

# Meet your Dedicated Expert

One point of contact, backed by  
a Government Team of Experts



We're proud to provide our customers with a personalized, seamless experience that makes it easy to do business with us. That's why you've got a Dedicated Government Expert who can help you with all your wireless needs, from answering questions about your bill to partnering together to find new ways to help make your agency more productive and efficient.

## Account support tailored to your agency

Your Dedicated Government Expert is backed up by a highly trained Government Team of Experts and works hand-in-hand with your account representative, so we've always got you covered.

### Account status and summary reports

Get your basic account information or a complete breakdown of phone numbers, order information, changes to your account, and more:

- Account number
- Current status
- Rate plans and features
- Mobile number
- Activation date
- SIM card

### Voice and data troubleshooting

Reach out with any issues.

### Bill summary

Receive a one-page summary of your bill for quick access to basic information.

### Equipment Installment Plan (EIP) report

Stay one step ahead with a detailed look at your EIP.

### Rate plan and feature analysis

Compare past bills to help you optimize plans and features on your account.

## Contact your Dedicated Government Expert with any account service needs

Dedicated Government Experts are available for Government customers with 25+ lines. We'll respond within 48 hours for qualified accounts Monday through Friday 8:00 a.m. - 5:00 p.m. in your local time zone.



## #1 in Business Wireless Customer Satisfaction for three years in a row.

T-Mobile is honored to be awarded as the Highest in Business Wireless Customer Satisfaction by J.D. Power across Very Small, Small/Medium, and Large Enterprise lines of business.