



## Customer Pilot Recruiting Letters

[All Channels - All Markets - T-Mobile Employees and Authorized Dealers Only]

### Overview

Product testing company Centercode is currently e-mailing customers asking them if they would like to participate in a new product trial T-Mobile will begin conducting August 11.

- Customers are being contacted to participate solely via e-mail.
- Customers who choose to participate will not be charged for fees associated with service they are piloting.
- Customers interested in participating in the trial are advised to sign up using a link contained in their e-mail. Participants' agreement to keep trial information confidential must be recorded online, so they may not sign up to participate in the trial by calling Customer Care or going into a T-Mobile Sales Office.

### Action steps

If you receive calls/inquiries from customers about these e-mail messages:

- Advise them that the e-mail and offer are legitimate.
- Advise them to sign up to participate using the link contained in their e-mail.
- Advise customers wishing to participate that they will receive more information after completing the application and confidentiality agreement.
- Advise customers who do not wish to receive offers like this via e-mail to change their contact preferences in My T-Mobile, as outlined in the e-mail.

See attached for a sample recruiting letter.



Sample Recruiting Letter

Please distribute the attached FLASH to your dealers.



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***T-Mobile Confidential***  
***For T-Mobile Employees and Authorized Dealers (if Applicable) Only***