

Start of Service Request

Thank You for Joining **MetroPCS!**



Name First Last

Address

City State Zip

Date / /

Account password (eight-digit number)

Phone number ()

Email address

3G Calling Plans

- \$40 Unlimited (I40)** **\$40/month**
 - Unlimited talk, text and data
 - Nationwide coverage
 - Voicemail, caller-ID, call waiting, 3-way calling
- \$45 Unlimited (R45)** **\$45/month**
 - Includes all the features of the \$40 (I40) plan PLUS -
 - Unlimited international text messaging
 - Unlimited short codes and alerts *(additional fees may apply for Premium content)*
 - Unlimited premium directory assistance
 - Unlimited Screen-it®
- \$50 Unlimited* (3GSMT50)** **\$50/month**
 - Includes all of the features of the \$45 (R45) plan PLUS -
 - Visual Voicemail
- \$50 Unlimited (R50)** **\$50/month**
 - Includes all of the features of the \$50 (3GSMT50) plan PLUS -
 - Unlimited MetroNavigator®
 - Unlimited email
- \$60 Rhapsody® Unlimited Music Plan* (3GSMT60)** **\$60/month**
 - Includes all of the features of the \$50 (3GSMT50) plan PLUS –
 - Rhapsody® Unlimited Music
- \$60 Unlimited BlackBerry® Plan* (IRIM)** **\$60/month**
 - Includes all of the features of the \$50 (3GSMT50) plan PLUS –
 - Unlimited MetroNavigator®
 - Unlimited Pocket Express®
- Enterprise email *(corporate email through the BlackBerry® Enterprise Server)* **\$5/month**

4G^{LTE} Calling Plans and Add ons

- \$40 4G^{LTE} Unlimited Service Plan** (4GALL40)** **\$40/month**
 - Unlimited talk, text and data
 - First 250MB of data at 4G^{LTE} speeds (\$40 4G^{LTE} plan only)
 - Nationwide coverage
 - Voicemail, caller-ID, call waiting, 3-way calling
 - joyn™ by MetroPCS *(select phones only)*
- \$50 4G^{LTE} Unlimited Service Plan** (4GALL50)** **\$50/month**
 - Includes features of the \$40 (4GALL40) plan PLUS –
 - First 2.5GB of data at 4G^{LTE} speeds (\$50 4G^{LTE} plan only)
 - Visual Voicemail
- \$60 4G^{LTE} Unlimited Service Plan** (4GALL60)** **\$60/month**
 - Includes features of the \$50 (4GALL50) plan PLUS –
 - First 5GB of data at 4G^{LTE} speeds (\$60 4G^{LTE} plan only)
 - Rhapsody® Unlimited Music
- \$70 4G^{LTE} Unlimited Service Plan** (4GALL70)** **\$70/month**
 - Includes features of the \$60 (4GALL60) plan PLUS –
 - Unlimited 4G^{LTE} data (\$70 4G^{LTE} plan only)
- Rhapsody® Unlimited Music** **\$10/month**
- 4G^{LTE} Mobile Hotspot** *(select rate plans only)* **\$10/month**
- 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 2011 Target Pro data.

*BlackBerry (RIM) or other Smartphones required to be on specified rate plans.

**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 data 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.

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.

Payment Options

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

eWallet **No Charge**

Sign Up for MyAccount through 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-3172ti/12-12

Account Detail

- E-statement** **No Charge**
View your statement summary online
(Currently not available in Georgia)
- Call Detail** **\$1/month**
View your local calls made during the service cycle online

Account Summary

MetroPCS account number:

MetroPCS phone number:

Next payment due date:

Monthly due date:

Monthly Service: Protection and More **\$_____**

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

Keep your contacts even if your phone is lost, stolen or damaged

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

Block calls from unwanted, restricted, anonymous, private or unknown callers; block text messages for callers in your block list

Screen-it® **\$2/month** **\$_____**

Know who's calling before you answer

Unlimited Directory Assistance **\$2/month** **\$_____**

Voicemail to Text **\$3/month** **\$_____**

Get voicemail as a text and email message

MetroNavigator® Select rate plans only **\$3/month** **\$_____**

Turn your phone into a powerful GPS navigation tool

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

Pocket Express® **\$5/month** **\$_____**

Instant access to news, weather, maps and more

MetroGUARDSM Insurance **\$5/month** **\$_____**

Covers wireless equipment and accessories for loss, theft and damage; plus features to locate, lock and erase contacts*

Call Forwarding **\$5/month** **\$_____**

Immediate and conditional call forwarding to any local number

Unlimited International Long Distance** **\$10/month** **\$_____**

Feature Bundles

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

Includes MetroNavigator® and Unlimited Directory Assistance

TravelTalk® Bundle (30 minutes) **\$5/month** **\$_____**

MetroSTUDIO®

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

Customize your phone with GreetMe Tones®; hot music, celebrity clips and more

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

Assign a different tone for each of your contacts

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

Download your favorite songs from your phone or online

Other **\$_____**

Call Detail: **\$_____**

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

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

*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.

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 at all locations. Warranty exchange fees are subject to change. All warranty options include 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.

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

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.