CIVIL ACTION COVER SHEET	TRIAL COURT OF MASSACHUSETTS SUPERIOR COURT DEPARTMENT COUNTY OF SUFFOLK	DOCKET NO. 14-3988F

PLAINTIFF(S)	DEFENDANT(S)
Commonwealth of Massachusetts	T-Mobile USA, Inc.

Type Plaintiff's Attorney name, Address, City/State/Zip Phone Number and BBO#	Type Defendant's Attorney Name, Address, City/State/Zip Phone Number (If Known)
David Monahan, #551768 Assistant Attorney General Office of the Attorney General One Ashburton Place Boston, MA 02108, 617-727-2200, x. 2954	David A. Miller, General Counsel T-Mobile USA, Inc. 12920 SE 38th Street Bellevue, WA 98006

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DEC 19 2014
SUPERIOR COURT CIVIL
MICHAEL JOSEPH DONOVAN
CLERK-MAGISTRATE

TYPE OF ACTION AND TRACK DESIGNATION (See reverse side)

CODE NO.	TYPE OF ACTION (specify)	TRACK	IS THIS A JURY CASE?
D99	Other Equitable Remedies (specify)	Fast Track	[ ] Yes [●] No

The following is a full, itemized and detailed statement of the facts on which plaintiff relies to determine money damages. For this form, disregard double or treble damage claims; indicate single damages only.

TORT CLAIMS
(Attach additional sheets as necessary)

A. Documented medical expenses to date:
   1. Total hospital expenses $
   2. Total doctor expenses $
   3. Total chiropractic expenses $
   4. Total physical therapy expenses $
   5. Total other expenses (describe) $

   Subtotal $

B. Documented lost wages and compensation to date $
C. Documented property damages to date $
D. Reasonably anticipated future medical expenses $
E. Reasonably anticipated lost wages and compensation to date $
F. Other documented items of damages (describe) $

G. Brief description of plaintiff's injury, including nature and extent of injury (describe)

Total $

CONTRACT CLAIMS
(Attach additional sheets as necessary)

Provide a detailed description of claim(s):

TOTAL $.....

PLEASE IDENTIFY, BY CASE NUMBER, NAME AND COUNTY, ANY RELATED ACTION PENDING IN THE SUPERIOR COURT DEPARTMENT

"I hereby certify that I have complied with the requirements of Rule 5 of the Supreme Judicial Court Uniform Rules on Dispute Resolution (SJC Rule 1:18) requiring that I provide my clients with information about court-connected dispute resolution services and discuss with them the advantages and disadvantages of the various methods."

Signature of Attorney of Record David Monahan Date: 12/19/14

A.O.S.C. 3-2007

CIVIL ACTION COVER SHEET INSTRUCTIONS
SELECT CATEGORY THAT BEST DESCRIBES YOUR CASE

* CONTRACTS

A01	Services, Labor and Materials	F)
A02	Goods Sold and Delivered	(F)
A03	Commercial Paper	(F)
A08	Sale or Lease of Real Estate	(F)
A12	Construction Dispute	(A)
A99	Other (Specify)	(F)
E03	Claims against Commonwealth or Municipality	(A)

*TORT

B03	Motor Vehicle Negligence personal injury/property damage	(F)
B04	Other Negligence- personal injury/property damage	(F)
B05	Products Liability	(A)
B06	Malpractice-MedicaL	(A)
B07	Malpractice-Other (Specify)	(A)
B08	Wrongful Death, G.L. c.229, s.2A	(A)
B15	Defamation (Libel-Slander)	(A)
B19	Asbestos	(A)
B20	Personal Injury- slip & fall	(F)
B21	Environmental	(F)
B22	Employment Discrimination	(F)
B99	Other (Specify)	(F)
E03	Claims against Commonwealth	(A)

* REAL PROPERTY

C01	Land Taking (eminent domain)	(F)
C02	Zoning Appeal, G.L. c.40A	(F)
C03	Dispute concerning title	(F)
C04	Foreclosure of mortgage	(X)
C05	Condominium Lien & Charges	(X)
C99	Other (Specify)	(F)
E03	Claims against Commonwealth or Municipality	(A)

EQUITABLE REMEDIES

D01	Specific Performance of Contract	(A)
D02	Reach and Apply	(F)
D06	Contribution or Indemnification	(F)
D07	Imposition of a Trust	(A)
D08	Minority Stockholder's Suit	(A)
D10	Accounting	(A)
D12	Dissolution of Partnership	(F)
D13	Declaratory Judgment G.L. c. 231A	(A)
D99	Other (Specify)	(F)

MISCELLANEOUS

E02	Appeal from Administrative Agency G.L. c. 30A	(X)
E03	Claims against Commonwealth or Municipality	(A)
E05	Confirmation of Arbitration Awards	(X)
E07	G.L. c.112, s.12S (Mary Moe)	(X)
E08	Appointment of Receiver	(X)
E09	General Contractor bond, G.L. c. 149, ss. 29, 29a	(A)
E11	Worker's Compensation	(X)
E12	G.L.c.123A, s.12 (SDP Commitment)	(X)
E14	G.L. c. 123A, s. 9 (SDP Petition)	
E15	Abuse Petition, G. L. c. 209A	(X)
E16	Auto Surcharge Appeal	(X)
E17	Civil Rights Act, G.L. c.12, s. 11H	(A)
E18	Foreign Discovery Proceeding	(X)
E19	Sex Offender Registry G.L. c. 178M, s. 6	(X)
E25	Plural Registry (Asbestos cases)	
E95	**Forfeiture G.L. c. 94C, s. 47	(F)
E96	Prisoner Cases	(F)
E97	Prisoner Habeas Corpus	(X)
E99	Other (Specify)	(X)

***Claims against the Commonwealth or a municipality are type E03, Average Track, cases.**

****Claims filed by the Commonwealth pursuant to G L c 94C, s 47 Forfeiture cases are type E95, Fast track.**

TRANSFER YOUR SELECTION TO THE FACE SHEET.

EXAMPLE:

CODE NO.	TYPE OF ACTION (SPECIFY)	TRACK	IS THIS A JURY CASE?
B03	Motor Vehicle Negligence-Personal Injury	(F)	[X] Yes [ ]

SUPERIOR COURT RULE 29

DUTY OF THE PLAINTIFF. The plaintiff or his/her counsel shall set forth, on the face sheet (or attach additional sheets as necessary), a statement specifying in full and itemized detail the facts upon which the plaintiff then relies as constituting money damages. A copy of such civil action cover sheet, including the statement as to the damages, shall be served on the defendant together with the complaint. If a statement of money damages, **where appropriate is not filed, the Clerk-Magistrate shall transfer the action as provided in Rule 29(5)(C).**

DUTY OF THE DEFENDANT. Should the defendant believe the statement of damages filed by the plaintiff in any respect inadequate, he or his counsel may file with the answer a statement specifying in reasonable detail the potential damages which may result should the plaintiff prevail. Such statement, if any, shall be served with the answer.

A CIVIL ACTION COVER SHEET MUST BE FILED WITH EACH COMPLAINT.

FAILURE TO COMPLETE THIS COVER SHEET THOROUGHLY AND ACCURATELY MAY RESULT IN DISMISSAL OF THIS ACTION.

COMMONWEALTH OF MASSACHUSETTS

SUFFOLK, ss. SUPERIOR COURT DEPARTMENT

14-3988 F

RECEIVED
DEC 19 2014
SUPERIOR COURT CIVIL
MICHAEL JOSEPH DONOVAN
CLERK-MAGISTRATE

In the Matter of)

T-MOBILE USA, Inc.)

ASSURANCE OF DISCONTINUANCE PURSUANT TO G.L. 93A § 5

The Commonwealth of Massachusetts, by its Attorney General, Martha Coakley ("the Attorney General") and T-Mobile USA, Inc. ("Carrier") hereby agree to this Assurance of Discontinuance ("Assurance") pursuant to G.L. c. 93A, §5.

BACKGROUND

1. The Attorneys General are responsible for enforcing their respective unfair and deceptive acts and practices laws and other consumer protection laws in their respective states.

2. Carrier is a Delaware corporation located at 12920 SE 38th Street, Bellevue, Washington 98006. Carrier is a leading provider of mobile telephone services.

3. The Attorneys General allege that the practice of placing charges on Consumers' mobile telephone bills that have not been authorized by Consumers, known as "cramming," is a major national problem.

4. The Attorneys General allege that Consumers who have been "crammed" often complain about charges, typically about $9.99 per month, for "premium" text message subscription services such as horoscopes, trivia, and sports scores that they have never heard of or requested.

5. The Attorneys General allege that cramming occurs when Carrier places charges on Consumers' mobile telephone bills for Third-Party Products without Consumers' knowledge and/or authorization.

6. The Attorneys General allege that many Consumers are unaware that their mobile telephones can be used to make payments for Third-Party Products, and that Consumers often pay Unauthorized Third-Party Charges without the knowledge that the charges have been placed on their mobile telephone bills.

7. Carrier believes that it has fully and voluntarily cooperated with the Attorneys General in their inquiries regarding the placement of Unauthorized Third-Party Charges on mobile telephone bills. Although Carrier denies any liability based upon the allegations above, in order to resolve this dispute, Carrier has agreed to the terms of this Assurance.

II. DEFINITIONS

8. The following definitions shall apply for purposes of this Assurance:

   a. "Account Holder" means any individual or entity who is or was responsible for paying all charges associated with all lines on that individual's or entity's mobile phone account with Carrier.

   b. "Attorneys General"[1] means the Attorneys General, or their designees, of the Participating States.

   c. "Bill" means a Consumer's mobile telephone bill or prepaid mobile account, as applicable.

   d. "Block" means a restriction placed on a Consumer's account that prevents one or more lines from being used to purchase Third-Party Products and from being billed for Third-Party Charges on the Consumer's Bill.

   e. A statement is "Clear and Conspicuous" if it is disclosed in such size, color, contrast, location, duration, and/or audibility that it is readily noticeable, readable, understandable, and/or capable of being heard. A statement may not contradict or be inconsistent with any other information with which it is presented. If a statement materially modifies, explains, or clarifies other information with which it is presented, then the statement must be presented in proximity to the information it modifies, explains, or clarifies, in a manner that is readily noticeable, readable, and understandable, and not obscured in any manner. In addition:

[1] The Georgia Administrator of the Fair Business Practices Act, appointed pursuant to O.C.G.A. 10-1-395, is statutorily authorized to enforce Georgia's Fair Business Practices Act of 1975 ("FBPA"). The Utah Division of Consumer Protection is statutorily authorized to enforce all statutes listed in Utah Code 13-2-6, including the Utah Consumer Sales Practices Act, Utah Code 13-11-1, *et seq.* Hawaii is represented by its Office of Consumer Protection, an agency that is not part of the state Attorney General's Office, but which is statutorily authorized to undertake consumer protection functions, including legal representation of the State of Hawaii.

i. an audio disclosure must be delivered in a volume and cadence sufficient for a Consumer to hear and comprehend it;

ii. a television or Internet disclosure must be of a type size, location, and shade, and remain on the screen for a duration sufficient for a Consumer to read and comprehend it based on the medium being used; and

iii. a disclosure in a print advertisement or promotional material, including, but without limitation, a point of sale display or brochure materials directed to Consumers, must appear in a type size, contrast, and location sufficient for a Consumer to read and comprehend it.

f. "Commercial PSMS" means the use of PSMS to bill for Products.

g. "Consumer" means a current or former subscriber or purchaser of Products for which Third-Party Charges are or were placed on the Consumer's Bill, whether that person is the individual responsible for paying the Bill or has a device that is billed to a shared account, and is a resident of one of the Participating States. "Consumer" does not include any business entity or any state, federal, local, or other governmental entity, if (1) the business entity or government entity, and not the employees or individuals working for or with that business entity or government entity, is solely liable to Carrier for payment of all charges billed on that account, and (2) the ability to process Third-Party Charges through that account is not available unless the business entity or government entity affirmatively requests that certain or all mobile devices be provided the ability to authorize placement of such Third-Party Charges.

h. "Effective Date" means the date that the Stipulated Order for Permanent Injunction and Monetary Judgment in the case captioned *Federal Trade Commission v. T-Mobile USA, Inc.,* (Case No. 2:14-cv-00967-JLR) ("FTC Stipulated Order") is entered by the District Court for the Western District of Washington. Provided, however, this agreement is binding upon execution.

i. "Express Informed Consent" means an affirmative act or statement giving unambiguous assent to be charged for the purchase of a Third-Party Product that is made by a Consumer after receiving a Clear and Conspicuous disclosure of material facts.

j. "Participating States" means the following states and commonwealths: Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South

Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, and Wyoming, as well as the District of Columbia.

k. "Premium Short Messaging Service," or "PSMS," means a service that distributes paid content to a Consumer using the Short Message Service and Multimedia Messaging Service communication protocols via messages that are routed using a Short Code, resulting in a Third-Party Charge.

l. "Product" means content and/or services that can be used on a mobile device for which charges are placed on the Consumer's Bill. "Product" excludes contributions to charities, candidates for public office, political action committees, campaign committees, campaigns involving a ballot measure, or other similar contributions. "Product" also excludes co-branded and white label products where content and services are sold jointly and cooperatively by Carrier and another entity, where the content and/or services are placed on the Consumer's Bill as a Carrier charge, and Carrier is responsible for accepting complaints, processing refunds, and other communications with the Consumer regarding the charge. "Product" also excludes handset insurance, extended warranty offerings, and collect-calling services.

m. "Short Code" means a common code leased from the CTIA Common Short Code Administration that is composed of a set of numbers, usually 4 to 6 digits, to and from which text messages can be sent and received using a mobile telephone.

n. "Third Party" means an entity or entities, other than Carrier, that provides a Product to Consumers for which billing is made through Carrier's Bills.

o. "Third-Party Charge" means a charge for the purchase of a Third-Party Product placed on a Consumer's Bill.

p. "Third-Party Product" means a Product provided by a Third Party.

q. "Unauthorized Third-Party Charge" means a Third-Party Charge placed on a Consumer's Bill without the Consumer's Express Informed Consent.

III. APPLICATION

9. The provisions of this Assurance shall apply to Carrier and its officers, employees, agents, successors, assignees, merged or acquired entities, wholly owned subsidiaries, and all other persons or entities acting in concert or participation with Carrier's placement of Third-Party Charges in the Participating States.

IV. ASSURANCE TERMS

10. Commercial PSMS: Carrier shall not make available to Consumers the option to purchase Products through Commercial PSMS and shall not bill charges for Commercial PSMS.

11. Authorization of Third-Party Charges: Carrier shall begin developing and implementing a system, which shall be fully implemented by Carrier no later than March 1, 2015, to obtain Express Informed Consent before a Consumer is billed for any Third-Party Charge. The Consumer's Express Informed Consent may be provided to Carrier or to another person or entity obligated to Carrier to obtain such consent. Carrier or other person or entity shall retain sufficient information to allow such consent to be verified. If Express Informed Consent is not directly collected by Carrier, Carrier shall implement reasonable policies and practices[2] to confirm Express Informed Consent shall be appropriately collected and documented by the person or entity obligated to do so, and shall monitor and enforce those policies and practices to confirm Express Informed Consent is appropriately collected and documented, and where Express Informed Consent has not been appropriately collected and documented, shall require remedial action (which may include, for example, suspension, proactive credits, or retraining) or cease placing such charges on Consumers' Bills. While the system described by this Paragraph is being developed and implemented, Carrier shall take reasonable steps to obtain Express Informed Consent before a Consumer is billed for any Third-Party Charge.

12. Purchase Confirmation for Third-Party Charges: Beginning no later than April 1, 2015, Carrier shall implement a system whereby the Consumer (and, for multiline accounts, the Account Holder, if designated) will be sent a purchase confirmation separate from the Bill of every Third-Party Charge, including recurring charges, that will appear on his or her Bill. Any such purchase confirmation shall be sent within a reasonable time following the purchase of a Third-Party Product or the recurrence of a Third-Party Charge, and shall identify Blocking options that Carrier makes available to Consumers and/or provide access to such information. For multiline accounts, Carrier may provide the Account Holder the option to elect not to receive such purchase confirmations for purchases made on other lines.

13. Information on Blocking: Beginning no later than April 1, 2015, Carrier shall provide a Clear and Conspicuous disclosure about Third-Party Charges and Blocking options in informational material provided at or near the time of subscribing to service to the extent Third-Party Charges are offered and available

[2] For purposes of this Paragraph, for charges incurred through operating system storefronts, such reasonable policies and practices may, for example, consist of Carrier or its agents making a statistically valid random sample of purchases to demonstrate whether the storefront is collecting Express Informed Consent consistent with this Assurance.

with the service, and which is provided in a context separate from the actual subscriber agreement document. Such disclosure shall include or provide access to a description of Third-Party Charges, how Third-Party Charges appear on Bills, and options available to Consumers to Block Third-Party Charges. Consumers shall not incur any data or text charges for receiving or accessing the information discussed in this Paragraph.

14. Billing Information and Format: Beginning no later than April 1, 2015:

a. Except for pre-paid mobile accounts, all Third-Party Charges shall be presented in a dedicated section of the Consumer's Bill (or in a dedicated section for each mobile line on the account, if the Bill sets forth charges by each line) and shall be set forth in such a manner as to distinguish the Third-Party Charges contained therein from Carrier's service, usage, and other charges. This section of the Consumer's Bill shall contain a heading that Clearly and Conspicuously identifies that the charges are for Third-Party Products.

b. The Third-Party Charge billing section required by this Paragraph 14 shall include a Clear and Conspicuous disclosure of a Consumer's ability to Block Third-Party Charges, including contact and/or access information that Consumers may use to initiate such Blocking. If Carrier includes a Third-Party Charge billing section for each mobile line on the account, the Carrier shall have the option to include the disclosure of a Consumer's ability to Block Third-Party Charges in only the first Third-Party Charge billing section that appears on the Bill, rather than in all Third-Party Charge billing sections.

15. Consumer Contacts: When a Consumer contacts Carrier with regard to a Third-Party Charge incurred after the Effective Date, or a Block, Carrier shall:

a. provide the Consumer with access to a customer service representative who shall have access to the Consumer's account information for at least the prior twelve (12) months;

b. beginning no later than thirty (30) days after the Effective Date, for any Consumer who claims that he or she did not authorize a Third-Party Charge incurred after the Effective Date, either (1) provide the Consumer a full refund or credit of any and all disputed Third-Party Charges not previously credited or refunded to the Consumer, or (2) deny a refund if:

i. Carrier has information demonstrating that the Consumer provided Express Informed Consent to the Third-Party Charge, offers to provide such information to the Consumer, and, upon request, provides such information to the Consumer; or

ii. the last disputed Third-Party Charge for the particular Product at issue (either a single charge or a recurring charge) was incurred more

than three (3) months prior to when the Consumer contacted Carrier and Carrier is in compliance with Paragraph 12 with respect to the charge;

c. if the Consumer claims that he or she did not authorize a Third-Party Charge, and the Consumer is a current customer of Carrier, offer the Consumer the opportunity to Block future Third-Party Charges;

d. if the Consumer is not satisfied with the relief obtained under the process contained in subparagraph (b) of this Paragraph 15:

i. offer the Consumer the opportunity to receive a full refund if the Consumer submits his or her request in writing via U.S. Mail, email, or web-based form affirming that he or she did not authorize such charge, and provide such refund, unless Carrier can demonstrate fraud or misrepresentation in connection with the claim.

ii. this subparagraph (d) shall expire four (4) years from the Effective Date.

e. beginning no later than thirty (30) days after the Effective Date, not require the Consumer to first contact the Third Party in order to receive a refund/credit of any claimed Unauthorized Third-Party Charge, although this subparagraph does not prohibit asking the Consumer if he or she has contacted the Third Party and/or has already received a credit or refund from the Third Party for some or all of the claimed Unauthorized Third-Party Charge; and

f. beginning no later than April 1, 2015, in the event a Consumer disputes a Third-Party Charge as Unauthorized, until such time as the provisions of subparagraph 15.b.i or ii are satisfied, not:

i. require the Consumer to pay the disputed Third-Party Charge, including any related late charge or penalty;

ii. send the disputed Third-Party Charge to collection;

iii. make any adverse credit report based on non-payment of the disputed Third-Party Charge; and/or

iv. suspend, cancel, or take any action that may adversely affect the Consumer's mobile telephone service or functionality for any reason related to non-payment of the disputed Third-Party Charge. The remedies in this subparagraph 15(f) are inapplicable to Consumer complaints involving dissatisfaction with purchases where the Consumer does not dispute that Consumer authorized the purchase.

16. Training: For six (6) years after the Effective Date, Carrier shall conduct a training program with its customer service representatives, at least annually, to administer the requirements of this Assurance. To the extent that Carrier no longer permits Third-Party Charges on Consumers' Bills, Carrier shall conduct one training program within three (3) months of such cessation and shall have no further obligation to conduct training programs under this Paragraph so long as Carrier does not permit Third-Party Charges on Consumers' Bills.

17. Cooperation with Attorney General: Carrier shall designate a contact to whom the Attorney General may provide information regarding any concerns about Unauthorized Third-Party Charges, and from whom the Attorney General may request information and assistance in investigations. The information and assistance shall include information regarding the identity of Third Parties placing charges on Carrier's Bill, revenue from such Third Parties, refunds provided relating to such Third Parties, any audits conducted of such Third Parties (to the extent not protected by attorney-client privilege or attorney work product), and any applications or other information provided by Third Parties, to the extent that Carrier has access to such information. Consistent with Carrier's legal obligations to safeguard the confidential or proprietary information of Consumers and Third Parties, Carrier shall provide such information within a reasonable period and shall cooperate in good faith with such requests, including investigating any reports of Unauthorized Third-Party Charges Carrier receives from the Attorney General.

18. Information Maintained by Carrier: Beginning no later than April 1, 2015, Carrier shall implement systems that allow it to maintain and report the refund/credit information created pursuant to subparagraphs 15(b) and (d). Carrier shall maintain such records for at least four (4) years from the date of their creation. Carrier's obligation to maintain records for four (4) years from the date of their creation shall continue after Carrier's obligation to provide the Quarterly Reports described in Paragraph 19 expires.

19. Information Sharing with Attorneys General:

    a. From April 1, 2015, Carrier shall, for at least four (4) years, provide a report to the Office of the Vermont Attorney General every three (3) months ("Quarterly Reports") documenting its compliance with the requirements of Paragraph 15. Without limiting Carrier's obligations under Paragraph 15, the quarterly reports shall include the following:

        i. the total number of Consumer claims for unauthorized Third-Party Charges for which Carrier has demonstrated that the purchaser provided Express Informed Consent or for which Carrier has demonstrated that the claim was untimely under subparagraph 15(b)(ii);

ii. all refunds/credits provided, in dollars, due to Carrier's inability to provide proof of Express Informed Consent in response to such a claim by Consumers;

iii. all other refunds/credits provided, in dollars;

iv. for the claims and refunds/credits identified under subparagraphs 19(a)(i), (ii), and (iii), above, the Third-Party Product, the Third Party, and the entity responsible for ensuring Express Informed Consent from the Consumer, if different than Carrier; and

v. a description of any remedial action taken by Carrier against Third Parties for Unauthorized Third-Party Charges, including, but not limited to, any actions taken to limit or terminate a Third Party's ability to place Third-Party Charges on a Consumer's Bill. The description of any remedial action provided under this subparagraph shall include: (a) the name and contact information of such Third Party, (b) a description of the Product in connection with which the remedial action was taken, (c) an indication of whether the Product was suspended or terminated (and if the Product was suspended, Carrier shall include the date or conditions for reinstatement), and (d) the reason for the remedial action.

b. Information in Quarterly Reports shall be presented on a national basis and provided electronically in a format to be agreed to by the parties. Quarterly Reports shall be provided within thirty (30) days of the end of each calendar quarter.

V. MONETARY PAYMENT

20. Carrier shall pay Eighteen Million Dollars ($18,000,000.00) to the Participating States. For purposes of this Assurance, Carrier shall pay $294,324.43 to the Commonwealth of Massachusetts. Payment shall be made no later than thirty (30) days after the Effective Date. Said payment shall be used by the Massachusetts Attorney General for purposes that may include, but are not limited to, attorneys' fees and other costs of investigation and litigation, or to be placed in, or applied to, any consumer protection law enforcement fund, including future consumer protection or privacy enforcement, consumer education, litigation or local consumer aid fund or revolving fund, used to defray the costs of the inquiry leading hereto, or for other uses permitted by state law, at the sole discretion of the Massachusetts Attorney General.

21. Within one hundred and twenty (120) days of the conclusion of the Consumer redress period described in Section V of the FTCStipulated Order resolving the concurrent FTC investigation regarding Unauthorized Third-Party Charges, Carrier shall provide the Attorneys General with a list containing the following information for each of the Participating States: (a) the number of claims

submitted to the Consumer redress program by Consumers residing in the Participating State; (b) number of claims submitted to the Consumer redress program by Consumers residing in the Participating State for which Carrier made payment; and (c) the total amount paid to Consumers residing in the Participating State pursuant to the Consumer redress program.

22. The Participating States and Carrier recognize that, in addition to the payment provided under Paragraph 20, Carrier has agreed to pay Four Million, Five-Hundred Thousand Dollars ($4,500,000.00) to the Federal Communications Commission ("FCC") to resolve the concurrent FCC investigation regarding Unauthorized Third-Party Charges.

23. The Participating States and Carrier recognize that Carrier has agreed to the Consumer redress program contained in Section V of the FTC Stipulated Order, which sets forth a detailed process for Consumer redress. This Assurance does not alter, amend, replace, or expand the Consumer redress program set forth in Section V of the FTC Stipulated Order.

24. As more fully set forth in the FTC Stipulated Order, Carrier shall make payments, credits, and debt forgiveness to the Participating States, FTC, FCC, and Consumers in an aggregate amount of no less than Ninety Million Dollars ($90,000,000.00).

VI. RELEASE

25. Effective upon full payment of the amount due under Paragraph 20, the Attorney General releases and discharges Carrier and its officers, employees, agents, successors, assignees, affiliates, merged or acquired entities, parent or controlling entities, and subsidiaries from any and all claims, suits, demands, damages, restitution, penalties, fines, actions, and other causes of action that the Attorney General could have brought under the Massachusetts Consumer Protection Act, G. L. c. 93A, § 2, both known and unknown, arising directly or indirectly out of or related to billing, charging, disclosures, policies, practices, actions, or omissions related to PSMS or Unauthorized Third-Party Charges that were incurred prior to the Effective Date. In the case of affiliates, acquired entities, or subsidiaries, this release only covers conduct occurring during the time such entities are or were affiliates or subsidiaries of Carrier. Nothing contained in this Paragraph shall be construed to limit the ability of the Attorney General to enforce the obligations that Carrier and its officers, agents, servants, and employees acting on its behalf, have under this Assurance.

26. Nothing in this Assurance shall be construed to create, waive, or limit any private right of action.

27. Notwithstanding any term of this Assurance, any and all of the following forms of liability are specifically reserved and excluded from the release in Paragraph 25 as to any entity or person, including Carrier:

a. any criminal liability that any person or entity, including Carrier, has or may have to the Commonwealth of Massachusetts;

b. any civil or administrative liability that any person or entity, including Carrier, has or may have to the Commonwealth of Massachusetts under any statute, regulation, or rule not expressly covered by the release in Paragraph 25 above, including but not limited to, any and all of the following claims:

i. state or federal antitrust violations;

ii. state or federal securities violations; and

iii. state or federal tax claims.

VII. GENERAL PROVISIONS

28. The parties understand and agree that this is a compromise settlement of disputed issues and that the consideration for this Assurance shall not be deemed or construed as: (a) an admission of the truth or falsity of any claims or allegations heretofore made or any potential claims; (b) an admission by Carrier that it has violated or breached any law, statute, regulation, term, provision, covenant, or obligation of any agreement; or (c) an acknowledgement or admission by any of the parties of any duty, obligation, fault, or liability whatsoever to any other party or to any third party. This Assurance does not constitute a finding of law or fact, or any evidence supporting any such finding, by any court or agency that Carrier has engaged in any act or practice declared unlawful by any laws, rules, or regulations of any state. Carrier denies any liability or violation of law and enters into this Assurance without any admission of liability. It is the intent of the parties that this Assurance shall not be used as evidence in any action or proceeding, except an action to enforce this Assurance.

29. Unless otherwise specifically provided, all actions required pursuant to this Assurance shall commence as of the Effective Date. In the event that Carrier acquires any new entity, Carrier shall take immediate steps to cease billing charges for all Commercial PSMS. With respect to such entities, Carrier shall provide the Consumer with access to a customer service representative who shall have access to the Consumer's account information related to Third-Party Charges for at least the prior twelve (12) months. If such information is not available, Carrier shall have twelve (12) months to come into compliance with Paragraph 15(a) with respect to such entities and, while coming into compliance, respond to the Consumer's inquiry within ten (10) days using any available information. As to all other requirements contained in this Assurance, Carrier shall have a reasonable period of time, which in no event shall exceed six (6) months, in which to bring said entity into compliance with this Assurance and during that period, Carrier shall take reasonable steps to obtain Express Informed Consent before a Consumer is billed for any Third-Party Charge.

30. Nothing in this Assurance limits Carrier's right, at its sole discretion, to provide refunds or credits to Consumers in addition to what is required in this Assurance.

31. Nothing in any provision of this Assurance shall be read or construed to require Carrier (a) to share customer proprietary network information ("CPNI") with any person not legally entitled to receive CPNI; (b) to share customer information in such a way that it would violate any applicable law or privacy policy; or (c) to grant more than one full refund for any single Unauthorized Third-Party Charge. Carrier shall not amend its privacy policy to excuse its compliance with the reporting, tracking, or other provisions of this Assurance related to the sharing of customer information unless required by law.

32. Carrier understands that the Attorney General may file and seek court approval of this Assurance. Should such an approval be obtained, the court shall retain jurisdiction over this Assurance for the purpose of enabling the parties to apply to the court at any time for orders and directions as may be necessary or appropriate to enforce compliance with or to punish violations of this Assurance. Neither party will object on the basis of jurisdiction to enforcement of this Assurance under this Paragraph.

33. As consideration for the relief agreed to herein, if the Attorney General of a Participating State determines that Carrier has failed to comply with any of the terms of this Assurance, and if in the Attorney General's sole discretion the failure to comply does not threaten the health or safety of the citizens of the Participating State and/or does not create an emergency requiring immediate action, the Attorney General will notify Carrier in writing of such failure to comply and Carrier shall then have ten (10) business days from receipt of such written notice to provide a good-faith written response to the Attorney General's determination. The response shall include an affidavit containing, at a minimum, either:

    a. a statement explaining why Carrier believes it is in full compliance with the Assurance; or

    b. a detailed explanation of how the alleged violation(s) occurred; and (i) a statement that the alleged breach has been addressed and how; or (ii) a statement that the alleged breach cannot be reasonably addressed within ten (10) business days from receipt of the notice, but (1) Carrier has begun to take corrective action to address the alleged breach; (2) Carrier is pursuing such corrective action with reasonable and due diligence; and (3) Carrier has provided the Attorney General with a detailed and reasonable timetable for addressing the alleged breach.

34. Nothing herein shall prevent the Attorney General from agreeing in writing to provide Carrier with additional time beyond the ten (10) business day period to respond to the notice provided under Paragraph 33.

35. Nothing herein shall be construed to exonerate any contempt or failure to comply with any provision of this Assurance after the date of its entry, to compromise the authority of the Attorney General to initiate a proceeding for any contempt or other sanctions for failure to comply, or to compromise the authority of a court to punish as contempt any violation of this Assurance. Further, nothing in this Paragraph shall be construed to limit the authority of the Attorney General to protect the interests of the Participating State or the people of the Participating State.

36. The Participating States represent that they will seek enforcement of the provisions of this Assurance with due regard to fairness.

37. Carrier shall designate one or more employees to act as the primary contact for the Attorney General for purposes of assisting the Attorney General in investigations. The contact employee(s) designated by Carrier pursuant to this Paragraph shall be capable of receiving and processing subpoenas, statutory investigative demands, or other legal process requesting information pertaining to the placement of Third-Party Charges on Consumers' Bills. Carrier shall provide the Attorney General with the name(s), address(es), telephone number(s), facsimile number(s) and electronic mail address(es) of each such employee.

38. This Assurance is intended to supplement, and does not supplant or in any way restrict, the Attorney General's subpoena power and/or investigative authority pursuant to applicable law.

39. This Assurance does not supplant or in any way restrict the Attorney General's powers to investigate the prevalence of Unauthorized Third-Party Charges or the extent to which this Assurance has affected the prevalence of Unauthorized Third-Party Charges in his/her jurisdiction.

40. This Assurance does not supplant or in any way restrict Carrier's legal rights and ability to demand formal legal process to protect its Consumers' privacy rights and/or to protect Carrier from potential liability for disclosing or sharing such information without legal process.

41. The only persons with rights under this Assurance are the parties to the Assurance, namely Carrier and the Attorney General. No third party (including third parties that meet the definition in 8(n)) is entitled to claim rights under this Assurance and no provision of this Assurance is enforceable by any person or entity not a party to the Assurance. The agreement in this Assurance has no third-party beneficiaries.

42. This Assurance represents the full and complete terms of the settlement entered into by the parties hereto.

43. All parties participated in the drafting of this Assurance.

44. This Assurance may be executed in counterparts, and a facsimile or .pdf signature shall be deemed to be, and shall have the same force and effect as, an original signature.

45. All notices under this Assurance shall be provided to the following address via first-class or electronic mail:

David W. Monahan
Consumer Protection Division, Office of the Attorney General
One Ashburton Place
Boston, MA 02108
(617) 727-7200
david.monahan@state.ma.us

For the Massachusetts Attorney General

David A. Miller
General Counsel
T-Mobile USA, Inc.
12920 SE 38th Street
Bellevue, WA 98006

For Carrier

46. Any failure by any party to this Assurance to insist upon the strict performance by any other party of any of the provisions of this Assurance shall not be deemed a waiver of any of the provisions of this Assurance, and such party, notwithstanding such failure, shall have the right thereafter to insist upon the specific performance of any and all of the provisions of this Assurance.

47. If any clause, provision, or paragraph of this Assurance shall, for any reason, be held illegal, invalid, or unenforceable, such illegality, invalidity, or unenforceability shall not affect any other clause, provision, or paragraph of this Assurance and this Assurance shall be construed and enforced as if such illegal, invalid, or unenforceable clause, provision, or paragraph had not been contained herein.

48. Nothing in this Assurance shall be construed as relieving Carrier of the obligation to comply with all local, state, and federal laws, regulations, or rules, nor shall any of the provisions of this Assurance be deemed to be permission to engage in any acts or practices prohibited by such laws, regulations, or rules.

49. The parties understand that this Assurance shall not be construed as an approval of or sanction by the Attorney General of Carrier's business practices, nor shall Carrier represent the decree as such an approval or sanction. The parties further understand that any failure by the Attorney General to take any action in response to any information submitted pursuant to the Assurance shall not be construed as

an approval or sanction, of any representations, acts or practices indicated by such information, nor shall it preclude action thereon at a later date.

50. Carrier shall not participate, directly or indirectly, in any activity or form a separate entity or corporation for the purpose of engaging in acts or practices in whole or in part in Massachusetts that are prohibited by this Assurance or for any other purpose that would otherwise circumvent any term of this Assurance. Carrier shall not cause, knowingly permit, or encourage any other persons or entities acting on its behalf to engage in practices from which Carrier is prohibited by this Assurance.

51. If the Attorney General determines that Carrier made any material misrepresentation or omission relevant to the resolution of this investigation, the Attorney General retains the right to seek modification of this Assurance.

52. In the event that any statute or regulation pertaining to the subject matter of this Assurance is modified, enacted, promulgated, or interpreted by the federal government or any federal agency, such as the FCC, such that Carrier cannot comply with both the statute or regulation and any provision of this Assurance, Carrier may comply with such statute or regulation, and such action shall constitute compliance with the counterpart provision of this Assurance. Carrier shall provide advance written notice to the Attorney General of Vermont of the inconsistent provision of the statute or regulation with which Carrier intends to comply under this Paragraph, and of the counterpart provision of this Assurance that conflicts with the statute or regulation.

53. In the event that any statute or regulation pertaining to the subject matter of this Assurance is modified, enacted, promulgated, or interpreted by a Participating State, such that the statute or regulation is in conflict with any provision of this Assurance, and such that Carrier cannot comply with both the statute or regulation and the provision of this Assurance, Carrier may comply with such statute or regulation in the Participating State, and such action shall constitute compliance with the counterpart provision of this Assurance. Carrier shall provide advance written notice to both the Attorney General of Vermont and the Attorney General of the Participating State, of the inconsistent provision of the statute or regulation with which Carrier intends to comply under this Paragraph, and of the counterpart provision of this Assurance that is in conflict with the statute or regulation.

54. To seek a modification of this Assurance for any reason other than that provided for in Paragraphs 52 or 53 of this Assurance, Carrier shall send a written request for modification to the Attorney General of Vermont on behalf of the Participating States. The Participating States shall give such petition reasonable consideration and shall respond to Carrier within thirty (30) days of receiving such request. At the conclusion of this thirty (30) day period, Carrier reserves all rights to pursue any legal or equitable remedies that may be available to it.

55. To the extent that any of the provisions contained herein permit implementation beyond the Effective Date, the parties have agreed to the delayed implementation of such provisions based on Carrier's representation that it is currently unable to meet the requirements of such provisions and that it needs the additional specified time to develop the necessary technical capabilities to come into compliance with the requirements of such provisions. Carrier agrees to make good-faith and reasonable efforts to come into compliance with any such provisions prior to the implementation dates set by such provisions to the extent commercially practicable.

56. Carrier shall pay all court costs associated with the filing of this Assurance, should the Attorney General be required to file and seek court approval of this Assurance.

COMMONWEALTH OF
MASSACHUSETTS

MARTHA COAKLEY
ATTORNEY GENERAL

By: David Monahan
David W. Monahan, BBO # 551768
Assistant Attorney General
Consumer Protection Division

Office of the Attorney General
One Ashburton Place
Boston, MA 02108
(617) 727-7200

Dated: 12/18/14

T-MOBILE USA, Inc.

By: _____
Laura J. Buckland/Andrew Sacks
Vice President, Legal Affairs

Dated: 12/19/2014