



POWER OF ATTORNEY (POA) REQUEST FORM

Please fill out all fields to ensure proper handling

Properly identify the account:

Full name of Billing Responsibility Party (BRP) on the account

Primary Mobile Number on Account (If applicable)

Name of Power Attorney (POA)

Email of contacting party

Phone number where the contacting party can be reached

Submit Power of Attorney documentation

The official Power of Attorney documentation must be submitted along with this completed form for your request to be complete. Submit the entire Power of Attorney (non-medical) document:

- Must have a valid date (not expired)
- Must be signed by all parties
- Must be properly notarized

Update the account PIN / Passcode

By being added as the POA for the above account, you are asking to take on a role as an account manager for the BRP. You will need to have the account PIN / Passcode and be calling

from the device or have access to the device, to be able to verify the account when you call in to make any changes for the BRP. T-Mobile cannot provide you with the account PIN/Passcode even after you are added as POA. If you are not aware of the current account PIN/Passcode, use this section to set a new PIN/Passcode when being added as POA. To understand how account verification works, see our PIN / Passcode management [support](#) page.

If you would like to create a new account PIN / Passcode, enter a new 6 to 15-digit Numeric PIN /Passcode here: |__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|__|

Cancel the account or some lines

If you would like to make changes to the account while we are processing your request to be added as POA, please indicate the requested change below:

- Cancel ALL lines on the account? Circle one: YES NO
- Cancel ONE or multiple subscribers? List the phone numbers on the account you want to cancel. Separate multiple numbers by commas. Example: 123-555-1234, 123-555-4321

IMPORTANT: Before any cancellation requests are fulfilled by TMUS, we will contact you at the can be reached number you provided. If we cannot contact you at that number, the requested change will not be completed.

Transfer the account or line ownership

- Transfer ownership of ALL lines on the account? Circle one: YES NO
- Transfer ownership of one or multiple subscriber(s). List the phone number(s) you want to transfer. Separate multiple numbers by commas.

Example: 123-555-1234, 123-555-4321

To understand what transferring ownership of a line or an account means, see our [support](#) page.

Other account changes

If you would like to make any other account changes, please specify. Example: Rate plan change, new account activation, equipment order

Send the completed form

By Email

Scan a copy of your official POA and send to USMilitaryERR@T-Mobile.com.

By Mail

Mail a copy of your official POA to:

T-Mobile Wireless

PO Box 37380

Albuquerque, NM 87176-7380