

# Important Information About Your Service Contract Service Pause or Cancellation of Service Due to Long-Term Care Facility Admission

We understand that entering a long-term care facility is a major life change. This notice explains your rights under New Jersey law and what happens with your service contract.

## Your Rights

- You (or your authorized representative) may pause your service if you are admitted to a qualifying long-term care facility.
- If your stay lasts longer than 90 days, your contract will be automatically canceled under the law.
- You may also request cancellation earlier if you choose.

## Your Responsibilities

When pausing or canceling service, you must:

1. Provide proof of admission from your long-term care facility (such as an admission letter).
2. Return all equipment (such as phones, routers, or set-top boxes) provided by us.
  - If equipment is not returned, charges may apply.
3. If you have Device Protection (insurance), you understand that Device Protection will be removed during a service pause or upon cancellation, you will not be eligible to file an insurance claim during that time, and Device Protection must be reinstated once service is resumed or reactivated, subject to eligibility requirements and applicable terms and conditions.

## If a Representative Submits the Form

If you are unable to submit the request yourself, a representative may act on your behalf.

They must include:

- The completed request form, **and**
- One of the following documents showing they are authorized to act for you:
  - Power of Attorney
  - Conservatorship Order
  - Guardianship Documents

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## How to Submit

- Complete the **Standard Request Form** (included with this notice).
- Attach your **proof of admission** (and supporting documents if a representative is submitting).
- Return the completed package by:
  - Mail: T-Mobile Customer Relations – Executive Response Team  
P.O. Box 37380  
Albuquerque, NM 87176-7380
  - Email: [usmilitaryerr@t-mobile.com](mailto:usmilitaryerr@t-mobile.com)

# **NEW JERSEY LONG TERM CARE ACT REQUEST TO PAUSE OR CANCEL SERVICE DUE TO ADMISSION TO LONG-TERM CARE (LTC) FACILITY**

Metro by T-Mobile

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## **Customer (being admitted into LTC) Information**

All fields are required unless otherwise indicated. Fields marked with an asterisk (\*) are optional.

**Customer Name**

**Service Address**

**Metro by T-Mobile Phone**

**\*Account Number**

**\*Email Address**

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## **Authorized Representative (if applicable)**

(Complete if submitted by a representative rather than the customer)

**Examples of Representatives: Power of Attorney, Executor of Estate, Legal Guardianship, or Conservatorship.**

**Representative Name**

**Relationship to Customer**

**Authorized Rep Phone**

**Authorized Rep Email**

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Supporting Documentation (check all that apply):

**(One or more of these documents are required in addition to this completed form in order to process this request)**

Copy of Power of Attorney

Copy of Conservatorship Order

Copy of Guardianship Documents

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## **Long-Term Care Facility Admission**

**Facility Name**

**Facility Address**

**Admission Date**

**Expected Duration of Stay (if known**

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### **Service Request (check one)**

**Pause of Services** (No charges during the pause. Service will resume upon customer request. If the Pause exceeds 90 days, service will be automatically cancelled.)

**Cancellation of Services** (May be requested at any time, or will occur automatically if a service pause exceeds 90 days.)

## **Important Note**

If the service recipient remains in a long-term care facility for more than 90 days, the service contract will be automatically canceled in compliance with state law. If the Customer has Device Protection (insurance) on the affected line, pausing or canceling service will result in the removal of Device Protection coverage. While service is paused or after cancellation, the Customer will not be eligible to file an insurance claim. Device Protection must be re-enrolled or reinstated once service is resumed or reactivated, subject to eligibility requirements and applicable terms and conditions.

## **Important Note**

Metro Flex benefits depend on maintaining uninterrupted Metro Flex service. Pausing or canceling service ends your current tenure, and eligibility for Metro Flex benefits will require starting a new period of qualifying service after service is reactivated.

### **Proof of Admission (May be requested)**

A service provider may require written proof of admission to a long-term care facility. If requested, any of the following will be accepted as sufficient proof:

Admission letter or equivalent documentation from the long-term care facility.

Physician's letter attesting that the customer has been admitted to a long-term care facility and meets the requirements under New Jersey law.

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## **Certification and Attestation**

I, the undersigned, hereby attest to the following facts:

- I am the Customer identified above, or a duly authorized representative acting on the Customer's behalf.
- The Customer has been admitted to the long-term care facility identified in this form.
- Written proof of admission, as required by law, is attached (facility admission letter or physician's letter).

- During the pause period, the Company will not resume charging the Customer under this contract for a minimum of ninety (90) days.
- If the Customer remains admitted to a long-term care facility after ninety (90) days, this contract will be canceled automatically without any additional charge.

By signing below, I affirm under penalty of perjury that the above information is true and correct to the best of my knowledge.

**Signature**

**Printed Name**

**Relationship to Customer (if applicable)**

**Date:**

*(If submitted by a representative, include the supporting documentation checked above.)*