

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.
- 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.
- Teamed up with our Lifeline partners to provide customers with extra free data up to 5GB/month through May 13, 2020.
- 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.
- 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.



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 20 GB 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.

- T-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.**



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.
- The **T-Mobile Foundation is giving \$100,000 to the COVID-19 Response Fund hosted by the Seattle Foundation**, which will rapidly deploy resources to community-based organizations at the frontlines of the coronavirus outbreak in the greater Seattle and Puget Sound region.

Please visit our website for additional and on-going updates: <https://www.t-mobile.com/brand/ongoing-updates-covid-19>