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Common Questions

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 the great information available to you at www.t-mobilebenefits.com regarding the Tuition Assistance benefit.
2. Once you have worked directly through the registration process at the school you've chosen, log onto the **EdAssist portal** to initiate your application.
 - a. First-time Users – go to <https://clients.brighthorizons.com/t-mobile>, select “Join Today” and follow the prompts to register. Employee ID (P#) can be obtained in [Workday](#) next to your name (must be logged into T-Mobile Network). Upon completing registration navigate to <https://t-mobile.edassist.com> and log in with your username and password.
 - b. Already registered with myBright Horizons for Back-Up Care or College Coach? Use your existing credentials to log in to the EdAssist portal.
3. Create a new application in the portal before your course starts, but no later than 45 days following the first day of class
4. After your application is approved, provide your Letter of Credit (LOC) to your school.
5. Your school will invoice EdAssist, and they will pay eligible expenses.

6. Upload your final grades within 90 days following your course end date.

How am I paid for tuition assistance?

Once your application is submitted, approved by your leader and you provide the signed LOC to your school's billing office, 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. Don't forget to submit book expenses for reimbursement by the 90th day after the course end date.

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. If you withdraw from the course outside of the school's add/drop period or the grades submitted do not 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. You will, however, have the option to repay the outstanding tuition expenses to T-Mobile, at which point, you may continue to use the benefit. You will receive an email notification from donotreply@edassist.com with information about suspension and how to initiate repayment.

What is a letter of credit (LOC)?

An LOC acts as money for registration and enrollment in courses and programs. Participating schools will allow you to register with an LOC instead of payment. LOCs will be issued by EdAssist and emailed to you once your application is approved by your manager. Print, sign and give the letter of credit to the accounting department at your school to start the payment process. Please note: Your LOC may not cover all costs for your courses.

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

If your school will not accept an LOC in lieu of payment, you may upload the school's itemized invoice directly to EdAssist. Go to the Application on your Action Needed List and click "Upload Documents" button 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.

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

Start by reviewing the Tuition Assistance Overview available at www.t-mobilebenefits.com. You can also log onto the [EdAssist portal](#) for even more information about the benefit, to schedule a free coaching appointment, and to initiate an application. EdAssist is also available by telephone between 5 a.m. and 5 p.m. PT Monday through Friday at 877-276-7115.

Is tuition assistance taxable?

Good news! T-Mobile provides tax-free tuition assistance up to \$5,250 per calendar year, based on the date that your courses end. Because we comply with Section 127 of the IRS Tax Code, any amount paid over \$5,250 in a calendar year will be taxable and reported as Earnings on your Pay slip, at the end of the year.

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

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 to learn more details about what the EdAssist Education Network offers log onto the [EdAssist portal](#). Want more? We've got it. EdAssist also offers free education coaching for employees!

Are Certifications 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, certifications or any courses earning Continuing Education Units (CEUs) are not covered by this benefit. Some certifications may be covered under a department's training budget. Talk to your leader about that possibility. Please note that individual credit-bearing courses or credit-bearing courses required as part of a certificate program are covered under the tuition benefit (this does not include CEUs).

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: The EdAssist Education Network provider database includes accreditation information, however, you can also confirm the accreditation of selected educational institutions through the Council for Higher Education Accreditation (CHEA) at its website: <https://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 leave of absence?

You must be in active employment status (actively working) at the time your application is sent to your manager for review. If you go on leave of absence after your application is approved, you must upload the required documentation (grades) no later than 90 days after the course end date. Employees on leave of absence will not be able to submit new applications until they are back in active status. Upon return to active status, new applications will be accepted for courses that have not yet begun or are within 45 days following the first day of classes.

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 withdraw from the course outside of the

school's add/drop period or fail to meet the minimum grade requirement (C- or Pass) for any course, you will be suspended from the program and not be able to initiate any new applications for up to one year following the last day of the withdrawn/failed course. However, you have the option to repay the outstanding tuition expenses to T-Mobile, at which point you may continue to use the tuition benefit. You will receive an email notification from donotreply@edassist.com with information about suspension and how to initiate repayment to T-Mobile. Submitting payment to your school will not lift suspension.

Can you tell me more about being suspended from the Tuition Assistance program?

If the grades you submitted to EdAssist do not meet the course completion requirements (C- or Better/Pass) for any course, or you fail to complete the course because you dropped or withdrew from it outside of the school's add/drop period (for any reason), you may not initiate an application for Tuition Assistance for 12 months following the end date of the non-compliant courses.

Is there anything I can do to gain access to the program during suspension?

T-Mobile does not require you to pay us back for the tuition costs of non-compliant courses. If you dropped or withdrew from a course, check with your school to see if you met their drop deadline, which may mean a full or partial refund to EdAssist. For all non-compliant course expenses, you have the option to request payroll deductions to pay T-Mobile back for what was paid to your school. Once the full amount has been deducted, EdAssist will be notified to lift the suspension, allowing you to use the tuition benefit again. New applications will be accepted for courses that have not yet begun or are within 45 days following the first day of classes.

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?

You can contact EdAssist either through their website, or by phone at 877-276-7115.

Website - You can 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 EdAssist portal at <https://t-mobile.edassist.com>.

If you need help, start a live chat (if during operating hours*), or create a support ticket.

If you have a question or comment about a particular application, please use the application comments function to add notes directly on the application in question.

Phone - You can contact an EdAssist Customer Service Representative *5 a.m. to 5 p.m. PT, Monday through Friday, at 877-276-7115.

How soon will my Tuition Assistance request be processed?

EdAssist processes invoices upon receipt and pays schools directly. You will be sent an email notification that your application has been processed for payment.

If the invoice is received by EdAssist after your course ends, you will need to upload your grades for payment to be made. This will be noted in your application.

How may I be reimbursed for book expenses after my course ends?

Once the course end date has passed, go to your tuition application on the EdAssist portal and select the “Actions” button. In the menu for Actions, select “Add Book/Expense App”, complete the application and upload your book receipt. Final grades must also be submitted prior to book expense reimbursement. Book 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.

How can I appeal my application if denied?

If your application is denied by EdAssist and you would like to appeal the denial, please submit a support ticket through the Support page on the [EdAssist portal](#). Please include your application number and the reason you are appealing the denial within the support ticket.

Full Tuition Benefit

What is T-Mobile’s Full Tuition Benefit?

In partnership with EdAssist and [select universities](#), T-Mobile fully funds the cost of tuition for eligible employees.

So how does this work?

Select universities 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 loans. The maximum number of classes varies by school and by degree program. T-Mobile will pay the school directly on your behalf, up to your eligible cap amount.

How is full tuition 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 select universities means the schools have an agreement in place 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.

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.

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 (where not specifically excluded) and eligible fees. At some schools, T-Mobile will also pay for electronic course materials and some fees and book costs may be waived by the school.

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 by EdAssist separately.

Is there a difference between FT and PT employee benefits?

The annual benefit amount varies for FT and PT employees, but all employees are eligible after 90 days of employment.

While part-time employees' benefit is capped at \$2,500 per calendar year, some of the Full Tuition university partners also allow part-time employees to take part in their program. To participate, part-time employees may need to cover program costs beyond the cap amount. Review the Full Tuition Program Summary and school landing pages for more details.

Do all the schools offer the same benefit?

No. The Full Tuition benefit with certain select universities 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 loans. However, the maximum number of classes varies by school and by degree program, and book and fee waivers also vary by school. For more details, log into the [EdAssist portal](#) and review the Full Tuition Program Summary.

What steps are needed to apply for the full tuition benefit?

Employees should first log into the [EdAssist portal](#) and review the Tuition Assistance Overview and Full Tuition Program Summary. Schedule a session to collaborate with a Coach to create a customized education plan that offers a direct, convenient, and cost-efficient route to earning a degree and meeting your educational goals. Once you find the right school, program, degree or course that will meet your objectives, reach out to the school directly to enroll. Refer to the [Tuition Discounts and Application Instructions](#) for more details.

People Managers

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

You will receive an email from EdAssist (Donotreply@edassist.com) letting you know of pending applications. To review, you will need to log into the [EdAssist portal](#).

1. Under **Action Needed** select the application you wish to review.

2. Confirm the employee is actively working, in Good Standing (no NGS documented in Workday), and performing at a satisfactory level in their current position. **Tip!** Managers do not need to confirm eligible degree program as this was previously determined by EdAssist at the time of application creation.
3. Select either **Approve Application** or **Deny Application**. **Tip!** Should any employee be placed in Not in Good Standing status at any point this will only impact future applications. Once the employee is back in Good Standing, they can submit new applications to participate in the Tuition benefit.

What if I have trouble approving a pending application in the portal?

For any help, please contact an EdAssist Customer Service Representative from 5 a.m. to 5 p.m. PT, Monday through Friday, at 877-276-7115.

Will the cost of 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 Certifications be covered under the Tuition Assistance benefit?

No, however, certifications may be covered under your department training budget if funds are available. Please note that individual credit-bearing courses or credit-bearing courses required as part of a certificate program are covered under the tuition benefit (does not include Continuing Education Units (CEUs)).