

Connected Laptop FAQ

PROGRAM FREQUENTLY ASKED QUESTIONS
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Connected Laptop

What is Connected Laptop?

Connected Laptop 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 connected laptops. Connected Laptop offers the ability for organizations with greater than ten employees to activate a certified 5G laptop on the T-Mobile network and take advantage of a device credit, ranging from \$250 to \$400. A net new 5G connected laptop is required for participation in the offer.

What is the motivation behind this program?

The recent acceleration of digital transformation, cloud computing, and hybrid work has changed Workforce expectations. Employees now expect to be able to get work done anywhere, anytime, on any device. In fact, 75% of businesses now offer work location flex, and employees depend on more devices to stay productive. Enterprises also spend huge amounts of capital to buy employee devices and face increased security risks when employees connect outside the corporate network. These reasons, along with the Windows 11 upgrade, Copilot launch, and Covid-19 refresh cycle makes this an incredible opportunity to address legacy and outdated systems.

Regardless of usage scenario, the proliferation of cloud services and devices can be overwhelming for Enterprises to navigate. Other carriers set up a new line for every phone, tablet, watch, and hotspot. They are generating higher cost and complexity. Today, T-Mobile solves these issues with Connected Laptop.

What are the benefits of Connected Laptop?

- Security: Protect your Workforce with enhanced network security.
- Employee Experience: No more searching for Wi-Fi and connecting through VPN- complex connection challenges-GONE!
- Evolve with Workforce demands: Simplified purchase and management.
- Device credit included: Freedom to make device purchases and upgrades, future-proofing your employee productivity.

What are the business drivers for this solution?

There are several factors driving the adoption of 5G connected laptops:

- Many laptops were sold at the start of the Covid-19 pandemic to meet the demands of workers in remote-work situations. These laptops are now coming up for refreshment.
- Windows 10 is nearing its end-of-support. Many laptops in operation today do not meet the minimum requirements for Windows 11.
- Copilot is driving the need for reliable network connections with low latency.
- Security is top of mind within most organizations and unsecured Wi-Fi networks pose a significant risk.

Who can buy through this program?

Connected Laptop 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. Connected Laptop

is currently available to commercial and enterprise organizations. T-Mobile has alternative offers for federal government, state and local governments, K-12, and higher education—please reach out to the Netmaven team for more information.

What happens when the device in the solution exceeds the monthly data allocation?

Connected Laptop does have a monthly data cap, which will depend on the plan chosen (see below). If these data limits are exceeded, the data speed will be slowed to 600kbps, which is suitable for minimal data use. Unused data does not roll over to the following month. Additional high speed data can be purchased if needed.

Connected Laptop Plans:

- \$25 per month – 75GB of high speed data per month
- \$35 per month – 75GB of high speed data per month (\$250 device credit)
- \$40 per month – 125GB of high speed data per month (\$400 device credit)
- \$50 per month – 125GB of high speed data per month (\$400 device credit and T-SIMsecure)

Can existing T-Mobile customers take advantage of Connected Laptop?

Yes, T-Mobile customers can bring existing voice lines into Workforce Plus with the purchase of a net-new 5G connected laptop or Surface tablet.

What is the purpose of the device credit?

Laptops enabled for 5G connectivity are priced higher than Wi-Fi only alternatives—typically between \$200 and \$400 more. The device credit is intended to address that cost delta, while also providing a financial incentive in addition to the security and productivity benefits of 5G connectivity.

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

The device credit can be used for the purchase of a net-new laptop that is enabled for 5G connectivity. This can also include a Microsoft Surface tablet. The device credit cannot be used for the purchase of a phone, wearable, tablet (except in the case of Surface), hotspot, or other computing device. In the scenario where a subscriber purchases a 5G connected laptop and a Surface tablet, they are not eligible for two device credits.

What organizations are eligible for Connected Laptop?

Connected Laptop is currently available for commercial and enterprise organizations with ten users and above, unless excluded by regulation.

Is this available outside the United States?

Connected Laptop is available to organizations operating in the United States. International roaming from the United States for hybrid workers is part of the monthly plan.

Is there a minimum number of users required?

An organization needs a minimum of ten users for participation in Connected Laptop.

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

The device credit is up to \$900 for a 5G laptop or Surface tablet. In the unlikely event that a laptop is priced below \$900 the device credit would be reduced to a point where it would cover the cost only.

What happens if an employee leaves the company? Can we revoke 5G access?

Absolutely. We provide full admin controls to instantly revoke 5G service access when employees leave to prevent data misuse.

Will 5G service be available if employees travel outside major cities?

T-Mobile's 5G coverage already reaches many smaller towns and rural areas. Their network is rapidly expanding to increase nationwide coverage this year. T-Mobile coverage currently services 99% of the population over two million square miles.

Is Business Internet eligible as one of the devices in this plan?

Business Internet is not eligible as one of the four devices with this solution.

What happens if an employee 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 credit will not be available until the 36 month T-Mobile contract is up for renewal.

When will Connected Laptop be available?

Connected Laptop 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: info@netmaven.tech

Benefits of T-Mobile 5G over Wi-Fi

Why buy this solution vs. just using a smartphone hotspot for anywhere connectivity? What's the benefit?

T-Mobile wants employees to work the way they want to. Using a smartphone's hotspot feature is always a convenient option for quick connection; however, standalone hotspot devices and connected laptops are fantastic options for more flexibility, longer battery life, and larger data allotment.

Carrying a hotspot is another device to pack, power, and worry about and isn't as frictionless as opening a laptop and being connected immediately.

Will the connectivity experience be as good with 5G compared to Wi-Fi? Won't there be more dead zones?

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 employees to be reliably & securely connected and remain productive wherever their work takes them, which cannot always be guaranteed with Wi-Fi or other services.

What if strong W-Fi is available in the customer site?

5G provides much wider coverage than Wi-Fi, and provides continuity of connectivity indoors and outdoors, keeping your employees connected even when they are not on the office premises. This enables greater flexibility to work from anywhere while exponentially increasing productivity.

What are the benefits of Movius MultiLine?

MultiLine offers cloud-based recording of voice, text, Microsoft Teams and WhatsApp messages, integration with CRM, WhatsApp messages and advanced compliance tools, such as SMS redaction and opt-in, with AI technology that drives key insights.

- Automated redacting PII and abusive language from messages.
- Record calls or messages for archival.
- Fully integrates with Microsoft Intune and PBX
- Captures every call, text, WhatsApp message for compliance requirements.

Can Movius MultiLine be added to Connected Laptop?

Yes, MultiLine can be included as an activation line for a Connected Laptop subscriber. An additional charge for Multiline may be incurred.

Are there security risks with 5G?

5G has the latest wireless security protocols to provide encrypted connections and data protection. T-Mobile also has business-grade security features like VPN tunneling and firewalls to safeguard your network.

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 with 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 protection 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 Laptop?

T-SIMsecure is included in the cost of the \$50 per month plan and is available as a paid add-on with the \$25, \$35, and \$40 per month plans.

Partners

What is the value to me as a partner?

The device credit 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. In addition to the hardware revenue, there is also an opportunity to add deployment and managed services to these deals. As a T-Mobile sub-agent, you will also benefit from commissions per activation.

How will the device credit be delivered?

The device credit will be issued by your distributor or primary agent after a hardware order is placed and the laptops have been activated. The intent is for the full device credit 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 laptop 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 Laptop. This includes the initial order, adding devices later, removing devices, or transferring ownership for employees that leave the organization.