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T-Mobile USA to Build Customer Service Center in Springfield

State-of-the-Art Facility Expects to Bring 700 New Jobs to Community

SPRINGFIELD, Mo. — Oct. 24, 2005 — T-Mobile USA Inc. today announced plans to build its newest Customer Service Center in Springfield, Mo. The company expects to bring more than 700 new jobs to the area when fully staffed. The T-Mobile Customer Service Center will take its first call in the summer of 2006.

Employees at the new facility, which will be located in the Airport Plaza development at the northeast corner of West Kearney and the West Bypass, will help support T-Mobile's rapidly growing customer base of more than 20 million customers and help T-Mobile deliver on its commitment to provide a superior service experience.

"Our customer service employees play a vital role in our company's success," said John Birrer, vice president of customer service operations for T-Mobile USA. "We're excited to be coming to Missouri. The service mentality of the Ozarks as a tourist destination is a perfect match with T-Mobile's culture, as we strive to be the very best in customer service."

"This agreement is more good news for Missouri workers and their families, and I am certainly pleased that T-Mobile is making this kind of significant investment in our state," said Gov. Matt Blunt. "This agreement is yet another example that national firms like T-Mobile recognize that Missouri is not only open for business but that it's good for businesses and workers."

"This is big news and we congratulate T-Mobile as we celebrate 700 new jobs in Missouri," said Congressman Roy Blunt (R-Mo.). "Once again, this announcement is the result of an unmatched collaborative effort by our state and local economic development teams. We look forward to helping T-Mobile grow and prosper in Missouri."

T-Mobile USA's ongoing commitment to providing excellent customer service recently earned the company highest honors in several independent studies by J.D. Power and Associates. In June, T-Mobile was ranked highest among national wireless carriers, by a significant margin, in the 2005 Customer Care Performance Study. T-Mobile also received the highest honors among national carriers in the 2004 J.D. Power and Associates Customer Care Performance Study.

"T-Mobile's decision to locate its newest customer service center in Greene County is a tribute to the ability of the company to work with local and state officials to create economic growth in our community," said Greene County Presiding Commissioner Dave Coonrod. "We are thrilled that their investment will create 700 new well-paying customer service jobs in our community. Our collaborative effort to show T-Mobile that this is a great place to do business is an example of why Springfield is leading the state's net new job growth."

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The state-of-the-art Customer Service Center will provide T-Mobile employees with the latest telecommunications tools and customer service technology, and offer employees an on-site workout facility, cybercafé, television lounge and on-site deli.

The new 77,000-square-foot facility is a joint effort between T-Mobile USA, Holder Properties and The Staubach Company. Other participating organizations include the Missouri Department of Economic Development, the City of Springfield, Greene County, the Springfield Area Chamber of Commerce, the Springfield Business & Development Corporation, City Utilities of Springfield, the Rankin Company, Carleton Properties, and CJR Properties.

T-Mobile plans to begin hiring new employees for the facility in the spring of 2006, ramping up with a six-week training schedule that brings Customer Service Representatives through the company's "Get More[®] Academy."

Individuals interested in careers at T-Mobile's Missouri Customer Service Center should visit the company's Web site at <http://www.t-mobile.com/jobs>. Positions available include Customer Service Representatives, Customer Service Coaches, Customer Service Team Managers, and Customer Service support staff and management.

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