



July 7, 2025

Hon. Marvin A. Blyden
Chairman Committee on Housing, Transportation & Telecommunications
36th Legislature of the Virgin Islands
Legislature of the Virgin Islands
Via- Mr. Rudy Krigger, Jr.- senatorblyden@legvi.org

Dear Senator Blyden,

We hope this letter finds you well. Thank you and the Committee for the opportunity to appear during the May 14th hearing and provide testimony on behalf of T-Mobile. It was an honor to share our insights and contribute to the discussion. I am writing in response to your June 20th letter, inquiring about the fees charged when making bill payment via credit card, as well as any other payment methods, within the Virgin Islands. I apologize for not being able to meet the July 4th deadline provided, given unforeseen circumstances and the July 4th holiday.

T-Mobile customers across the nation, including the USVI, are provided with multiple convenient methods to pay their T-Mobile bill.

- Using the T-Life app to make a payment;
- Paying online from their T-Mobile account, either logging in or paying as a guest;
- Using AutoPay- this free service allows customers to set up a saved payment method to automatically pay their T-Mobile bill with their bank account, debit, or credit card;
- Bill pay from their bank, by providing their bank with the payee details to set up bill pay from their bank account;
- Payment by mail (must allow at least five days for your payment to reach us);
- In-Store- payments and payment arrangements completed by a Mobile Expert in-store (regardless of payment method) are charged a Payment Support Charge of \$5, plus applicable tax.

Please let us know if you have any questions or require additional information.

Sincerely,
DocuSigned by:

Ileann M. Cañellas-Correa

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Ileann M. Cañellas-Correa
Managing Corporate Counsel

T-Mobile

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