

Broadband Facts

Mobile broadband consumer disclosure.

Device Compatibility

If you want to use your existing device, learn more about [compatibility](#).

If you want to obtain a device, learn more about [prices, terms and other options](#).

Choose Your Data Plan - These prices do not include costs for obtaining a device from us.

	Smartphone High Speed Data allowance per month.				
	2GB	10 GB	Unlimited	Unlimited	10GB Metro Mobile Hotspot
Monthly charge for single line. <i>Does not take into account any of our deals and promotions.</i>	\$30	\$40	\$50	\$60	\$35 (when paired with Metro by T-Mobile voice line) +\$35/mo. w/out voice line
Tethering	Included in high speed data allowance.	Not supported.	Up to 5GB at 4G LTE speeds/	Up to 15GB at 4G LTE speeds.	N/A
	Metro by T-Mobile prioritizes on-device data over tethering data. Customers may notice reduced tethering speeds in times and places of congestion.				
When you exceed the high-speed data allowance	On handset, unlimited data even after all high-speed data is used, at reduced speeds. When tethering, no further access unless data pass purchased. No data overage charges ever.				No further access unless data pass purchased

On all plans, in times and places of congestion, the fraction of customers using > 35 GB/mo. may notice reduced speeds until next payment cycle.

Additional pricing options, plans and promotions [can be found here](#).

[Coverage Map](#)

Government Taxes and Fees and Other Carrier Surcharges May Also Apply: Sales tax and regulatory fees included in monthly service price.

Performance - [Individual experience may vary](#). For performance information relating to specific geographic areas, see our [coverage map](#) or click [here](#).

4G LTE (On-Device)	4G LTE (Smartphone Mobile HotSpot/Tethering)	Non-LTE
Typical Speed [1]	Typical Speed	Typical Speed
<p>4 – 30 Mbps (peaks up to 90 Mbps, min. expected speeds of less than .1 Mbps) downstream</p> <p>3 – 15 Mbps (peaks up to 35 Mbps, min. expected speeds of less than .1 Mbps) upstream</p>	<p>3 – 25 Mbps (peaks up to 90 Mbps, min. expected speeds of less than .1 Mbps) downstream</p> <p>2 – 10 Mbps (peaks up to 35 Mbps, min. expected speeds of less than .1 Mbps) upstream</p>	<p>1.5 Mbps downstream</p> <p>230 Kbps upstream</p>
Typical Latency 30 – 55 ms	Typical Latency 30 – 55 ms	Typical Latency 60 – 180 ms

[1] LTE projections are based third-party, crowd-sourced data for the 25th and 75th percentiles of speed tests. Peak speed represents 99th percentile.

[2] Metro by T-Mobile continues to provide non-LTE connections for customers who are not able to receive an LTE signal. Non-LTE connections are use by the small percentage of our customers still using non-LTE devices, or, in limited cases, when customers with LTE devices are unable to connect to the LTE network. Non-LTE projections are based on internal testing and testing from third-parties.

Network Management

<p>Application-specific network management practices?</p> <p>Metro by T-Mobile utilizes streaming video optimization technology throughout its network, which improves overall data usage management of the network, resulting in greater network speeds and throughput for other customers using data because less network payload is dedicated to video. Metro by T-Mobile optimizes data by defaulting the delivery rate for streaming video to up to 1.5Mbps, which causes the video to lower resolutions and use less data. Customers may purchase a feature which allows them to view video in native resolution for an additional charge. Learn more here.</p>	Yes
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<p>Subscriber-triggered network management practices?</p> <p>Metro by T-Mobile employs a number of subscriber-triggered network management practices to provide the best possible experience for the most possible customers, including managing significant high-speed data usage through prioritization. On all plans, during congestion the fraction of customers using more than 35GB per month may notice reduced speeds until the next payment cycle as a result of this prioritization policy. Additionally, Metro by T-Mobile prioritizes on-device data over tethering data at times and at locations where there are competing customer demands for network resources, which may result in slower tethering speeds. During congestion, Metro by T-Mobile customers may notice reduced speeds vs. T-Mobile customers except T-Mobile Essentials customers. Metro by T-Mobile also reserves the right to suspend, restrict, or terminate service, or take other actions as necessary based on a violation of its Terms and Conditions. Learn more here.</p>	Yes
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More [details on network management](#).

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Complaints or Inquiries To contact us: [online](#) / (888)863-8768
To submit complaints to the FCC: [online](#) / (888)225-5322

Learn more about the [terms used on this form and other relevant information](#) at the FCC's website.