

Start of Service Request

Thank You for Joining **MetroPCS**!



Name _____
First Last

Date _____ / _____ / _____

Address _____

Account password (eight-digit number) _____

City _____ State _____ Zip _____

Phone number () _____

Email address _____

Calling Plans

\$40 Unlimited **\$40/month**

- Unlimited data, talk and text
- First 500MB of data at 4G^{LTE} speeds* (*select phones only*)
- Nationwide coverage
- Voicemail, caller-ID, call waiting, 3-way calling
- Short Codes and Alerts**
- Premium Directory Assistance
- joyn™ by MetroPCS (*select phones only*)

\$50 Unlimited **\$50/month**

- Unlimited data, talk and text
- First 2.5GB of data at 4G^{LTE} speeds* (*select phones only*)
- Nationwide coverage
- Voicemail, caller-ID, call waiting, 3-way calling
- Short Codes and Alerts**
- Premium Directory Assistance
- joyn™ by MetroPCS (*select phones only*)

\$60 Unlimited BlackBerry® Plan*** **\$60/month**

- Unlimited data, talk and text
- Nationwide coverage
- Voicemail, caller-ID, call waiting, 3-way calling
- Short Codes and Alerts**
- Premium Directory Assistance

Enterprise email (*corporate email through the BlackBerry Enterprise Server*) **\$5/month**

\$60 4G^{LTE} Unlimited **\$60/month**

- Unlimited data, talk and text
- Unlimited 4G^{LTE} data*
- Nationwide coverage
- Voicemail, caller-ID, call waiting, 3-way calling
- Short Codes and Alerts**
- Premium Directory Assistance
- joyn™ by MetroPCS (*select phones only*)

Promotional Rate Plan \$ _____ /month

Nationwide long distance available only to continental U.S. and Puerto Rico. Rates, services and features subject to change. Not all services available on all phones. 4G^{LTE} coverage available in select markets. Coverage and services not available everywhere. Nationwide coverage of over 280 million population based on Experian 2012 data.
*MetroPCS 4G^{LTE} plans and services require a MetroPCS 4G^{LTE} enabled phone. For unlimited 4G^{LTE} data plans, full available speeds apply up to monthly data allotment, then speeds slowed to average MetroPCS CDMA network speeds for remainder of billing cycle. Unlimited 4G^{LTE} speeds only in 4G^{LTE} coverage areas. Unlimited 4G^{LTE} data all data at 4G^{LTE} speeds in 4G^{LTE} coverage areas. All data usage by you on MetroPCS 4G^{LTE} networks 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. See metropcs.com for Terms and Conditions of Service and more details.
**Additional fees may apply for Premium content.
***BlackBerry® (RIM) required to be on specified rate plan.

Account Detail

E-statement **No Charge**

View your statement summary online
(*Only available in select states.*)

Call Detail **\$1/month**

View your local calls made during the service cycle online

Payment Options

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

eWallet **No Charge**

Sign Up for MyAccount on metropcs.com and create your own secure eWallet where you can safely store cards for quick payment, set up autopay and add funds to your MetroConnect® account!

Text to Pay **No Charge**

The secure and easy way to pay your monthly MetroPCS service. Register your credit or debit card with MetroPCS eWallet service and simply respond to a text from PAYNOW (729669) to pay.

Auto Pay **No Charge**

Credit or debit card is automatically debited five days before payment is due

Express Pay **No Charge**

Pay by credit or debit card online at metropcs.com

Drop Box **No Charge**

Check or money order in a MetroPCS store drop box (*Not available at all locations*)

By Mail **No Charge**

Include MetroPCS phone number and account number on check or money

order and mail to: P.O. Box 5119, Carol Stream, IL 60197-5119

(*Allow up to 10 days for processing*)

By Phone through automated IVR **\$2 Convenience fee**

Pay by credit or debit card over the phone

Payment Machine **\$2 Convenience fee**

Cash, debit or credit card (with PIN) at a payment machine

in a MetroPCS store (*Not available at all locations*)

Over the Counter **\$3 Convenience fee**

Cash, check, credit or debit card payment made at a register

in a MetroPCS store

Authorized Payment Location

Make a payment at an Authorized Payment Location (*Fees vary based on location*)

Store Use Only — CSR Sales ID: _____ MDN: _____

MIN: _____ MEID/IMEI: _____

MPCS-3175t/01-13

Account Summary

MetroPCS account number: _____

MetroPCS phone number: _____

Default Voicemail Password: **9999**

Next payment due date: _____

Monthly due date: _____

Monthly Service: \$ _____

Value Bundle **\$5/month** \$ _____

- Call Forwarding
- International Text Messaging*
- Screen-it®
- TravelTalk® Roaming – 30 min
- Unlimited Directory Assistance
- Visual Voicemail
- Voicemail to Text

Optional Services:

Unlimited International Long Distance*

Mexico Unlimited® **\$5/month** \$ _____

MetroGLOBALSM **\$10/month** \$ _____

Music Subscriptions**

Ringback Tones 2 for **\$5/month** \$ _____

Ringtones 5 for **\$5/month** \$ _____

Music Downloads 5 for **\$5/month** \$ _____

Rhapsody® **\$10/month** \$ _____

Protection and More

MetroBACKUPSM **\$1/month** \$ _____

Metro Block-itSM **\$1/month** \$ _____

Pocket Express® **\$1/month** \$ _____

Call Detail **\$1/month** \$ _____

airG **\$3/month** \$ _____

MetroNavigator® **\$3/month** \$ _____

MetroGUARDSM † **\$5/month** \$ _____

Email **\$5/month** \$ _____

Data Top-Up (500MB) **\$5/month** \$ _____

Information and Navigation Bundle **\$5/month** \$ _____

4G^{LTE} Mobile Hotspot **\$10/month** \$ _____

Total monthly MetroPCS charges: **\$** _____

Rate plans are inclusive of all applicable governmental taxes and regulatory fees. See metropcs.com for more details.

Certain services require specific rate plans. Not all services available on all phones.
†MetroGUARD features to locate, lock and erase contacts are available on select phones only.
*Unlimited international calls and texts are limited to selected countries, destinations, technologies and carriers. 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.
**Please refer to metropcs.com/metrostudio for specific Ringback Tones pricing and expiration dates.
†Rhapsody and the Rhapsody logo are trademarks or registered trademarks of Rhapsody International, Inc. Music downloaded using the Rhapsody Unlimited feature is licensed so long as you have an active account. Music only licensed for personal use by you.

MetroConnect®

Each customer receives a MetroConnect account that allows access to a variety of additional MetroPCS services.

Return Policy

MetroPCS monthly customers who are dissatisfied with their new phone or service may return their new phone for a full refund, no questions asked.*

Metro Promise Rules:

- The phone must be returned within 7 days of purchase with less than one hour of talk time for a full refund.
- The phone must be returned in “like new condition” and contain all original packaging and accessories.
- The phone must be returned to the original place of purchase with accompanying phone and service payment receipts.
- Online customers must return the phone to the Online Returns Center per the instructions included in the shipment packaging.
- Return Policy is for new account activations only. Phone upgrades are non-refundable under this policy, but may be covered by a limited manufacturer’s warranty, if applicable.

*This return policy only applies to new equipment purchased from MetroPCS, its authorized dealers and metropcs.com. This return policy only applies to monthly service fees paid at MetroPCS and its authorized dealer locations, and excludes monthly service fees paid when phone is purchased on metropcs.com. Application download fees and funds in MetroConnect accounts are non-refundable. Purchases made at National Retail locations are governed by National Retailer return policies. Metro Promise not applicable when phone and service not purchased at same location. New phone purchases, including phone upgrades, may be covered by a limited manufacturer’s warranty. See metropcs.com for Terms and Conditions of Service.

Phone Warranty Options - No guarantee of new phone

Not all warranty options available at all locations.

- **\$15 Exchange by Mail**
 - ◆ Replacement phone will be available in approximately 3 business days
- **\$30 Over-the-Counter Replacement**
 - ◆ Receive a replacement phone same day if available
- **Contact Manufacturer**
 - ◆ Contact the phone manufacturer directly. See sales associate for information
- **Free exchange within 30 days of purchase**
 - ◆ Replacement unit may be new or certified refurbished

Not all warranty options available at all locations. Warranty exchange fees are subject to change. All warranty options exclude phones 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. MetroPCS does not represent or guarantee that you will receive a new phone and reserves the right to provide a replacement phone that is not of the same kind and quality or capable of supporting all of the features as the phone it is replacing if a phone of similar kind and quality is temporarily not available.

A fee of \$15 will apply anytime a phone is changed on the account for non-warranty reasons.

Use of MetroPCS services acknowledges acceptance of our Terms and Conditions of Service found at metropcs.com/terms.