



February 26, 2026

FILED ELECTRONICALLY

Federal Communications Commission
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
45 L Street, NE
Washington, D.C. 20554

Re: Nicolas Hernandez
Your File No. [REDACTED]
T-Mobile Account No. [REDACTED]

To Whom It May Concern:

T-Mobile USA, Inc., ("T-Mobile") is in receipt of your correspondence dated January 26, 2026, regarding the above-referenced account.

T-Mobile regrets any concerns Nicolas Hernandez may have experienced regarding their Mobile Device Unlock request, and we appreciate the opportunity to respond. The account was activated on January 17, 2026, with one voice line ending in 7150. This line was subscribed to our *Essentials Saver* rate plan billed at \$55.00 per month, plus applicable taxes and fees. At the time of activation, Nicolas Hernandez used our Equipment Installment Plan (EIP) to purchase a Motorola moto g power handset at the retail price of \$88.00. Nicolas Hernandez remitted a down payment of \$40.00 and agreed to 24 monthly installments of \$2.00.

On January 22, 2026, Nicolas Hernandez remitted a payment for the remaining EIP balance. T-Mobile records indicate, on this date Nicolas Hernandez contacted T-Mobile's Customer Care to request a Mobile Device Unlock. Please note, Mobile Device Unlocks are available for those devices that meet our eligibility requirements. The Mobile Device Unlock requirements can be located on our website at <https://www.t-mobile.com/responsibility/consumer-info/policies/sim-unlock-policy>. These requirements include, but are not limited to:

- The handset must be purchased from T-Mobile or an authorized third-party vendor and branded for use on the T-Mobile network.
- The device must be paid for in full.
- The account must be in good standing.
- The device must be utilized on the T-Mobile network for 40 days.

As the Motorola moto g power handset had not been in use on the network for 40 days, it was not eligible for a Mobile Device Unlock.

T-Mobile contacted Nicolas Hernandez on January 28, 2026, and advised them of the above information. To resolve this matter, T-Mobile completed a Mobile Device Unlock for the Motorola moto g power handset. T-Mobile regrets any inconvenience to Nicolas Hernandez.



P.O. Box 37380 Albuquerque, NM 87176
www.t-mobile.com

Based upon the foregoing, we respectfully request that this complaint against T-Mobile be closed.

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or at 425-689-3471.

Very truly yours,

T-MOBILE USA, INC.

Faith Ouzts
Executive Response

cc: Nicolas Hernandez

[REDACTED], CA 9

