TOP BILL

T · Mobile · stick together

Statement For: RAUL AVILA
Account Number: [redacted]

Customer Service Number **1-800-937-8997**

Aug 25, 2011

Additional Information:

Taxes, Fees and Surcharges - Includes government fees and taxes that we collect and are required by federal, state or local law to remit to the appropriate governmental entity (including, but not limited to, sales, use, excise, public utility, and E911). This section may also include certain fees and costs incurred by us as a result of providing service, such as universal service fees (USF). We elect to collect them in order to recover or help defray the costs we incur. These fees, and what is included in the fees, may vary by locale and may change from time to time without notice.

Regulatory Programs Fee - [redacted] to recover some of the costs we incur to comply with local, state and federal governmental mandates and programs, including, but not limited to, E911, local number portability and number pooling. We may impose the fee whether or not the benefits of any or all of these mandates and programs are available to you in your location.

Equipment Protect by Asurion (in Puerto Rico: CAPIC) is for the equipment repair and replacement program you may have selected. See Equipment Protection Terms and Conditions at T-Mobile.com for program details.

Late Fees - May apply on past due amounts not paid by the date on page 1 of your statement. See your rate plan for details. Late fee charges are liquidated damages and are not a penalty.

Payment By Check - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer (EFT) from your account or to process the payment as a check transaction. If we process your payment by EFT, the funds may be withdrawn the same day we receive your payment, and your cancelled check will not be returned. Please contact 1-800-937-8997 with questions.

EasyPay - EasyPay is an automatic monthly payment feature. If you enroll, the following terms and conditions apply: You authorize T-Mobile to withdraw from your bank account or charge your credit or debit card for the monthly charges associated with your account (including your rate plan charge, add-on services selected, incidental purchases, plus applicable taxes, fees and surcharges). We will withdraw funds or charge your card 3 days before the due date on your account. You may stop a withdrawal or charge by giving us at least 3 business days notice before the scheduled date of withdrawal or charge. You have the right to receive notice of all varying transfers from your bank account. We are not liable for losses of any kind as a result of an error in your account or a delayed transfer or charge. You must promptly notify us in writing of any changes to your EasyPay information and our only liability is to make appropriate changes after we receive your updated information. T-Mobile may change these Terms and Conditions at any time by giving you notice by any means. EasyPay can be terminated with reasonable notice by either party and all transactions authorized before termination will be completed. Check with your bank for any additional charges or fees. To enroll, complete and mail the form below or visit www.T-Mobile.com and call 1-800-937-8997 with any questions.

Questions about your bill? Call Customer Service at 1-800-937-8997 or 611 from your T-Mobile phone (Por favor llame al 1-800-937-8997 o 611 de su teléfono T-Mobile para preguntas de su factura). You can also write to T-Mobile Customer Relations, PO Box 37380, Albuquerque, NM 87176-7380 or send us an email via our website at http://www.t-mobile.com/contact. **CA customers,** if you have a complaint you cannot resolve with us, write the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102, or at www.cpuc.ca.gov, or call 1-800-649-7570 or TDD 1-800-229-6846.
NM customers may also contact the New Mexico Public Regulation Commission at 1-888-427-5772. **Puerto Rico customers:** For any disputes regarding your bill, you should notify us no later than 20 days from the date such bill was sent to you. We will notify you of our resolution regarding your dispute within 15 days after the date in which such notification was received. If you disagree with our resolution, you will have the right to submit a Petition for Review by the Telecommunications Regulatory Board of Puerto Rico, 500 Ave. Roberto H. Todd (Pda. 18 - Santurce) San Juan, PR 00907-3941, within 30 days of the notification of our resolution. You must send us a copy of your Petition for Review to Apartado 191957, SJ, PR 00919-1957 Attn:Customer Service Manager. If you have any questions, please contact our Customer Service representatives by calling toll-free at 1-800 937-8997 or 611 from your T-Mobile phone. please contact our Customer Service representatives by calling toll-free at 1-800 937-8997 or 611 from your T-Mobile phone.

View your bill and call details online for free. Log into your account at www.t-mobile.com.

Change Of Address:

Effective Date ___/[redacted]/___

Address

City

State

Zip

Home#( )

Business#( )

[ ] EasyPay Checking **[ ] EasyPay Credit Card**

[ ] EasyPay Saving

Bank Account Number:

Routing and Transit Number:

Credit Card: [ ] Visa [ ] Mastercard [ ] Discover [ ] American Express

Credit Card No: Expiration

Name as it appears on your credit card

EasyPay Agreement: I hereby agree that I have fully read and understand the EasyPay account terms and conditions and that I authorize T-Mobile to debit the specified bank account or charge the specified credit card for payment of my T-Mobile bill(s). I understand that my participation in Easy Pay is to remain in effect until cancelled in writing by me, the credit card issuer, financial institution or T-Mobile. I understand that all terms and conditions of my T-Mobile Service Agreement remain in full force and effect.

Please sign and date here for EasyPay :

Signature Date / /

FOR DEPOSIT ONLY
TO: U.S. TREASURY
CREDIT TO T-MOBILE