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Fixed Wireless Access

FREQUENTLY ASKED QUESTIONS

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Connected Office from T-Mobile

What is Connected Office?

Connected Office is an offer from T-Mobile, designed to take advantage of the strength of T-Mobile's best in class 5G standalone network, and drive the adoption of 5G Fixed Wireless Access (FWA). Connected Office is a bundled offer that includes a competitive monthly rate plan and a device subsidy of \$700 toward the cost of certain T-Mobile certified FWA devices.

What is the motivation behind this program?

The high bandwidth capabilities enabled by 5G—and the high performance 5G standalone (SA) network implemented by T-Mobile nationwide—create a highly competitive solution to provide primary connectivity to business of all sizes. The rising costs of traditional broadband providers and the need for ubiquitous internet access even where fiber or other wired solutions don't exist is driving businesses to rapidly adopt FWA as a primary internet service.

What are the benefits of Connected Office?

- Low, predictable rate plan: \$60/month
- Device subsidy of up to \$700 toward the cost of certain T-Mobile certified FWA devices
- A range of 5G-enabled T-Mobile certified FWA devices available from multiple market-leading OEMs
- T-Mobile's nationwide 5G SA network, with speeds up to 1Gb/s

What are the business drivers for FWA?

There are several factors driving the adoption of 5G FWA:

- The FWA market is expected to triple over six years, with 80% of all connections expected to be 5G by 2028¹
- The effects of an outage can be costly for business with >30% of outages lasting more than 24 hours² and the average downtime costs a business ~\$5,600 per minute³. Increasingly, organizations are implementing primary and secondary modes of internet service delivery.
- The costs of traditional wired solutions keep rising and many businesses are already overpaying for what they need.
- Without uniform or reliable internet access, employees often resort to a DIY approach to accessing the internet, which can be costly, expensive and introduce risk for security breaches over connections not tied to overall network security framework.

Who can buy through this program?

The Connected Office program is only available through the T-Mobile for Business channel. Only sub-agents with T-Mobile for Business through Netmaven can take advantage of this opportunity.

¹ <https://www.5gamericas.org/5g-use-cases/>

² <https://uptimeinstitute.com/about-ui/press-releases/2022-outage-analysis-finds-downtime-costs-and-consequences-worsening>

³ <https://www.pingdom.com/outages/average-cost-of-downtime-per-industry/#:~:text=In%20the%20IT%20industry%2C%20downtime,about%20%243%20million%20per%20hour>

Base Offer:

Connected Office is a program that offers unlimited, unthrottled FWA data for a flat monthly rate of \$60. Additionally, partners are given a device subsidy of up to \$700 per device to credit toward the customer's final price—the net cost makes 5G FWA devices cost-competitive with if not less expensive than 4G/LTE FWA devices. After the three-year term, the customer owns the device outright or can purchase new equipment and leverage IT Asset Disposition Services provided by the reseller partner to dispose of the old device ethically. Additionally, cost-effective site-survey, installation and ITAD services are available to the end user through the reselling partner or Ingram Micro.

Can existing T-Mobile customers migrate to a Connected Office plan?

Yes, current T-Mobile customers can transition their FWA service to a Connected Office plan with the purchase of a subsidized T-Mobile certified FWA device.

What is the purpose of the device subsidy?

While 4G/LTE FWA devices are sometimes less expensive, FWA delivered via 4G/LTE is also often inadequate for the growing demands businesses have for internet access. To help accelerate the adoption of and transition to 5G-delivered FWA, T-Mobile is offering the subsidy to offset the cost difference and deliver a high-speed internet solution.

What devices are eligible to be purchased with the device subsidy?

The device subsidy can be used on a range of approved FWA routers and gateways from Cradlepoint and other leading OEMs, all of which are certified on T-Mobile's 5G network.

What organizations are eligible for Connected Office?

Customers of all sizes, from SMB to mid-market and enterprise as well as Fed/SLED organizations, are eligible for and can benefit from Connected Office.

Is this available outside the United States?

Connected Office is only available to organizations operating in the United States.

What happens if the device subsidy exceeds the cost of the device itself?

The device subsidy is up to \$700 for approved T-Mobile certified FWA devices. In the unlikely event that a device is priced below \$700 the device subsidy would be reduced to a point where it would cover the cost only.

What happens if the customer damages a device and it needs replacement?

The hardware will be serviced through the OEM warranty. Additional services may be purchased directly from the OEM or VAR. If a replacement device is needed and not covered under the OEM warranty, a new device subsidy will not be available until the 36-month T-Mobile contract is up for renewal.

When will Connected Office be available?

Connected Office will be officially launched in the first half of 2024. However, it is available through an early-adopter program today for organizations looking to enjoy the benefits of T-Mobile 5G.

Who do I contact to learn more about this offer?

To learn more please reach out to the Netmaven team.

Benefits of T-Mobile 5G

How is T-Mobile 5G different?

T-Mobile has the only nationwide 5G standalone (SA) network. Compared to non-standalone (NSA) networks, T-Mobile's network utilizes both 5G RAN and 5G core, which enables customers to fully capitalize on the value of 5G with lower latency and greater bandwidth. It also gives T-Mobile the ability to deliver advanced functionality like network slicing, allowing T-Mobile to customize the delivery of network solutions and functionality to customers.

Will the connectivity experience be as good with 5G compared to fiber or cable?

T-Mobile's 5G network offers the highest quality service in the industry and covers 99% of the US, with its reach spanning over 325 million people and 1.9 million square miles. This allows businesses to be reliably & securely connected.

Are there security risks with 5G?

5G has the latest wireless security protocols to provide encrypted connections and data protection.

How can 5G improve my security posture?

Unlike other wireless networking protocols, 5G was designed from the ground up to include security built in as part of the architecture. These security features can simplify or even replace portions of your existing security solutions. Further, T-Mobile offers a SASE platform with additional security technology, T-SIMsecure, which provides end-to-end encryption and security over the T-Mobile network.

What is T-SIMsecure?

T-Mobile SASE protects your organization while providing your workers and remote devices the access they need to do their work from virtually anywhere. T-SIMsecure authentication options add greater simplicity, enabling automatic protection for remote devices and users on the go.

- Authenticates using the T-Mobile SIM.
- Provides automatic protections and privileges, per policy, when on the T-Mobile network.
- Leverages T-Mobile Security Slice on the 5G SA network to provide additional protection by isolating SASE traffic from other mobile data traffic.

Is T-SIMsecure included in Connected Office?

T-SIMsecure is not included with the monthly recurring rate of \$60 but is available at an additional monthly charge.

Partners

What is the value to me as a partner?

The \$700 device subsidy from T-Mobile will allow you to be more competitive with the price of hardware to the customer. This may also help secure business that had previously gone direct to the OEM or to another ISP entirely. In addition to the hardware revenue, there is also an opportunity to

add survey, deployment, ITAD and managed services to these deals. As a T-Mobile sub-agent you will also benefit from commissions per activation.

How will the \$700 device subsidy be delivered?

The \$700 device subsidy will be issued by Ingram Micro when the hardware order is placed. The intent is for the full device subsidy to be passed through to the customer as they will be responsible for any clawback with T-Mobile if there is a cancellation or if the device is not activated on their network.

Will my customer receive a bill from T-Mobile?

Yes, the monthly recurring charge per subscriber will be billed by T-Mobile.

Is it possible to bill on behalf of with T-Mobile?

Bill on behalf of through the T-Mobile for Business channel is currently being developed and is on the roadmap for 2024. However, there are temporary alternatives in place for partners wanting to be billed by T-Mobile. Please reach out to your Netmaven team for more information.

Can I register an opportunity with T-Mobile?

Yes, deals can be registered on the T-Mobile for Business partner portal: <https://businesspartners.t-mobile.com/English/>

How do I get paid on activations?

Sub-agents are paid a one-time commission fee per activation, and a monthly residual thereafter. For more information, please contact your Netmaven team.

How are devices managed?

As a primary agent with T-Mobile for Business, the Netmaven team is responsible for managing the activations for Connected Office. This includes the initial order, adding or removing devices, or changing the installation location of a device.

Positioning

Is 5G that much better than 4G/LTE? Isn't 5G still slow?

5G supports more than 10X the bandwidth of traditional 4G service and provides enough bandwidth to satisfy the needs of more than 2/3 of all businesses.

Isn't FWA and 5G FWA expensive?

The Connected Office unlimited data plan is just \$60/month, and no rate increases for the life of your service. Cable or fiber solutions average more than \$100/month.

Does 5G have limited coverage and availability?

T-Mobile 5G covers more than 2 million square miles in the US and more than 98% of its population.

I've never used cellular for internet connectivity have no idea how to set up 5G equipment.

Our routers are designed to be easy to use and customer-installable. Customers can optionally use partner-provided installation services.

I have wired broadband already, why would I switch to 5G?

5G FWA from T-Mobile can provide resilient connectivity at consistent prices across the country, and often for much less money than cable or fiber subscriptions. For businesses expanding operations to areas unserved by fiber or cable, 5G FWA can be implemented much more quickly and with a much shorter time to value.

My local ISPs manage my connectivity for me. Why would I want to switch over to T-Mobile directly?

Many customers are paying too much and for more than they need. T-Mobile 5G FWA offers a right-sized, right-priced solution for small and medium-sized businesses.

I already work with an ISP aggregator that manages my local ISP bills, accounts and relationships.

For organizations with multiple locations, complex billing from multiple ISPs can be simplified and consolidated down to a single provider with T-Mobile without having to pay a middleman. Additionally, T-Mobile's award-winning⁴, dedicated business internet support can more quickly resolve service and support issues.

Why would I pay for 2 modes of connectivity?

For businesses where connectivity is critical, diversification is a best practice. Diversifying the forms of connectivity—using fiber and FWA, for example—provides robust resiliency.

I let all my franchise locations choose their own CPE and ISP. Should I tell them to do otherwise?

T-Mobile provides competitive and consistent pricing across the country; standardizing on program eligible FWA devices can lower CPE costs and consolidate disparate and confusing billing down to a single source, a single bill.

I already have security protocols in the applications that run my business. Why would 5G improve my security posture?

Unlike other wireless networking protocols, 5G was designed from the ground up to include security built in as part of the architecture. These security features can simplify or even replace portions of your existing security solutions, all at no cost. Further, T-Mobile offers a SASE platform with additional security technology, like T-SIMsecure, which provides end-to-end encryption and security over the T-Mobile network.

⁴ <https://www.jdpower.com/business/press-releases/2023-us-wireless-customer-care-study-volume-2>