

T-Mobile

T-Mobile is aware that customers depend on our network to connect with family, loved ones and service providers, which is why we have taken several steps, outlined below, to keep our customers connected.

- Beginning March 13th, all current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming).
- Soon T-Mobile will provide T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot/tethering service for the next 60 days.
- T-Mobile is working with our Lifeline partners to provide customers free extra data up to 5GB of data per month for the next 60 days.
- T-Mobile is also increasing the data allowance, free of charge, to schools and students using our EmpowerED digital learning programs to ensure each participant has access to at least 20GB of data per month for the next 60 days.
- Additionally, T-Mobile is offering free international calling for all current T-Mobile and Metro by T-Mobile customers to Level 3 impacted countries.

In addition to these efforts, on March 13th T-Mobile signed on to FCC Chairman Ajit Pai's Keep Americans Connected Pledge, in which companies pledge:

- Not to terminate service to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus pandemic;
- Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- Open its Wi-Fi hotspots to any American who needs them.

As for efforts to further serve our customers and employees, please note that our T-Mobile and Metro by T-Mobile retail locations have increased cleaning and sanitization efforts and added more disinfecting wipes, soap and hand sanitizer.

T-Mobile is also encouraging employees who have the ability to work from home to do so through the end of the month. For those who are not able to work from home, we are providing flexible work schedules, among other forms of support.

Rest assured, T-Mobile will continue to closely monitor the situation and is committed to keeping our customers, employees and other entities informed as it unfolds. In the meantime, we encourage you to visit T-Mobile's newsroom where you can find additional details on our [response to COVID-19](#).