

You have to work, and your regular babysitter calls out sick or school is out. Your mom's nurse is taking a vacation. Or maybe you or a family member are having a surgery and would like some help for a few days. T-Mobile has your back, with Bright Horizon's Back-Up Care. It offers child and adult care when you need to be at work and your regular care provider is unavailable or even for yourself if you need help due to surgery. Care is available nationwide.

Eligibility

- Regular full-time and part-time employees.
- Eligible on date of hire
- Employee's Spouse or domestic partner
- 10 days/visits per employee per year

Type of Care

*Center Care**

- Children 6 weeks through age 12 (ages vary by center)
- Bright Horizons and Network Partner Centers
- Licensed and Accredited
- CPR and First Aid Training
- Open Monday – Friday (hours vary by location)

*In-Home Care**

- Newborns through adult/elders
- For mildly ill children (e.g., common cold, low-grade fever, ear infection)
- Not just for children! It's available for you, spouse/partner, adult children, and parents recovering from illness, surgery, or injury.
- Quality nanny and home health agencies
- 24/7/365 including weekends and evenings when you have to work.

*If center or in-home care is not available for the date requested, please reach out to a Bright Horizons consultant at 1-877-276-7115 to review additional options available.

Fees and Cancellations

Uses and Fees

- 10 days/visits per employee per year
- Center Care Copay - \$15/child/day or a maximum of \$25/family/day
- In-home Care - \$4/hour, per caregiver (covers up to 3 dependents per care session)

Cancellation

- Care cancelled more than 2 days (48 hours) prior to start time counts as use with co-pay.

Sign Up and Reservations

- Care reservations may be made up to 90 days in advance.
- First time users can sign up, set up a username/password and make reservations one of three ways:
 - By Phone: 1-877-276-7115
 - URL: <https://clients.brighthorizons.com/t-mobile> – click “join today” and enter your Employee ID (P# without P)
 - By App: search “back-up care” for the Bright Horizons Back-Up Care app on the Apple App or Google Play Store
 - If a first-time user – Select Sign Up and enter
 - Employer Username: TMOBackup
 - Employer Password: TMOcares