

From: Briggs, Stacey <Stacey.Briggs@T-Mobile.com>
Sent: Tuesday, March 31, 2020 4:21 PM
To: Ann Cummings <ACUMMING@leg.state.vt.us>; Mark MacDonald <MMacDonald@leg.state.vt.us>; Faith Brown <FBrown@leg.state.vt.us>; Tim Briglin <TBriglin@leg.state.vt.us>; Laura Sibia <LSibia@leg.state.vt.us>; Robin Chesnut-Tangerman <RChesnut-Tangerman@leg.state.vt.us>; Danielle Bean <DBean@leg.state.vt.us>
Cc: jbkennedyllc@comcast.net; Herman, Jessica <Jessica.Herman7@T-Mobile.com>
Subject: [External] T-Mobile COVID 19 Update 3.31.2020, including our current customer offers and additional information on Telehealth and Education
Importance: High

[External]

Dear Vermont Legislative Leaders:

I wanted to share more information about T-Mobile's efforts to help our customers and communities during this crisis.

As we continue to closely monitor the impact of COVID-19 on communities across the country, we recognize that T-Mobile customers are relying on our network to ensure that they have critical connections with family, loved ones, and emergency service providers. Detailed information on T-Mobile's response to COVID-19 can be found on our [T-Mobile Webpage](#) and a summary is attached. I would like to highlight the following items from this webpage specific to Governor Raimondo's immediate interests. At no additional charge to our customers, we have:

- Removed smartphone data caps for ALL customers through May 13, 2020 (excluding roaming) and
- Added 20GB mobile hotspot/tethering service for each voice line for customers on smartphone plans with hotspot data through May 13, 2020.

Additionally, on March 25th, we 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.

We have also 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. This information as well as information specific to our efforts with telehealth is attached.

Keeping our customers connected is our top priority. We successfully deployed additional 600 MHz spectrum from multiple companies to double our total 600 MHz LTE capacity across the country to ensure that all customers stay connected during this critical time. I invite you read this blog by our President of Technology, Neville Ray [Keeping Customers Connected 24/7 webpage](#).

We would welcome the opportunity to talk in more detail as you need additional information.

Sincerely,
Stacey Briggs



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