Phone Plans

All phone plans include unlimited data, talk and text on the Nationwide T-Mobile Network. Wi-Fi Calling*, Data Maximizer**, Visual Voicemail, Caller-ID, Call Waiting, 3-way Calling and Metro411 Directory Assistance.

- Mobile Hotspot
- Unlimited 4G LTE data on your smartphone** (4G LTE phone required)
- Amazon Prime
- Google One 100GB of Cloud Storage
- Unlimited 4G LTE data on your smartphone** (4G LTE phone required)
- 3GB Mobile Hotspot (select phones only)
- 10GB of 4G LTE data**
- 20GB of 4G LTE data**
- 30GB of 4G LTE data**

$60 Unlimited LTE Data

Promotional Rate Plan

- MetroSMART Ride
- Up to 2GB 4G LTE Wi-Fi Hotspot**
- PinePat Pet Tracker
- Timex® FamilyConnect
- Tablet
- Unlimited LTE data with SD video
- Unlimited LTE data with Full HD video
- Mobile Hotspot (mobile hotspot device required)
- 10GB of 4G LTE data**
- 15GB of 4G LTE data**
- 20GB of 4G LTE data**
- 30GB of 4G LTE data**

$75/month

Connected Device Plans

- Standard Plan
- Up to 2GB of data for secondary devices
- Data Maximizer**
- Unlimited 4G LTE data on your smartphone** (4G LTE phone required)
- Amazon Prime
- Google One 100GB of Cloud Storage
- Unlimited 4G LTE data on your smartphone** (4G LTE phone required)
- 3GB Mobile Hotspot (select phones only)

$75/month

International Long Distance*

- Mexico Calling – Landlines
- Mexico/Canada Unlimited

$5/month

Protection and More

- Call Detail
- Call Forwarding
- VoiceMail to Text
- Scam Shield

$1/month

Web Guard

Content Protection

Restrict content when browsing internet on our network*

- No Restrictions
- Young Adult (17 & up)
- Teen (13 & up)
- Child (all ages)

No Charge

Account Detail

E-statement

No Charge

View your statement summary online (only available in select states)

$1/month

Call Detail

No Charge

Review all your local outgoing calls made during the service cycle online

Payment Options

You will receive a text message reminder on your phone before payment is due. MyMetro® makes payments and manages your account on your phone.

eWallet

Sign up for MyAccount on metrobyt-mobile.com and create your own secure eWallet where you can safely store cards for quick payment and set up autopay.

Text to Pay

The secure and easy way to pay your mobile Metro service. Register your credit or debit card with Metro eWallet service and simply respond to a text from PAYNOW (729669) to pay.

AutoPay

No Charge

Credit or debit card is automatically debited two days before payment is due.

Express Pay

No Charge

Pay by credit or debit card online at metrobyt-mobile.com.

By Mail

No Charge

Include Metro phone number and account number on check or money order and mail to: P.O. Box 5119, Carol Stream, IL 60117-5119

Pay to the order of T-Mobile USA, Inc.

By Phone through automated IVR

No Charge

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 Metro store (not available at all locations)

Over the Counter

$3 Convenience fee

Pay at an Authorized Payment Location with cash, credit or debit card.

Authorized Payment Location

Make a payment at an Authorized Payment Location (fee varies by location)

Account Summary

Metro account number:

Metro phone number:

Default Voicemail Password: Last 4 digits of phone number

Monthly due:

Monthly Service:

- Storage and Security Bundle
- Google One 200GB
- Scam Shield™ Premium
- Security Bundle

$3/month

- Scam Shield™ Premium
- McAfee Security for Metro® by T-Mobile

$5/month

- Extra Monthly Data**
  - 2GB
  - 5GB
  - 10GB
  - 15GB

$5/month

International Long Distance*

- Mexico Calling – Landlines
- Mexico/Canada Unlimited

$5/month

Protection and More

- Call Detail
- Call Forwarding
- VoiceMail to Text
- Scam Shield

$1/month

Premium Handset Protection® – Device Insurance Only

- Tiers 1 & 2
- Tiers 3 & 4
- Tiers 5 & 6

$12/month

Premium Handset Protection® – (Device Insurance + McAfee mobile security):

- Tiers 1 & 2
- Tiers 3 & 4
- Tiers 5 & 6

$12/month

For mobile devices with area codes from all states except NY: Premium Handset Protection® – Device Insurance Only

- Tiers 1 & 2
- Tiers 3 & 4
- Tiers 5 & 6

$12/month

For mobile devices with NY area codes: Premium Handset Protection® – (Device Insurance + McAfee mobile security):

- Tiers 1 & 2
- Tiers 3 & 4
- Tiers 5 & 6

$12/month

Return Policy

Metro by T-Mobile will gladly assist with your Return.

Return a Device or accessory (“Device”) within 14 days of the purchase date of the original Device. Return the Device with your receipt, in its package, with all contents, undamaged and in good working condition, with no material alterations to the Device’s hardware or software. Returns must be made at the store where the device was purchased. - All returns must be made for reasons outside of warranty issues. Refunds will be less any rebates received and shipping costs. Certain promotional offers may require you to return all items you received with your Device and could cause you to become ineligible for any promotional discounts.

There are no returns, refunds, or credits for prepaid service fees, monthly service, application download, add-on and other fees. Return Policy is for new device activations only. Device upgrades are non-refundable and non-returnable, but may be covered by a limited manufacturer’s warranty, if applicable.

There are no returns, refunds, or credits for any other item listed above.
Upgrade Policy
Customers who purchase a new device in-store or online, within 180 days of their last new device purchase, must pay the full retail price.

Returned Payment Policy
If your payment is dishonored or returned, we may charge you a returned payment fee at the highest amount permissible by law, and we may also generate a draft or electronically debit your account for any fee amount due, all as allowed by law. More information can be found on metrobyt-mobile.com.

Device Exchange Options – No guarantee of new device
Not all exchange options are available at all locations. Phone exchanges limited to manufacturer’s warranty reasons or under the Return Policy.
- $20 Exchange by Mail®
  - Replacement phone will be available for in-store pickup in approximately 3 business days
- Contact Manufacturer
  - Contact the phone manufacturer directly. See sales associate for information

Return Policy and Device Exchange Options do not apply to non-Metro branded devices.

Premium and Third-Party Services
California Residents Only
Certain parties besides Metro have the ability to place charges on your account for premium services. You may access these services and authorize the placement of charges on your account through your phone or online account.
Metro 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.metrobyt-mobile.com/blocking for more information.

Metro® by T-Mobile Terms and Conditions of Service ("Agreement")
By activating or using Metro Service, you agree to the Metro Terms and Conditions of Service. Metro requires Arbitration of Disputes unless you opt-out within 30 days of activating. Details and the full version can be viewed at metrobyt-mobile.com/terms.

Welcome to Metro by T-Mobile. 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 Metro. 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 Metro Terms and Conditions of Service
- Your Metro Rate Plan
- The Metro Privacy Policy
- The Metro Network Disclosure
- The Metro Online Terms of Use
- The Metro Wi-Fi Terms of Use
- The terms and conditions relating to any additional features you may have selected or may be included in your Rate Plan, including, but not limited to:
  - MetroWE® Terms of Use
  - Bring Your Own Phone Terms of Use
  - Metro411 Terms of Use
  - MetroZone and MyExtras® Terms of Service
  - Premium Handset Protection® Program Summary and Disclosures
  - McAfee Security for Metro by T-Mobile with ID Theft Protection Terms of Use
  - Metro International Calling

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 Metro 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 Metro 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 Metro’s applicable return period, you agree to the Metro 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 Metro;
- You dispute with Metro will be decided by an arbitrator;
- You waive your right to institute or participate in class action litigation against Metro;
- You will provide Metro with accurate information about yourself;
- Metro may communicate with you from time to time about your Service;
- You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
- Metro 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.

Premium and Third-Party Services
Customers who purchase a new device in-store or online, within 180 days of their last new device purchase, must pay the full retail price.

Metro 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.metrobyt-mobile.com/blocking for more information.