cost extra. Unlimited high-speed data U.S. only. Rates, services and features subject to change. Not all services available on all phones. Taxes are included. Fees include regulatory fees only and exclude non-recurring customer fees. Coverage and services not available everywhere. **Music Unlimited:** Licensed music streaming from included services does not count towards high speed data allotment on Metro network. Song downloads, video content, and non-audio content excluded. Music streamed using Mobile Hotspot tethering may count toward high speed allotment. For included services, see list at www.metrobyt-mobile.com/musicunlimited.

\*Wi-Fi Calling on select phones only.

\*\* High-Speed data available up to monthly data allotment; then speeds slowed to average Metro network speeds for remainder of billing cycle. Unlimited is on network and device only. All data usage by you on Metro network counts toward your monthly data allotment, but Wi-Fi usage does not count toward your monthly data allotment. Use of some content, features, or services may incur separate, additional charges and/or require a qualifying data plan or access to Wi-Fi connection. Voice line required. Hotspot data only available on Metro by T-Mobile network. See metrobyt-mobile.com for Terms and Conditions of Service (including arbitration provision) and more details.

\*\*\* During congestion, Home Internet for Metro & Internet Lite for Metro customers may notice speeds lower than other customers due to data prioritization. For Lite customers, full speed available up to data allotment then unlimited at up to 128Kbps; for use only with T-Mobile Gateway on T-Mobile's nationwide 5G and 4G LTE network where available; no roaming. Gateway sold separately; cannot be unlocked for use on other networks. Video streaming resolution depends on available speeds. For best performance, leave video streaming applications at their default resolution setting. Not compatible with some live TV streaming services.

† Once hotspot data exhausted, no further hotspot access available. ††† Send and receive unlimited text messages to any country in the world where texting is available (except Cuba or calls or texts) while on our network.

## Account Detail

- E-statement** **No Charge**  
View your statement summary online (only available in select states)
- Call Detail** **\$1/month**  
Review all your local outbound calls made during the service cycle online

## Payment Options

You will receive a text message reminder on your phone before payment is due.

- MyMetro<sup>®</sup>** **No Charge**  
Make payments and manage your account on your phone.
- eWallet** **No Charge**  
Sign up for MyAccount on metrobyt-mobile.com and create your own secure eWallet where you can safely store cards for quick payment and set up autopay.
- Text to Pay** **No Charge**  
The secure and easy way to pay your monthly Metro service. Register your credit or debit card with Metro eWallet service and simply respond to a text from PAYNOW (729669) to pay.
- AutoPay** **No Charge**  
Credit or debit card is automatically debited two days before payment is due
- Express Pay** **No Charge**  
Pay by credit or debit card online at metrobyt-mobile.com
- By Phone through automated IVR** **No Charge**  
Pay by credit or debit card over the phone
- Payment Machine** **\$3 Convenience fee**  
Pay by cash, debit or credit card (with PIN) at a payment machine in a Metro store (*not available at all locations*)
- Over the Counter** **\$5 Convenience fee**  
Pay at an Authorized Payment Location with cash, credit or debit card.
- Authorized Payment Location**  
Make a payment at an Authorized Payment Location (*fees vary based on location*)

## Web Guard

- Content Protection** **No Charge**  
Restrict content when browsing internet on our network\*
  - **No Restrictions**
  - **Young Adult (17 & up)**
  - **Teen (13 & up)**
  - **Child (all ages)**

\*Web Guard does not restrict content when browsing secure websites, over Wi-Fi, or accessing content via applications. Web Block is also available for No Charge and blocks all activity over our network. Other content filtering software is available to you free of charge or for a charge via the app store for your device.

## Account Summary

- Metro** account number:
- Metro** phone number:
- Default Voicemail Password: **Last 4 digits of phone number**
- Monthly due date:
- Monthly Service:**
- Storage and Security Bundle** **\$3/month** \$ 
  - 200 GB Google One Membership
  - Scam Shield<sup>™</sup> Premium
- Security Bundle** **\$5/month** \$ 
  - Scam Shield<sup>™</sup> Premium
  - McAfee Security for Metro<sup>®</sup> by T-Mobile
- Optional Services**
- Extra Monthly Data<sup>\*\*\*</sup>**
  - 2 GB **\$5** \$
  - 5 GB **\$10** \$
  - 10 GB **\$20** \$
- HD Video** **\$10/month** \$
- International Long Distance<sup>\*</sup>**
- Mexico/Canada Unlimited<sup>®</sup>** **\$5/month** \$ 
  - Landlines and Mobiles
- Latin America Talk and Text<sup>\*\*</sup>** **\$10/month** \$
- Global Voice<sup>®</sup>** **\$10/month** \$ 
  - 15 Global Voice Minutes  50 Global Voice Minutes
  - 100 Global Voice Minutes  200 Global Voice Minutes
  - Global Voice Unlimited Landline  Global Voice Unlimited
- Global Voice+<sup>®</sup> (Double your minutes)** **\$20/month** \$ 
  - 15+ Global Voice Minutes  100+ Global Voice Minutes
  - 50+ Global Voice Minutes  200+ Global Voice Minutes

## Protection and More

- Call Detail** **\$1/month** \$
- Call Forwarding** **\$1/month** \$
- Voicemail to Text** **\$1/month** \$
- Unlimited Directory Assistance** **\$1/month** \$
- Scam Shield<sup>™</sup> Premium** **\$2/month** \$
- 200 GB Google One Membership** **\$1/month** \$
- 2 TB Google One Membership** **\$8/month** \$
- McAfee<sup>®</sup> Security for Metro<sup>®</sup> by T-Mobile<sup>†</sup>** **\$3/month** \$
- Premium Handset Protection<sup>®</sup> Program<sup>††</sup>**  **Decline**
- For mobile devices with area codes from all states except NY:**
- Premium Handset Protection<sup>®</sup> - Device Insurance Only**
- Tiers 1 & 2** **\$2/month** \$
- Tiers 3 & 4** **\$3/month** \$
- Tiers 5/BYOD & 6** **\$9/month** \$
- Premium Handset Protection<sup>®</sup> - Device Insurance + McAfee mobile security**
- Tiers 1 & 2** **\$5/month** \$
- Tiers 3 & 4** **\$6/month** \$
- Tiers 5/BYOD & 6** **\$12/month** \$

**For mobile devices with NY area codes:**

- Premium Handset Protection<sup>®</sup> - Device Insurance Only**
- Tiers 1 & 2** **\$2/month** \$
- Tiers 3 & 4** **\$3/month** \$
- Tiers 5/BYOD & 6** **\$9/month** \$
- Premium Handset Protection<sup>®</sup> - Device Insurance + McAfee mobile security**
- Tiers 1 & 2** **\$5/month** \$
- Tiers 3 & 4** **\$6/month** \$
- Tiers 5/BYOD & 6** **\$12/month** \$

## Total monthly Metro charges:

Rate plans and features are inclusive of all applicable governmental taxes and regulatory fees. See metrobyt-mobile.com for more details.

Certain services require specific rate plans. Not all services available on all phones.

\*International calls and texts available to select destinations, countries, technologies, and carriers while on Metro native network. Specific unlimited international service countries, destinations, technologies and carriers are subject to change without notice, as are Terms and Conditions of International Service. Unlimited international service not available with certain rate plans. When you add Mexico Unlimited or Canada Unlimited to your Metro service, you get unlimited data, talk and text to both mobile and landlines to and from Mexico and Canada with no roaming fees, including up to 5 GB of high speed data, based on your rate plan. Select international calling plans include roaming and mobile-to-mobile minutes. See sales associate for details.

\*\*Includes unlimited calls from our network to Mexico, Peru, Colombia, and Brazil. Includes 15 minutes of calls to Cuba. Includes 50 minutes of calls to Panama, Bolivia, Ecuador, Nicaragua, and Uruguay. Includes 100 minutes of calls to Guatemala and Honduras. Includes 200 minutes of calls to Chile, Argentina, Costa Rica, Paraguay, Venezuela, Dominican Republic, El Salvador, Spain, and Portugal. Rates, service, and features are subject to change.

\*\*\*Extra Monthly Data available for use only in the U.S.

<sup>†</sup>Included with Premium Handset Protection Program. McAfee Security for Metro by T-Mobile with ID Theft Protection is subject to McAfee's Terms and Privacy Notice and is for personal use on supported devices. Not all features are available for all operating systems – see System Requirements at mcafee.com/consumer/en-us/store/mo/system\_requirements.html for supported devices.

<sup>††</sup>The cost of PHP is made up of the cost of insurance, which may vary by state and device tier as indicated above, and \$3 for McAfee Security for Metro by T-Mobile. For more details, please review the Premium Handset Protection program brochure.

<b>Store Use Only</b>	CSR Sales ID: <input type="text"/>	MDN: <input type="text"/>
MIN: <input type="text"/>	MEID/IMEI: <input type="text"/>	SIM: <input type="text"/>

## Return Policy

### Metro by T-Mobile will gladly assist with your Return.

Return a device, T-Mobile 5G Gateway, or accessory ("device") within 14 days of the purchase date of the original device. Return the device with your receipt, in its package, with all contents, undamaged and in good working condition, with no material alterations to the device's hardware or software. Returns must be made at the store where the device was purchased - all returns must be made for reasons outside of warranty issues.

Refunds will be less any rebates received and shipping costs. Certain promotional offers may require you to return all items you received with your device and could cause you to become ineligible for any promotional discounts.

There are no returns, refunds, or credits for prepaid service fees, monthly service, application download, add-ons and other fees. Return Policy is for new device activations only. Device upgrades are non-refundable and non-returnable, but may be covered by a limited manufacturer's warranty, if applicable. There are no returns, refunds, or credits for any other item not listed above.

## Pricing

For customers who are interested in older rate plans, we continue to make select older rate plans available for a limited time. These plans are known as heritage plans. Ask a Mobile Expert or call Care for available rate plans.

## Returned Payment Policy

If your payment is dishonored or returned, we may charge you a returned payment fee at the highest amount permissible by law, and we may also generate a draft or electronically debit your account for any fee amount due, all as allowed by law.

More information can be found on [metrobyt-mobile.com](https://metrobyt-mobile.com).

## Device Exchange Options - No guarantee of new device

Not all exchange options available at all locations. Device exchanges limited to manufacturer's warranty reasons or under the Return Policy.

- **\$20 Exchange by Mail\***

Replacement device will be available for in-store pickup in approximately 3 business days.

- **Contact Manufacturer**

Contact the device manufacturer directly. See sales associate for information.

\*Additional taxes and regulatory fees may apply. This is not a warranty service contract. Exchange fees are subject to change. All exchange options exclude devices that show signs of outside physical or liquid damage or that are no longer within the manufacturer's warranty period. If the exact model is not available, replacement will be of similar kind and quality when available. Color, features, and accessory compatibility are not guaranteed. Metro does not represent or guarantee that you will receive a new device and reserves the right to provide a replacement device that is not of the same kind and quality or capable of supporting all of the features as the device it is replacing if a device of similar kind and quality is temporarily not available.

**Return Policy and Device Exchange Options do not apply to non-Metro branded devices.**

## Service Fees & Charges

(additional taxes and regulatory fees may apply)

- **Phone activation \$25**  
Including reactivation

- **Bring your own device activation \$25**

- **Device Change \$25**  
Including upgrades

- **New device activation \$5**  
Excluding phones and internet gateway device.

- **Rate Plan Downgrade Charge \$50**

If you received a discounted device when you added a line or brought your number to Metro Flex and would like to move to a lower-priced Flex rate plan within the next 6 months, you'll need to pay this \$50 charge. After 6 months you can change your plan without a charge. You can always cancel service without paying this charge.

Your device may not work if you alter it's original software.

## Metro® by T-Mobile Terms and Conditions of Service ("Agreement")

**By activating or using Metro Service, you agree to the Metro Terms and Conditions of Service. Metro requires Arbitration of Disputes unless you opt-out within 30 days of activating. Details and the full version can be viewed at [metrobyt-mobile.com/terms](https://metrobyt-mobile.com/terms).**

Welcome to Metro by T-Mobile. We are pleased that you have selected us as your wireless carrier. Please use this page as a reference for questions about your service and the Terms and Conditions of Service that govern the service you have purchased from Metro. These Terms and Conditions of Service apply to all devices and wireless services provided by us to you and consist of several parts, which may be amended from time to time:

- [The Metro Terms and Conditions of Service](https://www.metrobyt-mobile.com/terms) (<https://www.metrobyt-mobile.com/terms>)
- [Your Metro Rate Plan](https://www.metrobyt-mobile.com/plans) (<https://www.metrobyt-mobile.com/plans>)
- [The Metro Privacy Policy](https://www.metrobyt-mobile.com/privacy-policy) (<https://www.metrobyt-mobile.com/privacy-policy>)
- [The Metro Network Disclosure](https://www.metrobyt-mobile.com/terms-network-disclosure) (<https://www.metrobyt-mobile.com/terms-network-disclosure>)
- [The Metro Online Terms of Use](https://www.metrobyt-mobile.com/terms-conditions/online-terms.html) (<https://www.metrobyt-mobile.com/terms-conditions/online-terms.html>)
- [The Metro Wi-Fi Terms of Use](https://www.metrobyt-mobile.com/terms-conditions/wifi.html) (<https://www.metrobyt-mobile.com/terms-conditions/wifi.html>)
- In addition, the terms and conditions relating to any additional features you may have selected or as may be included in your Rate Plan including, including, but not limited to:
  - o [MetroWEB® Terms of Use](https://www.metrobyt-mobile.com/terms-conditions/metro-web.html) (<https://www.metrobyt-mobile.com/terms-conditions/metro-web.html>)
  - o [Bring Your Own Phone Terms of Use](https://www.metrobyt-mobile.com/content/metro/en/desktop/metro/cell-phones/simcard-terms.html) (<https://www.metrobyt-mobile.com/content/metro/en/desktop/metro/cell-phones/simcard-terms.html>)
  - o [Metro411 Terms of Use](https://www.metrobyt-mobile.com/metro411-terms-of-use) (<https://www.metrobyt-mobile.com/metro411-terms-of-use>)
  - o [MetroZone and MyExtras® Terms of Service](https://www.metrobyt-mobile.com/terms-conditions/metrozone-my-extras-terms-of-service.html) (<https://www.metrobyt-mobile.com/terms-conditions/metrozone-my-extras-terms-of-service.html>)
  - o [Premium Handset Protection® Program Summary and Disclosures](https://fastclaim.com/metro) (<https://fastclaim.com/metro>)
  - o [McAfee® Security for Metro by T-Mobile with ID Theft Protection Terms of Use](https://www.mcafee.com/consumer/en-us/policy/global/legal.html) (<https://www.mcafee.com/consumer/en-us/policy/global/legal.html>)
  - o [Metro International Calling](https://www.metrobyt-mobile.com/terms-conditions/uild-terms-conditions.html) (<https://www.metrobyt-mobile.com/terms-conditions/uild-terms-conditions.html>)

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflicts with the Metro Terms and Conditions of Service, the Terms and Conditions of Service shall control.

**By: (a) giving us a written or electronic signature or telling us verbally that you accept the Metro Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the purchase of your wireless device, unless you return your wireless device within Metro's applicable return period, you agree to the Metro Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:**

- **You waive your right to a jury trial in disputes with Metro;**
- **Your disputes with Metro will be decided by an arbitrator;**
- **You waive your right to institute or participate in class action litigation against Metro;**
- You will provide Metro with accurate information about yourself;
- Metro may communicate with you from time to time about your Service;
- You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
- Metro may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

## Premium and Third-Party Services

California Residents Only

Certain parties besides Metro have the ability to place charges on your account for premium services. You may access these services and authorize the placement of charges on your account through your phone or online account. Metro also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium third-party services on your account. Contact customer care or go to [metrobyt-mobile.com/blocking](https://metrobyt-mobile.com/blocking) for more information.