

# Perks at Work

## Frequently Asked Questions



### **Q. What is Perks at Work?**

A. Perks at Work is an employee discount program that provides T-Mobile employees and their family members access to thousands of vendors who offer special discounts on retail items, travel, entertainment, dining and much more.

### **Q. How do I access T-Mobile Perks at Work?**

A. Visit the program: <https://www.perksatwork.com> and sign in with your T-Mobile P Number or your email and password.

*First time users: Click the "Create account on my own" button and follow the on-screen instructions to set up your account.*

### **Q. Can my friends and family use it?**

A. Yes! Once you have registered, you can invite up to five (5) family members and friends to join and benefit from the same significant discounts. To invite family and friends, look for the icon labeled 'Invite' in the upper right-hand corner of the screen. They will be able to access the program from any personal computer.

### **Q. What are WOWPoints?**

A. WOWPoints are the rewards currency that you can earn when doing your shopping online through Perks at Work. Many offers are designated with a WOWPoints multiplier, which awards you that many WOWPoints for every dollar spent. Once you earn WOWPoints, you can redeem them at a rate of 100 WOWPoints = \$1.00 for cash credit to a linked card. Simply select the "Pay with Points" option under the "Shop Now" button on the offer you would like to redeem them for. Once the merchant confirms your order, the redemption is processed as a cash credit to your linked card. WOWPoints never expire.

### **Q. What if I have questions or need to troubleshoot an issue?**

A. Perks at Work has a separate set of FAQs, which is in the **Help Center** (click the **Help Center** button at the top of the page). The FAQs cover all aspects of the site and should resolve most queries.

Otherwise, you may open a ticket from the site to our dedicated online CustomerSuccess Team. You should receive a response within one to two business days. You can visit the Help Center at <https://helpcenter.perksatwork.com/>

### **Q. Looking for current T-Mobile Perks at Work exclusive discounts?**

A. Click the **Exclusives** tile on the main page of the site for select corporate discounts offered to all T-Mobile employees.

**Q. How do I nominate a new merchant for T-Mobile Perks at Work?**

A. Use the **Nominate a Merchant** feature to submit your suggestion, or referral if you have contact information of the merchant.

- (1) When logged in, access <https://www.perksatwork.com/nominatemerchantSelect> either “Suggest” or “Refer”  
, and
- (2) submit their information.

**Q. How do I redeem the discounts and offers listed on the T-Mobile Perks at Work site?**

A. Online discounts: Some offers may only be redeemed online and are accessible by a link to the merchant website on the offer detail page. In some cases, you will need to enter a discount code (listed on the offer detail page) as you check out on the merchant website. If there is no discount code listed, the discount will be calculated automatically when you check out.

In-store discounts: When a discount is offered in-store, there will be a coupon available on the offer detail page. Follow the instructions and click on 'print coupon' to view and print the coupon using your browser's print function. This can be presented in-store for your discount.

**Q. Who is eligible?**

A. All regular full-time and part-time T-Mobile employees are eligible. However, new employees will not have access to the Perks at Work site until their employee data has been processed by the site vendor, which generally takes 2-3 weeks from the hire date. The processing time will vary.