

Tuition Assistance

Frequently Asked Questions



It's never too late to learn something new! T-Mobile's tuition assistance benefit offers financial help so you can keep learning!

Who's eligible?

All active full-time and part-time employees in good standing are eligible for Tuition Assistance following 90 days of employment.

How much tuition assistance do I get?

Full-time employees are eligible for the IRS maximum non-taxable benefit of \$5,250 per calendar year. Part-time employees are eligible for \$2,500 per calendar year. The annual benefit is determined based on the date your course ends. An additional full tuition benefit is available through EdAssist's Education Network. Did we say full tuition?! Additional details can be found by logging onto the [EdAssist portal](#) or in the Full Tuition Payment FAQs below.

What expenses and fees are covered by Tuition Assistance?

Expenses covered by the benefit include tuition, books, and academic fees. Fees that are **not** eligible for payment are:

- Equipment/Materials/ Supplies and Software
- Health Insurance/Fee
- Insurance
- Late Fee(s)
- Parking and Parking Fees
- Returned Check Fee
- School-provided bus pass or other transport fees
- School Supplies
- Software Equipment Usage Fee
- Student-to-Student Grant Fee
- Transportation and Transportation Fees
- Travel/Food/lodging/Study Abroad
- Withdrawal/add/drop Fee

How do I apply for tuition assistance?

It's simple. Follow these steps:

1. First, start by checking out all of the great information available to you on [T-Nation](#) regarding the Tuition Assistance benefit. Once you have reviewed all of the information, log onto the [EdAssist portal](#) to initiate your application.
2. Apply for tuition assistance before your course starts, but no later than 45 days following the first day of classes.
3. Go to [EdAssist portal](#) and register for an account. The portal doesn't use a password – you will need to create one. Your user name is your P#, without the "P" (e.g. 12345678).
4. Initiate and submit your application through the portal.*

5. Submit supporting documentation upon successful completion of the course, but no later than 90 days following the end of the course.*

*For more details, review the Application Instructions posted on the EdAssist portal.

How am I paid for tuition assistance?

Once your application has been submitted and approved, T-Mobile will pay your school directly for eligible tuition expenses. Yep, that's right – you don't have to come up with the cash to pay upfront! Once you successfully complete the course, T-Mobile will reimburse you for any book expenses up to the maximum annual benefit.

Wait – T-Mobile is paying for my courses upfront? Is there a catch?

T-Mobile is paying upfront for your courses with the agreement that you'll successfully complete them, you will be employed by T-Mobile through the end of your courses, and you will provide your grades to document your completion. You will need to repay T-Mobile if you don't meet those obligations. You will receive a notification from T-Mobile with information about repayment.

Where can I get more information about T-Mobile's tuition assistance benefit?

Start by reviewing the tuition assistance guidelines available on T-Life. You can also log onto the [EdAssist portal](#) for even more information about the benefit, get free academic advising, and to initiate an application.

Is tuition assistance taxable?

Good news! Tuition assistance up to \$5,250 per calendar year is non-taxable. T-Mobile follows tuition assistance tax guidelines under Section 127 of the IRS Tax Code. T-Mobile will base your tax-free benefits on when your tuition is paid. Because your annual benefit is based on the date your course ends, you may receive a total benefit over \$5,250 in a calendar year. In the rare case that happens, the amount over \$5,250 will be taxable and reported on your pay statement.

Are there any tuition discounts available to T-Mobile employees?

You bet there are! T-Mobile, in partnership with EdAssist, has negotiated lots of tuition discounts for employees and even their family members. For a full list and details log onto the [EdAssist portal](#) or visit <http://www.edassist.com/client-company/t-mobile>. Want more? We've got it. EdAssist also offers free academic advising!

Are certificate programs covered under the tuition assistance benefit?

The short answer is no – not through the tuition assistance benefit. Since the tuition assistance benefit is a non-taxable benefit per the IRS, any costs associated with professional seminars, conferences, certification programs or any courses earning Continuing Education Units (CEUs) are not covered by this guideline. Some certificate programs may be covered under a department's training budget. Talk to your leader about that possibility. Please note: individual credit-bearing courses or credit-bearing courses required as part of a certificate program are covered under the tuition benefit.

What schools are eligible? Can I attend school online?

You can attend schools online or in-person. Whatever works best for you! The most important thing to consider is that the school must be regionally accredited.

Helpful Tip: Confirm the accreditation of selected educational institution through the Council for Higher Education Accreditation (CHEA) at its website: www.chea.org, or from the US Department of Education, on its website: <http://ope.ed.gov/accreditation/>

Am I eligible for tuition assistance if I go on a leave of absence?

You must be in active employment status at the time you initiate your application. If you go on leave of absence after your application is approved, you must submit the required documentation when the course ends. No new applications will be accepted until you are back in active status.

What happens if I don't complete the course successfully?

T-Mobile has paid for your class upfront with the agreement that you'll successfully complete it and provide your grades to document your completion. If you fail to meet the minimum grade requirement (C- or Pass) for any course, you will not be able to initiate any new applications for up to one year following the last day of the failed course. However, you have the option to repay the outstanding tuition expense to T-Mobile, at which point you may continue to utilize the tuition benefit.

What happens if I leave T-Mobile before the end of my course?

T-Mobile has paid for your class upfront with the agreement that you'll successfully complete it, you will be employed by T-Mobile through the end of your course, and you will provide your grades to document your completion. If you leave T-Mobile before the end of the course after the benefit has been paid, you may be asked to repay T-Mobile.

How can I contact EdAssist?

Website - You are able to submit and check the status of your applications, upload and submit documentation, and view payment information 24 hours a day, seven days a week via the Tuition Assistance website, found at <http://www.tamsonline.org/t-mobile>.

Phone - You can contact a Customer Service Representative 8 a.m. to 8 p.m. ET, Monday through Friday, at 877-276-7115.

What is a letter of credit (LOC)?

A Letter of Credit acts as money for registration and enrollment in courses and programs. Participating schools will allow you to register with a Letter of Credit instead of payment. Letters of Credit will be issued by EdAssist and emailed to you once your application is approved by your manager. Print, sign and submit the letter of credit to the accounting department at your school in order to initiate the payment process. Please note: Your LOC may not cover all costs for your courses. You are responsible for all costs not covered by the benefit.

What if my school does not accept the EdAssist letter of credit (LOC)?

If your school will not accept a Letter of Credit in lieu of payment, you may submit the school's itemized invoice directly to EdAssist. Go to the Application Summary page and click Submit Documents and select Corrections as

your Document Type. Upon receipt of the proper documentation, EdAssist will issue payment to the school for eligible tuition and fees.

How soon will my Tuition Assistance request be processed?

Your Tuition Assistance payment will be sent directly to your school. EdAssist will process invoices as they are submitted by your school. If the invoice is received after your course ends, you will need to provide your grade in order for payment to be made. You will be sent an email notification that your application has been processed for payment.

Any book reimbursements or legacy tuition reimbursements will be paid by EdAssist by check or electronic payment, depending on the preference you've selected on your application. Please allow 2-4 weeks for payment to be received.

Full Tuition Benefit

What is T-Mobile's Full Tuition Benefit?

Full and part-time employees now have more options than anyone to have their full tuition paid for at one of five online universities including [Ashford University](#), [Capella University](#), [Colorado Technical University](#), [Kaplan](#) and [University of Phoenix](#) (UoP). This far outpaces anyone else in the industry and T-Mobile plans to continue to enhance the tuition benefit in the future.

So how does this work?

T-Mobile, in partnership with EdAssist, has partnered with 5 online universities who have agreed to cap their tuition at \$5,250 per year, allowing full-time T-Mobile employees to take a maximum number of classes each year without having to pay out of pocket or take out additional loans. The maximum number of classes varies by school and by degree program.

While part-time employees benefit is capped at \$2,500 per year, they can also participate in University of Phoenix's full tuition program. University of Phoenix allows PT employees to take up two additional classes each year for free after they have maxed their \$2,500 benefit. Depending on how quickly part-time employees want to move through the program, they may need to pay for additional classes themselves.

Employees will not need to front any tuition costs at any of these schools as T-Mobile pays tuition fees upfront.

How is this different from Tuition Assistance?

The T-Mobile Tuition Assistance allows full-time and part-time students to use their tuition benefits at their choice of any number of regionally accredited schools around the country. These schools do not have a special tuition agreement in place with T-Mobile.

The Full Tuition benefit at these specific five online universities means the schools have an agreement in place with T-Mobile that caps tuition at \$5,250 per year, allowing full-time T-Mobile employees to take a maximum number of classes each year without having to pay out of pocket or take out additional loans. Every school offers

full tuition assistance to full time employees and benefits vary for part-time employees. University of Phoenix offers full tuition assistance to both part-time and full-time employees.

The maximum number of classes varies by school and by degree program. And, because T-Mobile pays the schools upfront, employees will not need to front any tuition costs at any of these schools.

Does every school offer the same Full Tuition assistance?

Yes – each of the 5 schools offers full tuition assistance to full time employees and benefits may vary for part-time employees. University of Phoenix offers full tuition assistance to both part-time and full-time employees.

Capella, Kaplan University offer tuition coverage up to the allowed \$2,500 benefit for Part-Time students. Depending on how quickly part-time employees want to move through the program, they may need to pay for additional classes themselves.

What exactly does T-Mobile pay for with this benefit?

While the program benefits vary slightly from school to school, T-Mobile will cover employee's tuition, books and fees. At some schools, T-Mobile will also pay for electronic course materials and some fees may be waived.

Who's eligible?

All active full-time and part-time employees in good standing are eligible for full tuition payment or tuition assistance following 90 days of employment. The specific benefits can vary by schools as each program was negotiated separately.

Is there a difference between FT and PT employee benefits?

Yes, but all employees are eligible after 90 days. Part-time employees' tuition benefit is capped at \$2,500 per year and they can participate in Capella, Kaplan University and University of Phoenix's program. Only U. of Phoenix is offering a negotiated full tuition to part-time employees. T-Mobile will pay the first two courses and UOP will pay for 2 additional course. Part-time employees are limited to 4 courses total each year at UOP

Do all the schools offer the same benefit?

No. The Full Tuition benefit with these 5 schools means they have agreed to cap their tuition at \$5,250 per year, allowing full-time T-Mobile employees to take a maximum number of classes each year without having to pay out of pocket or take out additional loans. However, the maximum number of classes varies by school and by degree program. And only U. of Phoenix is offering full tuition to part-time employees. T-Mobile will pay the first two courses and UoP will pay for 2 additional courses. P/T are limited to 4 courses total each year at UoP.

People Manager FAQs

How do I know if I have applications pending my approval?

You will receive an email from EdAssist notifying you of pending applications. To review, you will need to log into the EdAssist portal and confirm the employee is in good standing.

Will courses my employees take come out of our Department Budget?

No, courses paid through the Tuition Assistance benefit, up to \$5,250, will be billed to the Benefits Team budget.

Can my employee's Certification Programs be covered under the Tuition Assistance benefit?

Certification Programs may be covered under the individual's department training budget, if funds are available.