

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

Unlimited Tablet

Monthly charge for single line.
Does not take into account any of our deals and promotions.

\$30

\$40

\$50

\$60

\$15 (when paired with Metro by T-Mobile 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.

Not supported.

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.

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.

Charges and Fees Common to All Plans: \$15 device activation/change fee

	High Speed Data allowance per month.				
	10GB Metro Mobile Hotspot	15GB Metro Mobile Hotspot	20GB Metro Mobile Hotspot	30GB Metro Mobile Hotspot	2 GB MetroSMART Ride
Monthly charge for single line. <i>Does not take into account any of our deals and promotions.</i>	\$35 (when paired with Metro by T-Mobile voice line) +\$35/mo. w/out voice line	\$45 (when paired with Metro by T-Mobile voice line) +\$35/mo. w/out voice line	\$55 (when paired with Metro by T-Mobile voice line) +\$35/mo. w/out voice line	\$75 (when paired with Metro by T-Mobile voice line) +\$35/mo. w/out voice line	\$10 (when paired with Metro by T-Mobile voice line)
Tethering	Included in high speed data allowance	Included in high speed data allowance	Included in high speed data allowance	Included in high speed data allowance	Included in high speed data allowance
	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	No further access unless data pass purchased				No further access unless data pass purchased
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](#).

4G LTE (On-Device)	4G LTE (Smartphone Mobile HotSpot/Tethering)	Non-LTE ¹
Typical Speed²	Typical Speed²	Typical Speed²
<p>6 – 35 Mbps (min. expected speeds of less than .1 Mbps) downstream</p> <p>3 – 18 Mbps (min. expected speeds of less than .1 Mbps) upstream</p>	<p>5 – 31 Mbps (min. expected speeds of less than .1 Mbps) downstream</p> <p>3 – 15 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 – 50 ms	Typical Latency 30 – 50 ms	Typical Latency 60 – 180 ms

[1] Metro by T-Mobile continues to provide connections to our 2G, 3G, and 4G HSPA+ networks for customers who are not able to receive an LTE or 5G signal. Non-LTE/5G connections are used by the small percentage of customers still using non-LTE/5G devices or, in limited cases, when customers with LTE/5G devices are unable to connect to the LTE/5G networks.

[2] LTE projections are based third-party, crowd-sourced data for the roughly 25th and 75th percentiles of speed tests.

Non-LTE projections are based on internal testing and testing from third-parties.

Metro by T-Mobile is in the process of deploying its 5G network, including layering millimeter wave and low-band spectrum over the LTE network. Currently, T-Mobile's 5G millimeter wave network is available in select areas. Newly-launched low-band 5G network is available nationwide, although coverage may not be available in some areas (see <https://www.metrobyt-mobile.com/coverage/5g-coverage-map>). Devices operating on Metro by T-Mobile's nationwide 5G network currently use multi-band dual connectivity; customers with 5G-compatible devices will receive service via both Metro by T-Mobile's 4G LTE network and its 5G network to support their connectivity. Metro by T-Mobile expects that its low-band 5G network will initially provide, on average, download speeds that are noticeably faster than its nationwide 4G LTE network (based on modeling, roughly 20% faster on average nationally). In the short term, customers with 5G-capable devices may experience uploads via 4G LTE, and Metro by T-Mobile expects roughly the same upload and latency experience as the existing 4G LTE ranges shown above. Metro by T-Mobile will provide additional information here regarding speed and latency percentiles once it has been able to collect real-world crowd-sourced user data. Please review the Open Internet page for important background on how Metro by T-Mobile's network performance disclosures relate to your individual service and updated information on network performance as the 5G rollout is ongoing

Network Management

Application-specific network management practices?

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](#).

Yes

<p>Subscriber-triggered network management practices? 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>	<p>Yes</p>
<p>More details on network management.</p>	
<p>Privacy</p>	<p>See our Privacy Policy</p>
<p>Complaints or Inquiries</p>	<p>To contact us: online / (888)863-8768</p>
<p>To submit complaints to the FCC: online / (888)225-5322</p>	
<p>Learn more about the terms used on this form and other relevant information at the FCC's website.</p>	