

T-Mobile Fiber

Plans and the promotion running right now.

REP TRAINING REFERENCE / DO NOT SHOW TO CUSTOMERS / CURRENT AS OF JULY 31, 2026

This sheet is for you, not for the door.

Do not print this and show it to a customer. It teaches you how to pitch and quote, and a homeowner reading your pitch notes is a strange moment to come back from. **Show plans in the order entry system instead**, where you are already in place to pick the plan and start their information.

PROMOTION RUNNING NOW

1AND3FREE

Know the code by name in case it shows up on the order or on their bill.

First and third month free, on any plan.

It applies automatically. There is nothing for the customer to enter and nothing for you to request. Two zero-dollar bills, not a credit spread across the year.

Fiber 300

300 MBPS SYMMETRICAL

\$45

/mo

With AutoPay on a debit card.

Standard price \$55/mo

■ Mesh extender **not included**

Fiber 1 Gig

1 GBPS SYMMETRICAL

\$60

/mo

With AutoPay on a debit card.

Standard price \$70/mo

■ **Mesh extender**, as needed

Fiber 2 Gig

2 GBPS SYMMETRICAL

\$70

/mo

With AutoPay on a debit card.

Standard price \$80/mo

■ **Mesh extender**, as needed

AutoPay means a debit card.

The \$10 AutoPay discount requires a **debit card**. **Credit cards do not qualify:** every tier bills \$10 more, \$55 / \$70 / \$80.

IN EVERY PLAN, AT EVERY PRICE

Professional installation

Included. Not an add-on, not a fee you waive.

Wi-Fi router

Included. No equipment rental line on the bill.

Unlimited data

No cap, no overage, no throttle language.

Symmetrical speed

Upload matches download on every tier.

T-Mobile Tuesdays

Weekly perks app. Works whether or not they are a T-Mobile phone customer.

Install and the router are the first two things a homeowner assumes will be extra. They are already yours to say.

HANDLING IT AT THE DOOR

“Is the price locked in?”

There is no price lock and no price guarantee right now.

The five-year price guarantee was removed **April 30, 2026**. Older slicks still show it. Do not confirm it, and do not invent your own.

That is not a weak answer. What they are actually afraid of is what the old coax companies did to them: hooked at \$50, paying \$110 two years later. Answer the fear, not the question.



SAY IT OUT LOUD, IN YOUR OWN WORDS

I’m not going to promise you a lock, because I can’t control that and I’d rather not lie to you. What I’d tell you is the market isn’t what it was. When there was one cable company in town they could raise it whenever they wanted, because where were you going to go? Now there’s fiber in the ground here and everybody’s fighting over the same houses. Nobody can push a rate way up anymore without handing you to the guy across the street.

KEEP IT MARKET TALK, NOT A PROMISE

SAY THIS

“Nobody can raise it much.”

NEVER SAY

“Your price won’t go up.”

The first describes the market. The second is a promise T-Mobile did not make, and it is the kind that comes back as a cancelled install and a chargeback. The first version is more believable anyway.

FOUR RULES FOR THE NUMBERS

Quoting it correctly

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| 01 | Always quote AutoPay, and say the word <i>debit</i> | “Forty-five a month with AutoPay on a debit card” is one sentence. Said together it is a price; said later it is a surprise. Credit cards do not qualify for the \$10, and every tier is exactly \$10 more without it. |
| 02 | Two free months, not a discount | Month 1 and month 3 are two zero-dollar bills, not a credit spread across the year. 1AND3FREE applies automatically on every plan. |
| 03 | Don’t discount what is already free | Offering to “get install covered” is a concession on something that was never a charge. |
| 04 | Taxes and fees | Not shown on the plan pages. Quote the plan price and let the order flow show the total. |

BEFORE YOU QUOTE

Promotions change without warning. This sheet is current as of **July 31, 2026**. If that date is more than a couple of weeks old, confirm before you quote. Live pricing is at **fiber.t-mobile.com**. If anything you have been told differs from this sheet, ask before you quote it at a door.