



## Extreme Roamer Reduction (ERR) Initiative

[Retail, ERP 2.0 - T-Mobile Employees and Authorized Agents Only]

### Overview

On Wednesday, November 14, a letter will be mailed to approximately 600 customers who have been identified as having the majority of their calling usage occur while roaming outside of the T-Mobile network.

### Details

#### ERR account criteria details

ERR accounts meet the following criteria:

- Customer is roaming outside of T-Mobile network 100% of the time
- Defined contractual term has expired on all active lines
- Non-Business and non-Government account types
- Non-VIP and non-Special account sub-types

#### How will an ERR account holder be notified?

- On November 14, a letter will be mailed to approximately 600 customers who meet the ERR account criteria details.
- This letter informs customers that their service and rate plan will no longer be available after a specific date.
- Customers will be directed to call a toll-free number to discuss the letter.
- These customers will be notified first by letter, then a series of outbound calls/messages advising them of the options available.

#### What happens after the ERR account holder is notified?

- To ensure all T-Mobile customers receive the best possible service, T-Mobile will attempt to convert these customers to a T-Mobile To Go account or terminate their service.
- Customers have 35 days from the date on the letter to contact T-Mobile in order to avoid a service interruption.
- Customers who do not choose to switch to T-Mobile To Go will have their service terminated on a specific date, which will be stated in their letter.



- Customers will not be charged a termination fee as their contract with T-Mobile has expired.

### **What if an ERR account holder visits my location?**

ERR account holders can be identified via the following ways:

- Customer indicates they received the ERR letter from T-Mobile and a special instruction memo will be posted in CAM.

If an ERR account holder visits your location:

- Please refer them to the ERR Queue on the Customer Care team by having them call 1-877-275-1735.
  - Suggested script after customer notifies you that they received an ERR letter or you see the special instructions in the account.  
"Thank you for bringing this to our attention. Your account is being handled by a specialized group. Please contact Customer Care at 1-877-275-1735 for further information"
- Do NOT discuss any details of the program with the customer, the ERR Customer Care Team should be the only group of T-Mobile employees to discuss this program with the customer.
- Do not make any account changes to an ERR account holder that will place the customer under a new fixed contractual term.
  - Customers who are identified as an ERR customer are no longer eligible for any offer that would place the account under a new fixed contractual term prior to cancellation, including, but not limited, to the following:
    - Discounted Handset Upgrades
    - Regular Consumer Rate Plans
    - All other T-Mobile Promotions
- Customers on an ERR Account are not eligible for a Change of Responsibility.

### **What if a member of the media visits my location asking about the ERR initiative?**



- In the event a member of the media visits or calls your store location, please refer to the Media Inquiries policy in Streamline or on T-MobileNews