

ABOUT US

OUR COMPANY

- 3rd largest national wireless carrier
- Headquartered in Bellevue, WA
- Publicly traded company (NASDAQ: TMUS)
- 100,000+ US employees (50,000 internal & 50,000 external partners)
- 17 call centers across the country
- Introduced 15 major industry changes that we call Un-carrier moves in the last 4 years and have more planned

OUR CUSTOMERS

- 79.7 million racially and economically diverse customers
- 23 Qs in a row of more than 1 million
- Nearly a quarter of our subscribers (23%) wouldn't switch carriers "for anything", more than any other carrier (Business Insider, July 2017)

OUR NETWORK

- **Fastest Network** – In 2018, independent industry benchmarking company OpenSignal recognized T-Mobile for once again having the best network in the nation – the second clean sweep of all network categories in as many years for T-Mobile – and J.D. Power awarded T-Mobile and MetroPCS the highest ever industry scores in its U.S. Wireless Customer Care Performance Study
- **Better Coverage** – our Extended Range LTE – which works 4x better in buildings and goes 2x further from the tower – now covers 328M PoPs in more than 575 metro areas

ABOUT US

J.D. Powers Highest Score Ever for Customer Service

#1 in Nielsen for Overall Customer Satisfaction (2017)

Most Ethical Company by Ethisphere Institute – 10 years

Forbe's Best Place to Work for Diversity

Glassdoor's Best Place to Work

Fortune's Top 100 Best Companies by Military Friendly

13 BPTW Awards

Comparably's Best Company for Women

Best Place to Work for LGBTQ Equality by Human Rights Campaign – 5 years

Latino Leaders' Top 30 Best Employers for Latinos

Benevity Corporate Goodness Award

YouGovUS #1 in Satisfaction

UN-CARRIER MOVES



SIMPLE CHOICE & MOBILE WITHOUT BORDERS

MARCH 2013

No annual service contracts, limits or overages.
AMPED JULY 2015: coverage in three countries for the price of one.



SIMPLE GLOBAL

OCTOBER 2013

The world is your network—unlimited data and texting and 20¢/min calling in 140+ countries and destinations.



LIFETIME COVERAGE GUARANTEE

JUNE 2014

AMPED SEPT. 2015: Guaranteed satisfaction with your coverage for as long as you're a customer.



Wi-Fi UNLEASHED

SEPTEMBER 2014

Call and text over any Wi-Fi connection for seamless coverage where no cellular network reaches.



UN-CARRIER FOR BUSINESS

MARCH 2015

100% transparent pricing and benefits for businesses of all sizes.



#GETTHANKED

JUNE 2016

The carriers give you attitude. The Un-carrier gives you gratitude. No strings attached.



NEW RULES

JANUARY 2017

Ended the carriers' bogus monthly taxes & fees, abolished price hikes and pays you back for unused data.



JUMP! & JUMP! ON DEMAND

JULY 2013

Upgrade your phone when you want, not when you're told.
AMPED JUNE 2015: switch whenever you want and pay nothing upfront on base models.



CARRIER FREEDOM

JANUARY 2014

We'll pay your early termination fees or pay off your device when you switch.



MUSIC FREEDOM

JUNE 2014

Stream music without using your high-speed data.



DATA STASH

DECEMBER 2014

Roll your unused data forward for 12 months. Don't lose what you don't use!



BINGE ON

NOVEMBER 2015

Stream unlimited video from dozens of providers without using high-speed data. Watch up to 3X more video from all other providers.



T-MOBILE ONE

AUGUST 2016

The Internet is meant to be Unlimited.

NEW IN 2018

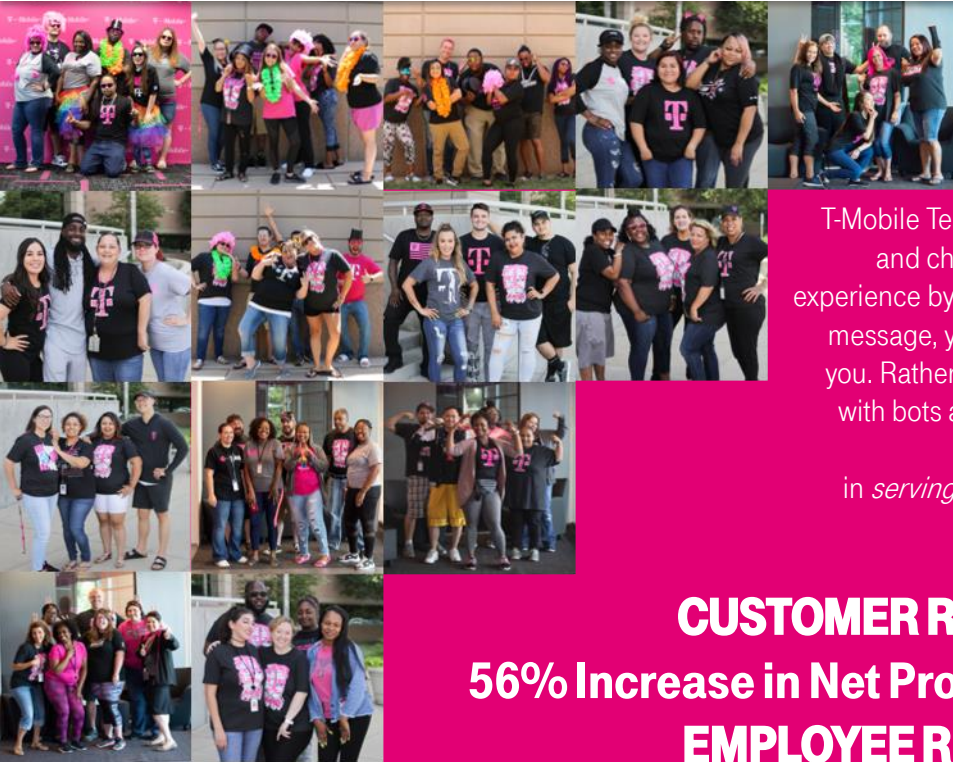


TEAM of EXPERTS

AUGUST 2018

Get in touch with a dedicated team assigned to your account.

TEAM of EXPERTS



TEAM of EXPERTS

★ Famous for Care ★

T-Mobile Team of Experts is a *radical* re-invention and changes everything about the customer experience by putting people first. When you call or message, you get straight to a team dedicated to you. Rather than investing in *avoiding* customers with bots and automated phone menus, the Un-carrier is making a huge investment in *servicing* customers with highly-skilled, highly-motivated people.

CUSTOMER RESULTS:

56% Increase in Net Promoter Score (NPS)

EMPLOYEE RESULTS:

Eighteen Best Place to Work Awards

IT'S ALL ABOUT CONNECTIVITY

Our new Spectrum Purchase
delivers **breadth and depth**

600 MHz bandwidth

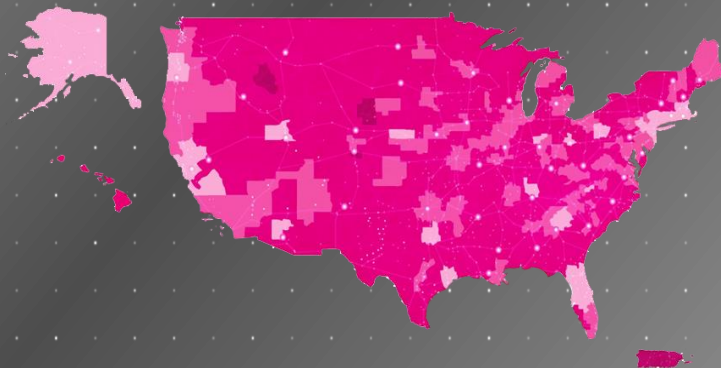
Dedicated to

LTE

Dedicated to

5G

Added
**200
MHz**



T-Mobile Nationwide Spectrum

THE FUTURE APPROACH TODAY

MORE COVERAGE

Stronger, broader network,
everywhere you go

MORE AREAS

Fast broadband in
outlying rural areas

MORE BANDWIDTH

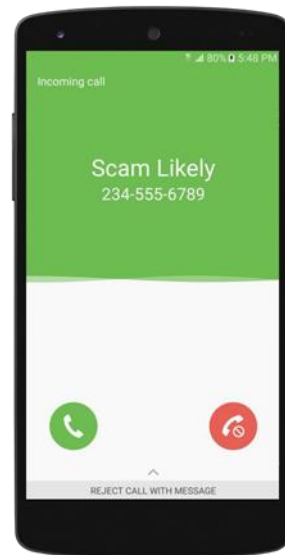
Connected devices running
smarter and faster

T-Mobile's FREE Call Protection Solutions

In 2017, T-Mobile launched two FREE services designed to alert customers to the potential for fraudulent calls and allow them to request those calls be blocked.

Scam ID alerts customers when an incoming call is likely to be a scam by tagging the incoming call for the customer.

Scam Block allows customers to proactively ask T-Mobile to block those calls identified as scam calls before they ever receive.



To turn on or off
simply dial:
Scam ID - #662#
Scam Block - #632#

Thank you

Visit these Websites for the most up to date information:

www.howmobileworks.com

www.allfor5G.com

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