

Start of Service Request

Thank You for Joining **MetroPCS!**



Name _____
First _____ Last _____

Date _____ / _____ / _____

Address _____

Account password (eight-digit number) _____

Phone number (_____) _____

City _____ State _____ Zip _____

Email _____

Calling Plans

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

- Unlimited data, talk and text
- First 500MB of high speed data at up to 4G speeds* (*4G or 4G LTE phone required*)
- Nationwide coverage
- Visual Voicemail, voicemail, caller-ID, call waiting, 3-way calling
- Short Codes and Alerts**
- Metro411 Directory Assistance
- Wi-Fi Calling (*select phones only*)

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

- Unlimited data, talk and text
- First 2.5GB of high speed data at up to 4G speeds* (*4G or 4G LTE phone required*)
- Nationwide coverage
- Visual Voicemail, voicemail, caller-ID, call waiting, 3-way calling
- Short Codes and Alerts**
- Metro411 Directory Assistance
- Wi-Fi Calling (*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**
- Metro411 Directory Assistance

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

\$60 4G Unlimited **\$60/month**

- Unlimited data, talk and text
- Unlimited high speed data at up to 4G speeds* (*4G or 4G LTE phone required*)
- Nationwide coverage
- Visual Voicemail, voicemail, caller-ID, call waiting, 3-way calling
- Short Codes and Alerts**
- Metro411 Directory Assistance
- Wi-Fi Calling (*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 or 4G LTE coverage available in select markets. Coverage and services not available everywhere.
*MetroPCS 4G or 4G LTE plans and services require a MetroPCS 4G or 4G LTE enabled phone. For unlimited 4G or 4G LTE data plans, full available speeds apply up to monthly data allotment; then speeds slowed to average MetroPCS network speeds for remainder of billing cycle. Unlimited data at 4G or 4G LTE speeds only in 4G or 4G LTE coverage areas. Unlimited 4G or 4G LTE data, all data at 4G or 4G LTE speeds in 4G or 4G LTE coverage areas. All data usage by you on MetroPCS 4G or 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 (including arbitration provision) 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**

Pay by 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**

Pay by 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*)

Account Summary

MetroPCS account number: _____

MetroPCS phone number: _____

Default Voicemail Password: **Last 4 digits of phone number** _____

Monthly due date: _____

Monthly Service: **\$ _____**

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

- Call Forwarding
- Unlimited International Text Messaging*
- Screen-it®
- Unlimited Directory Assistance
- Voicemail to Text
- TravelTalk® – 30 minutes (*Select phones only*)

Optional Services:

Unlimited International Long Distance*

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

MetroGLOBAL® **\$10/month \$ _____**

Music Subscriptions**

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

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

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

Rhapsody® Unlimited Music **\$10/month \$ _____**

Protection and More

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

Metro Block-it® **\$1/month \$ _____**

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

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

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

MetroGUARDSM † **\$5/month \$ _____**

Mobile Hotspot **\$5/month \$ _____**

Total monthly MetroPCS charges:

\$ _____

Rate plans and features 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 metromusic.metropcs.com for specific details on Ringback Tones.

†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.*

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

*Additional taxes and regulatory fees may apply. 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.

Return Policy and Phone Warranty Options do not apply to non-MetroPCS branded phones.

A fee of \$15 will apply anytime a phone is changed on the account for non-warranty reasons. (*additional taxes and regulatory fees may apply*)

Your device may not work if you alter its original software. Use of MetroPCS services acknowledges acceptance of our Terms and Conditions of Service found at metropcs.com/terms.

Store Use Only GSM CDMA CSR Sales ID: _____ MDN: _____
MIN: _____ MEID/IMEI: _____ SIM: _____

MetroPCS Terms and Conditions of Service (“Agreement”)

For the most recent and up-to-date version of the MetroPCS Terms and Conditions of Service to which you agree and will be bound when you activate, use, change or pay for your MetroPCS service, please visit [metropcs.com/terms](http://www.metropcs.com/terms).

Welcome to MetroPCS. We are pleased that you have selected us as your wireless carrier. Please use this page as a reference for questions about your service and the Terms and Conditions of Service that govern the service you have purchased from MetroPCS. These Terms and Conditions of Service apply to all devices and wireless services provided by us to you and consist of several parts, which may be amended from time to time:

- [The MetroPCS Terms and Conditions of Service](http://www.metropcs.com/terms)
(<http://www.metropcs.com/terms>);
- [Your MetroPCS Rate Plan](http://www.metropcs.com/plans)
(<http://www.metropcs.com/plans>);
- [The MetroPCS Privacy Policy](http://www.metropcs.com/privacy-policy)
(<http://www.metropcs.com/privacy-policy>);
- [The MetroPCS Network Disclosure](http://www.metropcs.com/terms-network-disclosure)
(www.metropcs.com/terms-network-disclosure);
- [The MetroPCS Online Terms of Use](http://www.metropcs.com/metropcs-online-terms-of-use)
(<http://www.metropcs.com/metropcs-online-terms-of-use>);
- [The MetroPCS Wi-Fi Terms of Use](http://www.metropcs.com/wi-fi-terms-of-use)
(<http://www.metropcs.com/wi-fi-terms-of-use>); and
- The terms and conditions relating to any additional features you may have selected or as may be included in your Rate Plan, including, but not limited to:
 - o [MetroWEB® Terms of Use](http://www.metropcs.com/metroweb-terms-of-use)
(<http://www.metropcs.com/metroweb-terms-of-use>)
 - o [MetroMUSIC® Terms of Use](http://www.metropcs.com/metromusic-terms-and-conditions)
(<http://www.metropcs.com/metromusic-terms-and-conditions>)
 - o [Bring Your Own Phone Terms of Use](http://www.metropcs.com/byod-terms-and-conditions)
(<http://www.metropcs.com/byod-terms-and-conditions>)
 - o [Rhapsody® Unlimited Music Terms of Use](http://www.metropcs.com/rhapsody-unlimited-music-terms)
(<http://www.metropcs.com/rhapsody-unlimited-music-terms>)
 - o [Metro Block-it® Terms of Use](http://www.metropcs.com/block-it)
(<http://www.metropcs.com/block-it>)
 - o [Metro411 Terms of Use](http://www.metropcs.com/metro411-terms-of-use)
(<http://www.metropcs.com/metro411-terms-of-use>)
 - o [MyExtras® Terms of Service](http://www.metropcs.com/myextras-terms-of-use)
(<http://www.metropcs.com/myextras-terms-of-use>)
 - o [MetroBACKUP™ Terms and Conditions](http://www.metropcs.com/metrobackup-terms-and-conditions)
(<http://www.metropcs.com/metrobackup-terms-and-conditions>)
 - o [MetroPCS Unlimited International Calling](http://www.metropcs.com/international-long-distance)
(<http://www.metropcs.com/international-long-distance>)

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflicts with the MetroPCS Terms and Conditions of Service, the Terms and Conditions of Service shall control.

By: (a) giving us a written or electronic signature or telling us orally that you accept the MetroPCS Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the purchase of your wireless device, unless you return your wireless device within MetroPCS’ applicable return period, you agree to the MetroPCS Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:

- **You waive your right to a jury trial in disputes with MetroPCS;**
- **Your disputes with MetroPCS will be decided by an arbitrator;**
- **You waive your right to institute or participate in class action litigation against MetroPCS;**
- You will provide MetroPCS with accurate information about yourself;
- MetroPCS may communicate with you from time to time about your Service;
- You will pay all taxes and regulatory fees unless your Rate Plan explicitly includes such taxes and regulatory fees; and
- MetroPCS may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

Billing for Premium and Third-Party Services

California Residents Only

Certain parties besides MetroPCS have the ability to place charges on your bill for premium services. You may access these services and authorize the placement of charges on your bill through your phone or online account.

MetroPCS also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium and third-party services on your account. Contact customer care or go to www.metropcs.com/cramming for more information.