

T-Mobile - Atlas Connect Cart - Upgrades

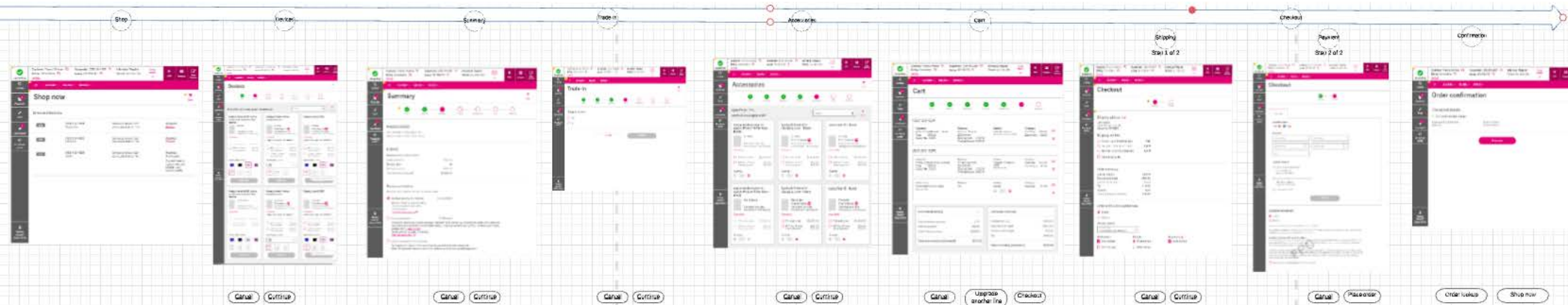
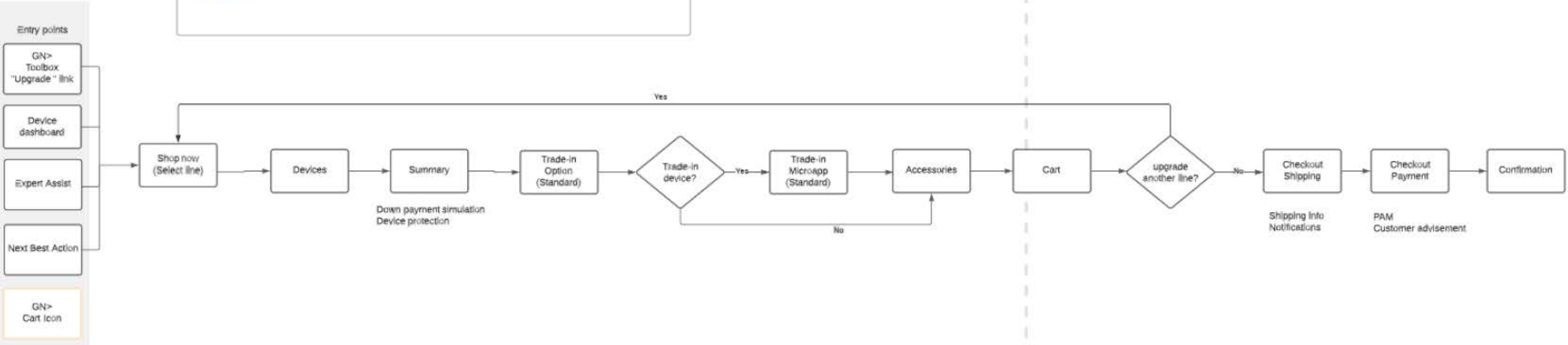
[See Lucid Chart diagram](#)

Updated 5/11/2022
Karen MacCubbin

Customer in focus

Scenarios

	Upgrade • David wants to upgrade to a new phone.	Upgrade and standard trade-in • David wants to upgrade to new phone and trade-in his current phone.
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ScreenPop

Customer: Francis Whitman

Billing: Chris Adams

[Verified](#)

Suspended: (206) 654-4967

Active: 987 669 745

Individual / Regular

Tenure: 2yr, 3mo, 25d

Close details



NBA

Widgets

New Memos



Lookup



ACCOUNT ▾

BILLING ▾

DEVICES ▾

Shop now



Cart



Tools



Launchpad



Feedback portal



Nathan
nlane67
Store XXXX

Lines and devices

(123) 123-1234 Stephanie	Device IMEI: 123456789012340	JUMP! 2.0 Eligible JUMP! Now: \$0.00 Eligibility date: Now EIP balance: \$500.00	Upgrade Non-eligible	Accessories Shop
(123) 123-1235 Lorraine	Device IMEI: 123456789012341	JOD Non-eligible	Upgrade Eligible	Accessories Shop
(123) 123-1236 Scott	Device IMEI: 123456789012342	JOD Eligible Eligibility date: Now Total remaining payment: \$41.67 Purchase price: \$150.00 End JOD and purchase price: \$191.67 Take action date: 07/27/2022	Upgrade Non-eligible	Accessories Shop
(123) 123-1237 Mary Lou	Device IMEI: 123456789012343	JUMP! 1.0 Eligible JUMP! Now: \$0.00 Eligibility date: Now EIP balance: \$500.00	Upgrade Non-eligible	Accessories Shop
(123) 123-1238 George	Device IMEI: 123456789012344	JUMP! 1.0 Non-eligible	Upgrade Eligible	Accessories Shop

Devices

Cart



Galaxy Note 20 5G with a really long name for this device

In stock
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

- Full retail price \$X,XXX.XX
- EIP/mo, 24 mos \$XX.XX
Down payment \$XX.XX

Mystic gray 256GB

256 GB 128 GB 64 GB

Add to cart

Galaxy Note 9 with a medium name

In stock
Free shipping Deal
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

- Full retail price \$X,XXX.XX
- EIP/mo, 24 mos \$XX.XX
Down payment \$XX.XX

Mystic gray 256GB

256 GB 128 GB 64 GB

Add to cart

Galaxy Note 20 5G

In stock
Free shipping Deal
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

- Full retail price \$X,XXX.XX
- EIP/mo, 24 mos \$XX.XX
Down payment \$XX.XX

Mystic gray 256GB

256 GB 128 GB 64 GB

Not available in this combination

Add to cart

Galaxy Note 20 5G with a really long name for this device

Out of stock
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

- Full retail price \$X,XXX.XX
- EIP/mo, 24 mos \$XX.XX
Down payment \$XX.XX

Mystic gray 256GB

256 GB 128 GB 64 GB

Add to cart

Galaxy Note 9 with a medium name

Backorder
Free shipping Deal
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

- Full retail price \$X,XXX.XX
- EIP/mo, 24 mos \$XX.XX
Down payment \$XX.XX

Mystic gray 256GB

256 GB 128 GB 64 GB

Add to cart

Galaxy Note 20 5G

Pre-order
Free shipping Deal
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

- Full retail price \$X,XXX.XX
- EIP/mo, 24 mos \$XX.XX
Down payment \$XX.XX

Mystic gray 256GB

256 GB 128 GB 64 GB

Not available in this combination.

Add to cart

Cancel

Continue

Back to top

Summary



Product details

APL IPHONE X 256G GRY KIT
Mobile number: (XXX) XXX-XXXX

Finance

Equipment Installment Plan

Down payment	\$100.00
Monthly term	24
Monthly payment	\$250.00
Total financed amount (estimated)	\$1,440.00

- ## Device protection
- Monthly cost is determined by the device value.
- McAfee Security for T-Mobile \$14.00/month
McAfee Security suite including:
 - Device content protection
 - ID protection[View C2 document](#)
 - Device protection \$7.00/month
Protection against accidental damage, loss/theft, and mechanical or electrical break down after the manufacturer's warranty. For complete details, including benefits, exclusions, limitations and costs, please visit to [Learn more](#).
Taxes are not included in the cost.
[View C2 document](#)
 - Decline protection for this device
This option will result in the lack of device protection for this subscriber.
After 30 days this feature cannot be added on without a qualifying event.

- ## E911 address
- Billing address
123 Maple Lane
Hopetown, WA 98053
 - New address
 - Opt out of E911 address and Wi-Fi calling

T-Mobile Wi-Fi E911 address disclosure

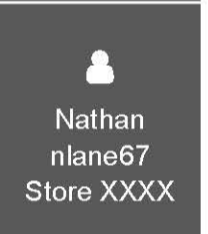
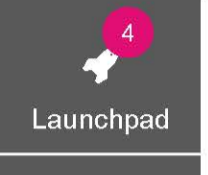
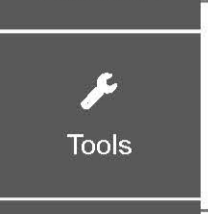
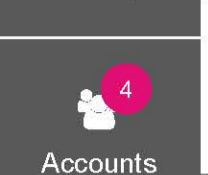
There are important limitations on the availability and reliability of Wi-Fi 9-1-1 emergency service, in part because these services are provided through the Internet and may not be as reliable as landline or traditional wireless service. The registered street address that you provide to us may assist with 9-1-1 emergency service, so please ensure that the information remains up-to-date with us at all times. Do you acknowledge and understand that there are significant limitations on Wi-Fi 9-1-1 emergency service? **WARNING:** If the customer does not accept the Wi-Fi E911 address disclosure statement, please remove the Wi-Fi calling feature after completing this transaction.

The customer acknowledges the WI-FI E911 address disclosure

Cancel

Continue

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ScreenPop

Customer: Francis Whitman

Billing: Chris Adams

Verified

Suspended: (206) 654-4967

Active: 987 669 745

Individual / Regular

Tenure: 2yr, 3mo, 25d

Close details



NBA



Widgets



New Memos



Lookup



Accounts



Tools



Launchpad



Feedback portal

ACCOUNT BILLING DEVICES

Trade-in



Cart



Shop



Devices



Summary



Trade-in



Accessories



Cart



Checkout

Trade-in option

Yes

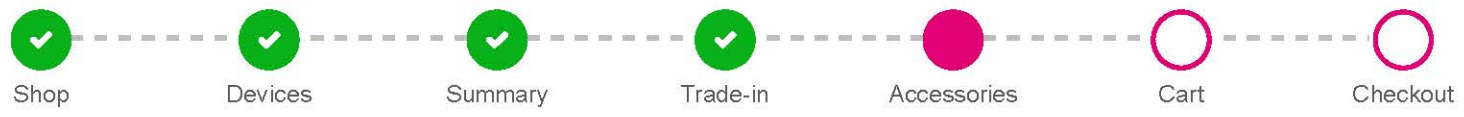
No

Cancel

Continue

Accessories

Cart



Combined EIP accessory amount must be \$49 or more.

Filter

Apple leather case for Apple iPhone 11 Pro Max - Black

In stock
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

<input type="radio"/>	Full retail price	\$X,XXX.XX
<input type="radio"/>	EIP/mo, 24 mos Down payment	\$XX.XX \$XX.XX

Quantity:

Apple AirPods with charging case - Black

In stock
Free shipping
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

<input type="radio"/>	Full retail price	\$X,XXX.XX
<input type="radio"/>	EIP/mo, 24 mos Down payment	\$XX.XX \$XX.XX

Quantity:

Jabra Talk 15 - Black

In stock
Free shipping
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

<input type="radio"/>	Full retail price	\$X,XXX.XX
<input type="radio"/>	EIP/mo, 24 mos Down payment	\$XX.XX \$XX.XX

Quantity:

Apple leather case for Apple iPhone 11 Pro Max - Black

Out of stock
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

<input type="radio"/>	Full retail price	\$X,XXX.XX
<input type="radio"/>	EIP/mo, 24 mos Down payment	\$XX.XX \$XX.XX

Quantity:

Apple AirPods with charging case - Black

Backorder
Free shipping
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

<input type="radio"/>	Full retail price	\$X,XXX.XX
<input type="radio"/>	EIP/mo, 24 mos Down payment	\$XX.XX \$XX.XX

Quantity:

Jabra Talk 15 - Black

Pre-order
Free shipping
Estimated ship date mm/dd/yyyy - mm/dd/yyyy

[View details](#)

<input type="radio"/>	Full retail price	\$X,XXX.XX
<input type="radio"/>	EIP/mo, 24 mos Down payment	\$XX.XX \$XX.XX

Quantity:

Cancel

Continue

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Accounts
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Feedback portal

Nathan nlane67 Store XXXX

Cart



(123) 123-1234

Upgrade	Finance	Details	Charges
iPhone 12 256GB Gold - T-Mobile Price: \$700.00 Support fee: \$30.00	EIP: \$25.00/month Term: 24 months Down payment: \$100.00 Financed amount: \$400.00	Protection: N/A Name: Decline protection for this device	Due today: \$100.00 Due monthly: \$25.00

(567) 567-5678

Upgrade	Finance	Details	Charges
iPhone 12 256GB White - T-Mobile Price: \$500.00 Support fee: \$30.00	EIP: \$25.00/month Term: 24 months Down payment: \$100.00 Financed amount: \$400.00	Protection: \$10.00/month Name: Protection <360>	Due today: \$100.00 Due monthly: \$25.00
Accessory PopSockets Pop Grip - Black Price: \$14.99	N/A	Quantity: <input type="text" value="1"/>	Due today: \$14.99

Estimated financing

Current Equipment Credit limit	\$1,150.00
Equipment Credit balance	\$900.00
Equipment Credit available	\$250.00
Line contribution	\$1,150.00
Maximum potential Equipment Credit	\$3,600.00

Additional down payment (optional)

Reduce monthly bill by adding custom amount.

[Reset](#)

Additional down payment	\$0.00
Monthly payment	\$50.00
Total financed amount	\$250.00

Total due monthly (estimated) \$70.00


Estimated due today


Subtotal (pre tax)	\$200.00
Discounts and credit	(\$200.00)
Deposits and charges	\$20.00
Tax	\$140.00

Total due today (estimated) \$160.00

device + accessory (blades closed)
Accessory page - or all pages after adding device and accessory to the cart

[View full cart](#)


Devices \$XX.XX 


Accessories \$XX.XX 


Down payments \$XXX.XX
Tax (estimated) \$XX.XX
Due today (estimated) \$XXX.XX
Exact amounts are calculated at the end of the flow.


device + accessory (blade open) - EIP


[View full cart](#)

Devices \$X,XXX.XX 

(360) 123-4567, EIP
Galaxy Note 20 5G 
Down payment \$XX.XX

(360) 123-4568, EIP
Galaxy Note 20 5G 
Down payment \$XX.XX


(360) 123-4569, EIP
Galaxy Note 9 
Down payment \$XX.XX


Accessories \$XX.XX 


Down payments \$XXX.XX
Tax (estimated) \$XX.XX
Due today (estimated) \$XXX.XX
Exact amounts are calculated at the end of the flow.


device + accessory (blade open) - EIP + delete

[View full cart](#)

Devices \$X,XXX.XX 

(360) 123-4567, EIP
Galaxy Note 20 5G 
Down payment \$XX.XX


(360) 123-4569, EIP
Galaxy Note 9 
Down payment \$XX.XX


Accessories \$XX.XX 


Down payments \$XXX.XX
Tax (estimated) \$XX.XX
Due today (estimated) \$XXX.XX
Exact amounts are calculated at the end of the flow.


device + accessory (blade open) - FRP


[View full cart](#)

Devices \$X,XXX.XX 

(360) 123-4567, FRP
Galaxy Note 20 5G 
Down payment \$XX.XX

(360) 123-4568, FRP
Galaxy Note 20 5G 
Down payment \$XX.XX


(360) 123-4569, FRP
Galaxy Note 9 
Down payment \$XX.XX


Accessories \$XX.XX 


Down payments \$XXX.XX
Tax (estimated) \$XX.XX
Due today (estimated) \$XXX.XX
Exact amounts are calculated at the end of the flow.


device + accessory (blade open) - JOD


[View full cart](#)

Devices \$X,XXX.XX 

(360) 123-4567, JOD
Galaxy Note 20 5G 
Down payment \$XX.XX

(360) 123-4568, JOD
Galaxy Note 20 5G 
Down payment \$XX.XX


(360) 123-4569, JOD
Galaxy Note 9 
Down payment \$XX.XX


Accessories \$XX.XX 




Down payments \$XXX.XX
Tax (estimated) \$XX.XX
Due today (estimated) \$XXX.XX
Exact amounts are calculated at the end of the flow.


device + accessory (blade open)- EIP & FRP
Accessories page - after accessory added to cart



[View full cart](#)

Devices \$X,XXX.XX 

Accessories \$XX.XX 

(360) 123-4567
Accessory 1 (x 3) 
Down payment \$X.XX 
Accessory 2 
Down payment \$X.XX


(360) 123-4568
Apple AirPods with wireless charg... 


(360) 123-4569
Accessory 4 
Accessory 5 (x 3) 
Down payment \$XX.XX




Down payments \$XXX.XX
Tax (estimated) \$XX.XX
Due today (estimated) \$XXX.XX
Exact amounts are calculated at the end of the flow.



device + accessory (blade open) - EIP & FRP + delete
Accessories page - after accessory added to cart

[View full cart](#)

Devices \$X,XXX.XX 

Accessories \$XX.XX 

(360) 123-4567
Accessory 1 (x 3) 
Down payment \$X.XX 
Accessory 2 
Down payment \$X.XX

(360) 123-4569
Accessory 4 
Accessory 5 (x 3) 
Down payment \$XX.XX

Down payments \$XXX.XX
Tax (estimated) \$XX.XX
Due today (estimated) \$XXX.XX
Exact amounts are calculated at the end of the flow.

Checkout



Shipping address [Edit](#)

John Watson
 40631 Peachtree Dr SE
 Marysville, WA 98260

Shipping method

- Ground - up to 7 business days **Free**
- Two day - 2 to 3 business days **\$14.99**
- Next day - up to 2 business days **\$24.00**
- Waive shipping fee

Order summary

Subtotal (pre tax)	\$200.00
Discounts and credit	(\$200.00)
Deposits and charges	\$20.00
Tax	\$150.00
Shipping	\$24.00
Total due today (estimated)	\$194.00

Order notification preferences

- English
- Spanish

Delivery options

Email address

Notifications

- Email address
- SMS message

Receipts

- Email address
- Billing address

Documents

- Email address

Cancel

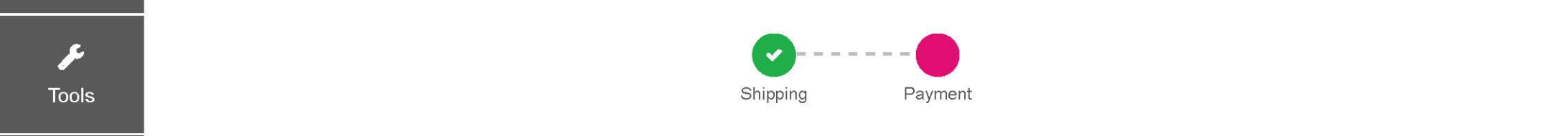
Continue

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Nathan
 nlane67
 Store XXXX

Checkout



- Post charges to account
- Pay with card

Payment method [Change](#)

ending in ****1234

Payment address
2800 Donnell Drive East
Bellevue, WA 98004

Customer advisement

- English
- Spanish

Read the following Terms & Conditions to your customer:

Terms & Conditions of Service

Prepaid services, e-coupons and gift cards are non-refundable. By clicking accept, activating or using service, you are agreeing to the T-Mobile's Terms & Conditions ("T&Cs"), an agreement that governs your relationship with T-Mobile, including your T-Mobile Services and your Devices. You can review the full T&Cs at www.t-mobile.com/terms-conditions, and we will also send you and email or text with a link to your T-Mobile MyAccount, which contains the full T&Cs.

The customer accepts these Terms & Conditions

Terms & Conditions of Payment

You authorize T-Mobile to charge your card ending ****1234 in the amount of \$447.00. You also authorize T-Mobile to credit your credit card for any refunds.

Additional Payment Terms & Conditions
If you are acting on behalf of a corporate, organizational or governmental entity, you represent that (1) you are authorized to sign on behalf of such entity and (2) the credit card you are using was established for business purposes and that it is not a debit card.

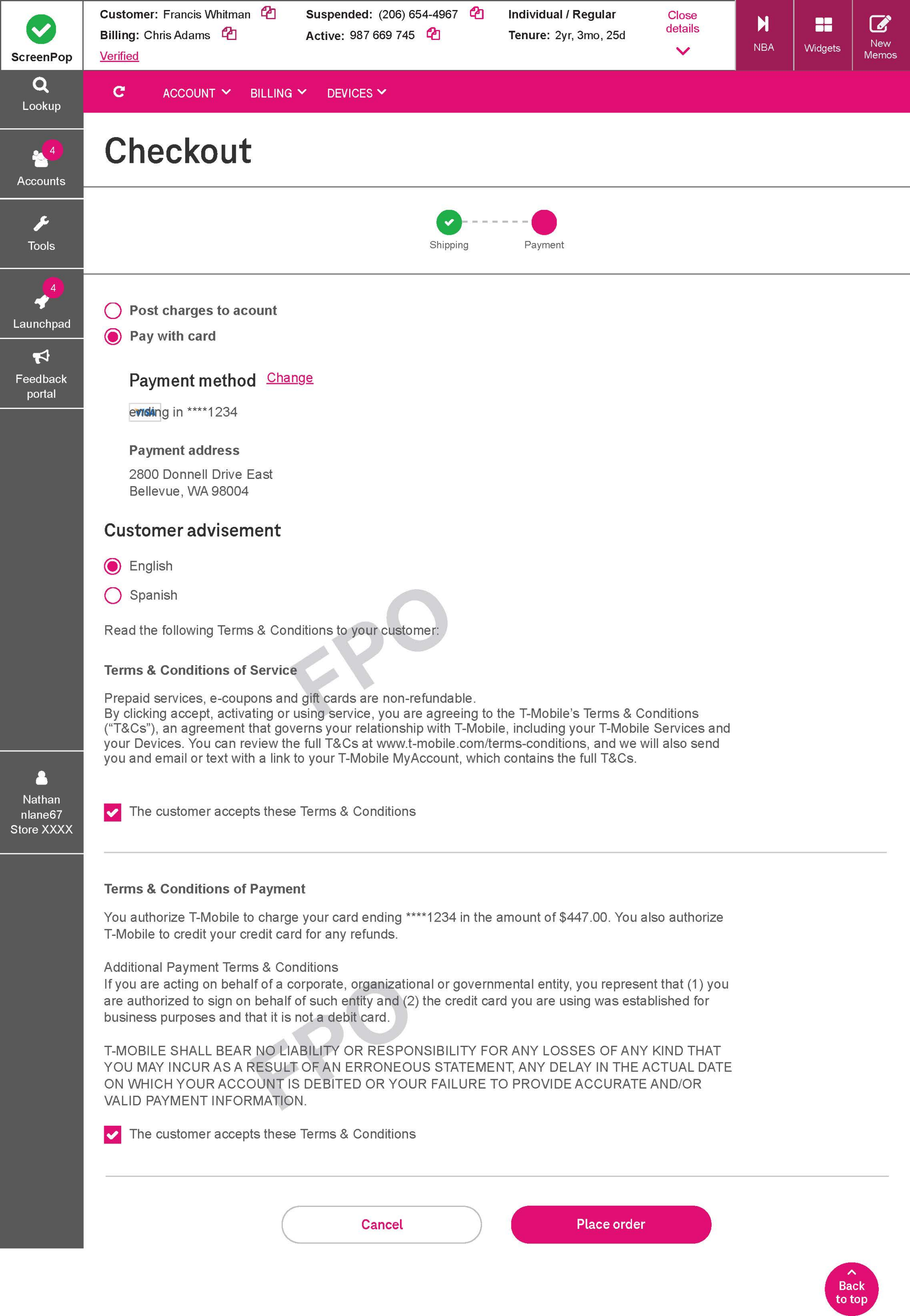
T-MOBILE SHALL BEAR NO LIABILITY OR RESPONSIBILITY FOR ANY LOSSES OF ANY KIND THAT YOU MAY INCUR AS A RESULT OF AN ERRONEOUS STATEMENT, ANY DELAY IN THE ACTUAL DATE ON WHICH YOUR ACCOUNT IS DEBITED OR YOUR FAILURE TO PROVIDE ACCURATE AND/OR VALID PAYMENT INFORMATION.

The customer accepts these Terms & Conditions

Cancel

Place order

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ScreenPop

Customer: Francis Whitman

Billing: Chris Adams

[Verified](#)

Suspended: (206) 654-4967

Active: 987 669 745

Individual / Regular

Tenure: 2yr, 3mo, 25d

Close details



NBA



Widgets



New Memos



Lookup



4

Accounts



Tools



4

Launchpad



Feedback portal



Nathan
nlane67
Store XXXX



ACCOUNT ▾

BILLING ▾

DEVICES ▾

Order confirmation

Transaction details

✔ Your order has been placed.

Amount charged today

\$836.00

Order number

S1234567890

RMA

123456789012345678

Expires 11/28/2021

Order lookup

Shop now