



June 4, 2024

FILED ELECTRONICALLY

Federal Communications Commission
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
45 L Street, NE
Washington, D.C. 20554

To Whom It May Concern:

T-Mobile USA, Inc. ("T-Mobile") is in receipt of your correspondence regarding T-Mobile's recent rate plan monthly recurring charge update.

As costs and inflation continue to rise, for the first time in nearly a decade, T-Mobile has made some small adjustments to the pricing of some of our older rate plans. On May 22, 2024, T-Mobile began notifying customers enrolled in older rate plans that their plan's monthly recurring cost will increase as of their June or July 2024 billing statement.

T-Mobile notified all impacted customers, by way of text message and email, of how the change specifically impacts their account, including how much their current rate plan will increase, when to expect the increase, and where they can find more information. The price increase ranges between \$2.00 to \$5.00 per line. All plan types, benefits, and due dates will remain the same. If any customer is interested in shopping for a new rate plan or would like to review our current rate plan offerings, we encourage them to contact Customer Care or visit [T-Mobile.com/cell-phone-plans](https://www.t-mobile.com/cell-phone-plans).

Regarding these changes, we are aware some customers have inquired about T-Mobile's *Un-contract* and *Price Lock*. With *Un-contract*, T-Mobile committed to its customers that if we were to increase prices and customers chose to leave as a result, T-Mobile would pay the customers' final month's recurring service charge, as long as we are notified within 60 days. Consistent with that commitment, customers who activated on an eligible rate plan between January 5, 2017 and April 27, 2022, can request to have their final month's qualifying service charge reimbursed if their rate plan price increases and they choose to cancel service. Customers simply need to request reimbursement within 60 days of the price increase.

As for customers with concerns about T-Mobile's *Price Lock* guarantee, it is important to note that customers with *Price Lock* are not impacted by the change. On April 28, 2022, T-Mobile began offering *Price Lock* on new account activations on qualifying rate plans. For customers who activated on a qualifying plan between April 28, 2022 and January 17, 2024, *Price Lock* guarantees that accounts activated with a qualifying rate plan, within the enrollment period, would not be subject to a price increase, so long as the account remained in good standing and the customer remained on the qualifying rate plan. If a customer migrates to a new plan not

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covered by *Price Lock*, the *Price Lock* guarantee will fall off the account given the customer is no longer on a qualifying rate plan. Lines covered by the April 28, 2022 to January 17, 2024 *Price Lock* guarantee are exempt from the monthly recurring rate plan changes.

Based upon the foregoing, we respectfully request that this complaint against T-Mobile be closed.

Very truly yours,

T-MOBILE USA, INC.

