You start out as an **Account Associate** in a Team of Experts that works together to deliver amazing Un-carrier customer experiences. With training and a ramp-up period, you'll be set up for success in your new job. Next step, advance to an **Expert** role where you will own the relationship with your customer base, listen to their needs, and be hands-on to resolve their pain points. This move could happen in as little as 3 to 4 months from your start date!

**Top Pay**
- **Premium Base Pay** – Start earning $20 per hour on your first day!
- **Target Incentive** – Bring home a total of $750 in bonuses upon completion of set training milestones. When you move to Expert, your bonus target increases to $4,400 each year.
- **Stock Grant** – $1,000 worth of T-Mobile stock granted each year — because everyone is an owner!

**Tuition Assistance**
- T-Mobile pays up to $5,250 per year for tuition assistance for full-time employees and $2,500 for part-time employees.
- There are also partnerships with several schools where tuition is FREE.

**Professional Development**
- T-Mobile provides development from trailblazing learning platforms.
- Opportunities to get exposure to other career paths within the world of Customer Care: Social Media Care, Operations, Learning and Development, Global Care.

**Rockstar Benefits**
- Medical, dental and vision
- 401(k) match and Employee Stock Purchase Plan
- Discounts on rate plans and accessories
- Paid parental leave, childcare subsidy, and backup child/elder care
YOUR CAREER JOURNEY

Our unique approach to a career path starts by ensuring you have access to development opportunities and support at each phase of your career journey. We invest in the people who take risks and dream big! Our healthy career growth progression includes opportunities to grow into Care leadership roles or move into Retail or Corporate roles. We also make sure our compensation reflects your career growth. As an Expert you’ll start by earning $20 per hour. In fact, on average our Experts new to the role earn over $22 per hour inclusive of base pay and incentive bonuses. Throw in an annual $1,000 stock grant, tuition assistance, and other financial, health, and lifestyle perks, that makes your total rewards package worth even more!

We always recognize and invest in our team. We value what each person brings. That’s how we win — together!

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The above examples depict typical averages for illustrative purposes only. Individual amounts, pay levels, and promotion times vary and are not guaranteed. Check with a T-Mobile Recruiter for estimated starting pay ranges based on your location. T-Mobile is an Equal Opportunity Employer.