T Mobile

Guidelines



WE ARE THE UN-CARRIER.

We love our customers. And, at T-Mobile we express that love through every touchpoint in the Un-carrier experience—through our unrivaled network, our amazing people, and our beloved brand.

This is why the T-Mobile Brand Guidelines are important for all of us. This living document is designed to provide a comprehensive understanding of who we are, what we believe, and why we do what we do. And it breaks down how we bring all that to life through our unique Un-carrier brand voice and distinctive visual identity.

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Un-carrier Manifesto

We love our customers. It's who we are.

Our unstoppable mindset sparked a revolution.
Putting people first, treating them right, and changing the rules in their favor.

As the Un-carrier, we changed wireless forever.

We abolished barriers, cut the BS, and eliminated mind-bending costs and complexities. We led by example. And forced an entire industry to follow.

That was just the start.

This revolution is far from over.

Too many people are still unconnected, underserved, and unhappy.
Too many companies fail to put people first.
Entire industries are ripe for disruption and innovation.

Now more than ever, customers need someone fighting on their behalf.

A company with a beating heart.

That sees people over numbers.

A company inspired to change the world for the better.

That celebrates differences-knowing we are better together than apart.

Today, our success makes possible what was impossible before.

A transformative network experience connecting everyone everywhere.

And with the highest capacity network in US history comes the best value in wireless history.

Eliminating the false choice between a great network and affordable access.

While the carriers focus on how much they can charge We dream of what customers can do.

Frictionless, end-to-end experiences. On their terms.

Technology in the service of people. Not the other way around.

We don't wait for change, we make it.

We use our brand, our people, and our network as catalysts FOR GOOD.

Our future is in redefining wireless.

Not what is, but what it will be.

In bringing choice, value and simplicity to customers in entirely new ways. In reimagining a connected world for us all—without limits.

We are far from done.

We're taking this revolution to the next level.

Becoming the best in the world at connecting customers to their world. And earning a place in our customers' hearts forever.

We are T-Mobile.
The Un-carrier.
We won't stop!



MISSION

BEST IN THE WORLD AT CONNECTING CUSTOMERS TO THEIR WORLD.

VISION





Our Values TOGETHER WE ARE THE UN-CARRIER.

LOVE OUR CUSTOMERS.

We don't just do customer service. We do customer love. Simply put, their "happy" is our "happy."

ONE TEAM, TOGETHER.

We celebrate each other. Listen to and empower each other. INCLUDE each other. We value what each person brings. That's how we win.

DREAM BIG AND DELIVER.

We aim high. We step out. Take smart risks and own our results. We act like owners because we ARE owners.

DO IT THE RIGHT WAY. ALWAYS.

We do the right thing. For our customers, our shareholders, society and each other. Every time.

WE WON'T STOP.

We are relentless. Striving. Never complacent. We find a way, busting down barriers. We don't wait for change, we make it.

Core Brand Elements

IN THIS SECTION:

OVERVIEW | LOGOS | COLOR | MNEMONIC

Core Brand Elements

These are the cornerstones of our brand. They are uniquely ours and instantly recognizable, anywhere.

PRIMARY LOGO

I Mobile

T-DIGIT

COLOR, MAGENTA



SOUND, MNEMONIC



Our Iconic T-Digit

The T-Digit is central to our brand identity and how we show up in the market. We go BIG with the T-Digit to BOLDLY represent the brand rather than reserving it for small placements.

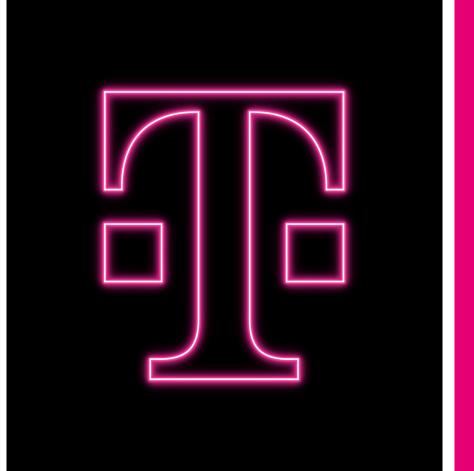
We selectively customize the T-Digit for very specific purposes or audiences—like to highlight certain moments and campaigns. For example, adding neon to connote our network or customizing the T-Digit to represent our ERG groups.

Note: Any customizations to the T-Digit should be approved and managed by the brand team and T Studios.







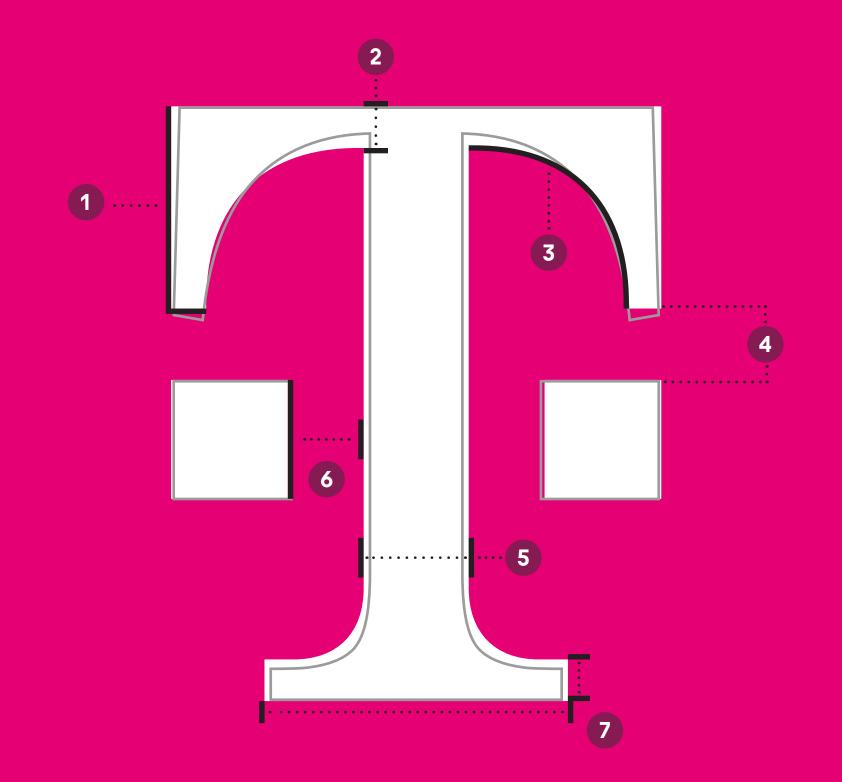


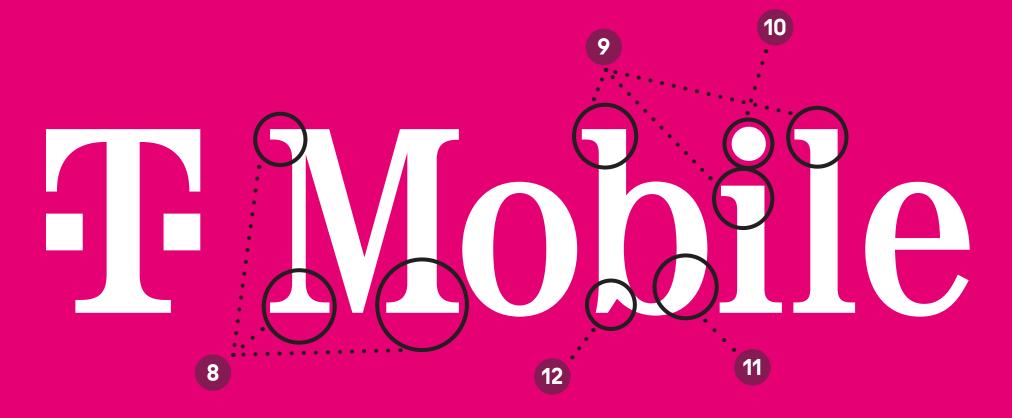






A New Look: Strengthened, Simplified, Modernized





1. STRAIGHTENED ANGLES

Geometric construction instead of drawn feathered style looks more precise and modern.

2. STRENGTHENED TOPLINE

Provides more stability in the mark even in small insert size.

3. OPTIMIZED CURVES

More open, positive effect instead of previously drooping arms.

4. SHORTENED SERIFS, EXTENDED **INNER SPACE**

Giving Digits and arms a proper distance from each other, even in small sizes

5. STRONGER STEM

Emphasis in the center of the character creates more trustworthy overall effect.

6. PRESERVATION OF INNER SPACES

Digit position moves slightly outwards analogous to trunk thickening.

7. STRONGER BASE

For a solid stand and an aesthetic balance to the upper character part.

- **8. CURVATURE SIMILAR TO 1T1**
- 9. STRAIGHT TOP SERIFS
- **10. DOT IS A TRUE CIRCLE**
- 11. SYMMETRICAL B SHAPE
- 12. STRAIGHT STROKE ENDING

T-Mobile Logo

Our primary logo is the full T-Mobile logo. The T-Digit can also be used but should not be used in place of the logo, except for in owned properties like web and retail. The preferred versions are the Magenta logo on white, or white logo on Magenta.

To access the latest logo assets and for more logo guidance, please access the external **T-Mobile Brand Portal.**

PRIMARY LOGOS

MAGENTA LOGO ON WHITE



PRIMARY T-DIGIT ICONS

MAGENTA T-DIGIT ON WHITE



WHITE LOGO ON MAGENTA



MAGENTA LOGO ON BLACK*



WHITE T-DIGIT ON MAGENTA



MAGENTA T-DIGIT ON BLACK*



*Caution: Magenta on black can vibrate in small applications, especially in digital, so please ensure it's large enough for clear readability.

SECONDARY LOGOS

WHITE LOGO ON BLACK



BLACK LOGO ON WHITE



WHITE T-DIGIT ON BLACK



BLACK T-DIGIT ON WHITE



T-Mobile Trademark Notices

NOTICE SYMBOLS

Use trademark notice symbols (™ or ®) only when our trademarks and logos are used on devices, accessories, packaging for devices and accessories, and within apps (such as if a trademark is used in the "splash" screen).

Trademark notice symbols are NOT required on our trademarks and logos in any other media.

This guidance only applies to our trademarks. When using other companies' trademarks, follow their brand guidelines.

Use this legal disclaimer in print advertising and in the footer to our websites (near the copyright notice). You don't have to use these disclaimers in any other media.

DISCLAIMER

T-Mobile, the T logo, Magenta and the magenta color are registered trademarks of Deutsche Telekom AG.



MINIMUM SIZES

For legibility and impression, our marks should never be smaller than you see here.

T Mobile

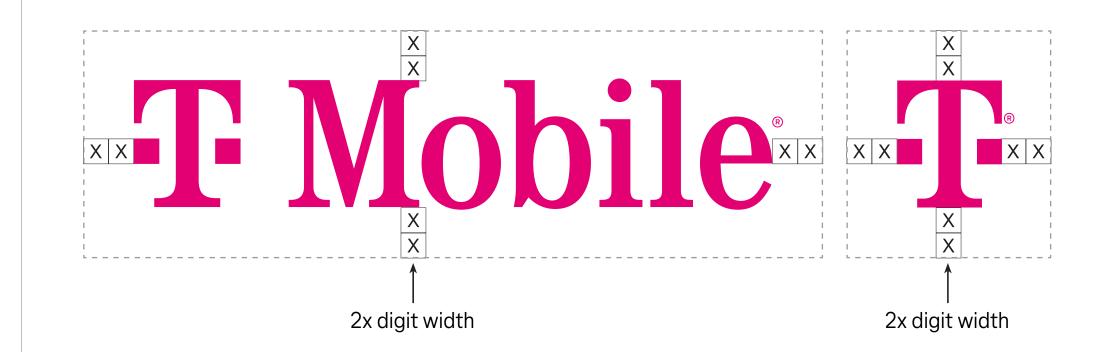
PRINT: 1" WIDE WEB: 72 PX WIDE



PRINT: .25 " WIDE WEB: 18 PX WIDE

CLEAR SPACE

The margins surrounding our T-Mobile lockup and T-Digit should be equal to at least 2 square digits. Avoid placing text or graphics within this space.



T-Mobile Logo Don'ts

X X X

T·-Mobile.

Don't use the old logo, or rework the old logo to recreate the new logo, as the new logo has been optimized slightly. X

T Mobile

Don't use alternate color combinations

X

Teams

Don't create new T-Digit lockups

TMobile

Don't rearrange logo elements

X

T Mobile

T Mobile

T Mobile

Don't distort the logo

X

T Mobile

Don't place the logo over a patterned background

1

Don't change the T-Digit color

×

1

Don't stretch or manipulate the T-Digit

X



Don't place the T-Digit over a patterned background

X



Don't rearrange the T-Digit

Logo Lockups Overview

T-Mobile is our master brand, while Metro by T-Mobile and Connect by T-Mobile is a sub-brand with its own branding and guidelines.

To indicate that our lines of business, products, services, programs, campaigns, and claims are distinct, the logo lockup for each includes the T-Digit on the left and copy on the right.

A pipe acts as a separation device between the T-Mobile brand and external entities. Partnership logo lockups will include the T-Mobile logo or T-Digit and a 'pipe' between the T-Mobile brand and the external partner logo.

We only create official logos/lockups for the specific categories listed here. For more logo guidance, T-Mobile employees and vendors can access the **T-Mobile Brand Portal**.

I Mobile





LINE OF BUSINESS



PRODUCT



SERVICE



PROGRAM



CAMPAIGN



CLAIM



PARTNERSHIP





We Love Magenta

Our brand color, Magenta, is bold, spontaneous, and fun. You don't see it every day. But, when you do, it means something. Energy. Excitement. Possibility. Magenta immediately says "T-Mobile." It's a registered trademark. It's ours. Use it.

TOP RULES

- Always make Magenta the hero.
- Place non-Magenta elements in close proximity to Magenta.
- Use black and white for balance. They help to make the Magenta pop.
- Use tertiary colors sparingly—and primarily in owned environments.











Color Palette

PRIMARY

MAGENTA is the backbone of our visual identity, providing consistency throughout all brand communications.

SECONDARY

Black & White support and balance Magenta without distracting or detracting from its vibrancy.

TERTIARY

Use sparingly for accents and shading only.

Never in a large swath of color. Primarily used in owned environments.

Magenta

Pantone Process Magenta CO, M100, YO, KO R226, GO, B116 HEX #E20074

Dark Magenta

Pantone 228 C16, M100, Y14, K42 R134, G27, B84 HEX #861B54

Dark Gray

Pantone Cool Gray 10 C0, M0, Y0, K72 R106, G106, B106 HEX #6A6A6A

Light Gray

Pantone 420 C0, M0, Y0, K10 R232, G232, B232 HEX #E8E8E8

Black

Pantone Process Black C60, M60, Y40, K100 R0, G0, B0 HEX #000000

White

Pantone White CO, MO, YO, KO R255, G255, B255 HEX #FFFFF

Mnemonic

The T-Mobile Mnemonic is our audio brand signature. Our primary, hero Mnemonic is in the key of C and should be used in all creative that does not include music or other audio tones.

For creative that includes music or other audio tones, 11 supplemental mnemonics in different keys are available to harmoniously transition to the Mnemonic.

The Mnemonic has a duration of 2.5 seconds and a tempo of 108 bpm.

The mnemonic files are available for download on the **T-Mobile Brand Portal**.



Typography

IN THIS SECTION:

FONT | TEXT TREATMENT

TeleNeo

TeleNeo is exclusively designed for our brand. Its contemporary character design makes it recognizable and more flexible than our former TeleGrotesk typeface. We chose this font because it's confident and unique.

This font is a central brand design element used across all products and channels in order to shape a cohesive customer experience.























TeleNeo Font Family

For licensing reasons, only employees of T-Mobile USA and Deutsche Telekom are authorized to have the T-Mobile typeface installed on their computers.

Do not pass the typeface to third parties as licensing is required. External and agency partners can obtain the font at no charge but need approval to do so. Please have your partners visit the Deutsche Telekom Brand Site to request approval to download the font.

TeleNeo has **10 different styles** to provide a variety of weights and italics to meet creative needs. It has **529 characters** for optimal design flexibility.

HOW TO ACCESS THE TELENEO FILES:

TMUS IT installs the TeleNeo Office fonts to all internal T-Mobile employee computers for automatic access.

TeleNeo Office is optimized and recommended for Microsoft Windows and Office 365.

Each individual at an agency or external group that installs/uses the T-Mobile brand font is required to register for a license.

There is no cost to register or obtain font files. Please <u>reference this document</u> for guidance on how to register and download the font files from the Deutsche Telekom site.

For any questions on how to obtain font files, please contact TMAP@T-Mobile.com



TeleNeo Typeface

TeleNeo is to be used for all external communications.

The complete family of available TeleNeo fonts is shown here for reference only. Note that TeleNeo Italic fonts are not approved for use in creative executions.

For web, apps, and legal copy Arial or another system font may be substituted.

BRUSH-STYLE STROKE ENDINGS:

T-Mobile is a human-centered brand. These subtle brush-style elements lend a friendly, human touch to the typeface.

VERTICAL & HORIZONTAL TERMINALS:

All stroke terminals are perfectly vertical or horizontal, conveying a sense of technical precision.

CLEAR NUMERALS:

All numerals are designed to be perfectly clear and legible, reflecting and reinforcing our use of clear and credible facts and numbers. TELENEO EXTRA BOLD

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

0123456789!?@©™#\$%&()-+"/'

TELENEO BOLD

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

0123456789!?@©™#\$%&()-+"/'

TELENEO MEDIUM

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

0123456789!?@©™#\$%&()-+"/'

TELENEO REGULAR

ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789!?@©™#\$%&()-+"/'

TELENEO THIN

ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789!?@©™#\$%&()-+"/' TELENEO EXTRA BOLD ITALIC

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

0123456789!?@©™#\$%&()-+"/'

TELENEO BOLD ITALIC

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

0123456789!?@©™#\$%&()-+"/'

TELENEO MEDIUM ITALIC

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

0123456789!?@©™#\$%&()-+"/'

TELENEO REGULAR ITALIC

ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789!?@©™#\$%&()-+"/'

TELENEO THIN ITALIC

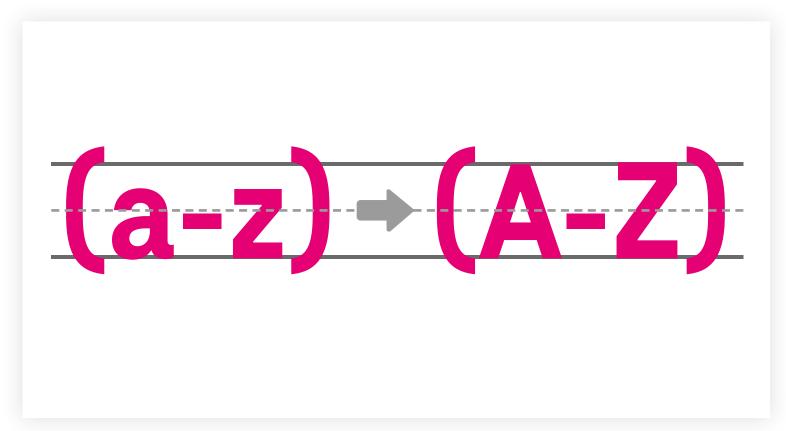
ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 0123456789!?@©™#\$%&()-+"/'

TeleNeo Open **Type Features**

TeleNeo supports OpenType features to manage the typeface. It's designed to scale both in numbers and case sensitivity.

Specific treatments are prescribed for commonly used characters, including dollar (\$) and percent (%) signs.

UPPER & LOWERCASE STYLISTIC SETS



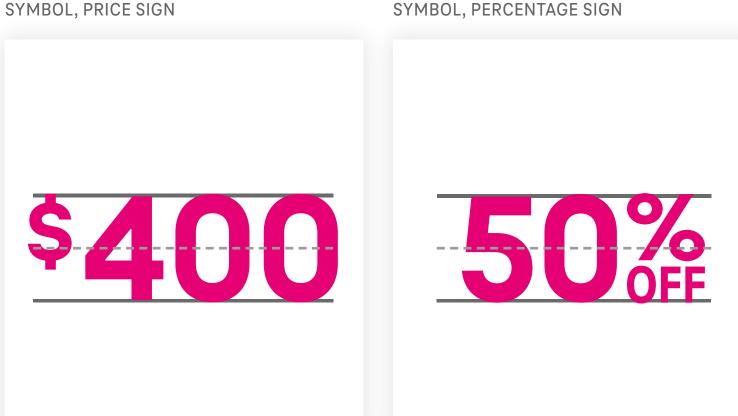
Hyphens, brackets, and other punctuation automatically aligns with the center axis of the capital letters when using ALL CAPS.

PROPORTIONAL NUMBERS

01234 56789

The numbers have a different character width and are arranged optically.

SYMBOL, PRICE SIGN



In lockups, do not use automatic superscript or subscript for symbols. Follow the offer guidelines for these specific instructions.

Leading & Kerning

LEADING

We use the arm of the 'E' as our standard unit of measurement. Using this unit of measurement from our typeface itself assures greater consistency and scalability across all creative and all media.

Use the baseline and cap line of the type to start and end your measurement.

Please avoid crowding the letters. Letters should not be touching. There should be just enough space between the letters.

KERNING

In general, kerning should be kept at 0 pt. for most static headlines. TeleNeo is designed to be user-friendly and easy on the eyes, with consistent kerning for maximum legibility.

Maintain just enough space between the letters to avoid the appearance of crowding.





Neon Text Do's and Don'ts

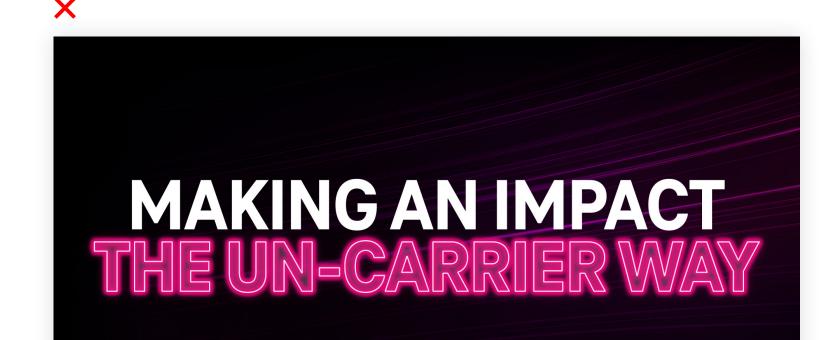
Our neon glow text treatment should be used to draw attention to select messaging.



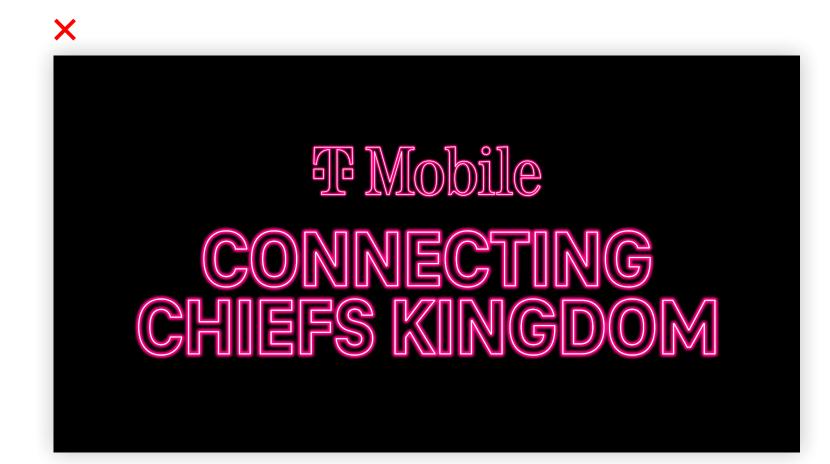
The neon glow should be applied only to select words for special emphasis.



When using previously designed lockups for common phrases (like 5G Network), other type should be sized both in relation to the lockup and with messaging hierarchy or emphasis in mind.



Do not make the glow so strong that the message becomes hard to read.



Do not put the entire message in neon.

Gradient Text Do's and Don'ts

Gradients should be used selectively and with purpose—generally to distinguish a unique, highprofile product or service.

A gradient type treatment is used to add emphasis and signify the importance of a word or phrase, energizing, and elevating the design by creating more dimensionality in an otherwise flat environment. It should make an impact without being visually overwhelming.



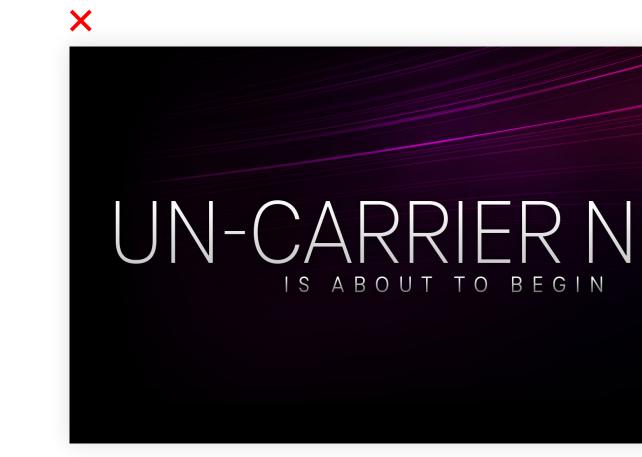
Gradient treatments should be rendered in magenta or white.



For designs that have multiple lines, you may extend the gradient from the top to bottom of the entire text block.



Do not render the gradient in any other color other than magenta or white.



Do not render the lighter font weights with a gradient.

Typography Do's

Choose the type style, size, weighting and capitalization style that is most appropriate for the medium and the message.

TOP RULES

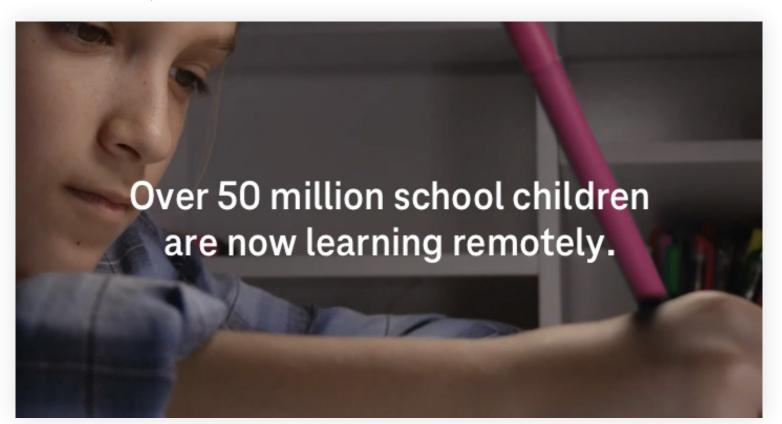
- Be consistent with typeface and weight
- Maintain a clear hierarchy
- Type treatments should reflect our conversational, approachable brand personality

ALL CAPS, HEAVIER WEIGHT FONT



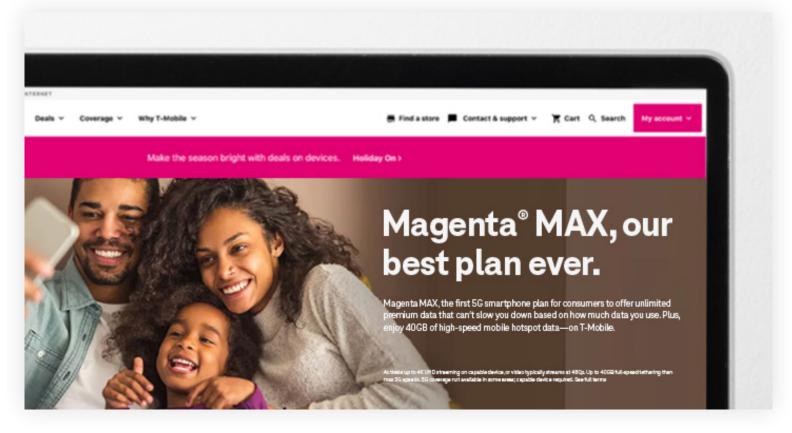
Great for grabbing attention as a short headline or to highlight short phrases.

SENTENCE CASE, MIDDLE TO LIGHTER WEIGHT



Good for narrative creative with a personal tone. Sounds conversational and not shouting at the audience.

SENTENCE CASE, HEAVIER WEIGHT



Communicates clearly and with confidence. Ideal for longer headlines or use within web applications.

GIVE SUFFICIENT CONTRAST BETWEEN THE IMAGE & TEXT



Type can be overlaid on imagery when there's sufficient contrast. Center-aligned type may work best for certain compositions.

Typography Don'ts

Buy one get one

For a limited time, when you add a line.

Don't lose focus on the part of the message you should be highlighting.

YOUR Netflix subscription ON US

X

Don't use too many styles, weights, sizes, and colors (a.k.a. type-soup).

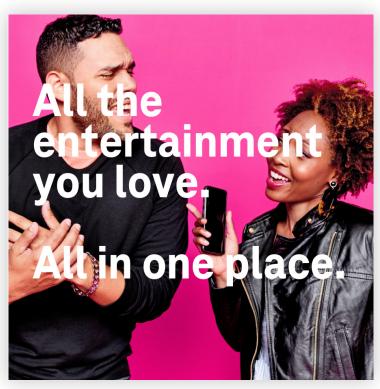
Buy one get one free

For a limited time, when you add a line.

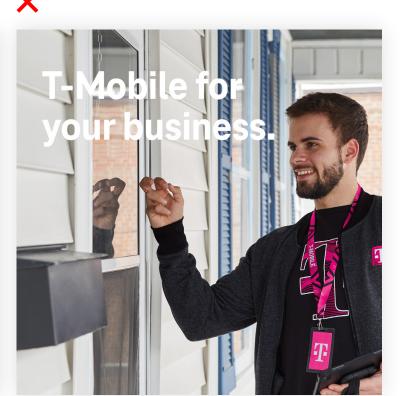
Don't use light weights for important messaging. Most headlines require a heavier weight. NETFLIX on us

Do not mix extreme tracking styles.

X



Don't run copy over faces or too much of the subject.



Don't lose contrast between type and an image.

X

X

YOUR NETFLIX SUBSCRIPTION ON US.

X

BINGE YOUR FAVORITE SHOWS AND MOVIES — VIA TV, PHONE, OR TABLET — ON UP TO 2 SCREENS.

Don't forget to maintain hierarchy between sections of type. **Ex**: if your body copy is the same size as the headline, it should not also be the same weight.

X

AMERICA'S LARGEST 5G NETWORK

Don't use Italics as a design treatment. Italics are often more difficult to read.

Copy Guidelines

IN THIS SECTION:

BRAND VOICE | STYLE AND GRAMMAR

Our Voice	ATTRIBUTE	IT MEANS	IT SOUNDS	BUT NOT
	HUMAN	We're a company with a BEATING HEART , we talk to people like people and humanize the brand to earn a place in our customers' hearts.	Emotional Active Approachable	Sappy Disingenuous Cheesy
	OPTIMISTIC	The brand has a sense of vibrancy and movement. We believe the future will be better than the past because our brand, our people and our network are CATALYSTS FOR GOOD .	Positive Energetic Fun	Out of touch Frenzied Fun!!!!
	ACCESSIBLE	Our way of communicating is INCLUSIVE because we want everyone to join in on the fun. When we talk tech, we make it simple and clear, but not too serious because tech talk can feel like too much like homework and not enough like a conversation.	Uncomplicated Open Relatable	Generic Cliché Academic
	ENERGETIC	We want our language to be concise and ENGAGING because tech doesn't need to sound complex and boring. We look for ways to infuse our communications with energy and wit.	Clever Intelligent Straightforward	Slang Arrogant Chatty
	DISRUPTIVE	We're disruptive with a purpose. We challenge the status quo and speak our truth. We put people first and change the rules in their favor. We are as BOLD in our voice as we are in our actions.	Fearless Irreverent Assertive	Argumentative Disrespectful Aggressive



Style and Grammar

STYLE

Do not use abbreviations unless you absolutely must, due to space constraints.

Typically, we stick to first- or second-person perspective. On occasion, we'll use third person.

- Talking about T-Mobile? Use first or third person.
- Talking to the customer? Use second person.
- Avoid gender-specific pronouns (he or she) —instead use plural for gender inclusivity (they or them).

Use personal (you) and possessive (you, yours) whenever possible to engage visitors.

CTAs should be in sentence case and use an engaging, conversational tone.

Sentence fragments are okay if it works best for the message and design.

GRAMMAR

Always use title case for Unlimited & Un-carrier unless it is in all caps

Use an em dash (—) to set off an explanatory or amplifying statement, as in "Online exclusive—limited time only!"

- Do not use a hyphen (-) or an en dash (-) in place of an em dash
- Do not add spacing on either side of the em dash

It is okay to use ampersands for design purposes when space is very limited (as in a headline).

Use exclamation points sparingly.

Do not use parentheses. If tempted, try using commas instead.

Visual Guidelines

IN THIS SECTION:

T-CONNECTOR | PHOTOGRAPHY | NEON

T-Connector Do's

The T-Digit can function as a visual bridge between two distinct, but related images. Or, it can connect a single image with branding or messaging in internal communications.

TOP RULES

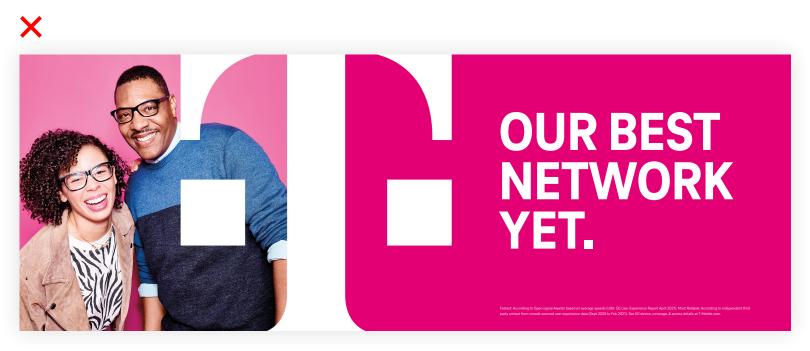
- The T-Connector can be used to connect two images and visual transitions.
- Images should relate to each other and add context to messaging.
- Please omit the ® symbol from the T-Digit in T-Connector executions.
- The T-Digit should be white or magenta in T-Connector layouts.





Make sure the T-Digit completely covers the adjoining edges of each photo or background.

T-Connector Don'ts



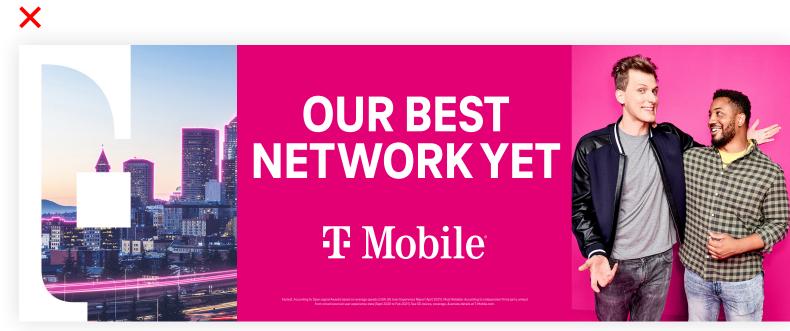
Don't crop or make the T-Digit bigger than the image height.



Don't use any color other than Magenta or white for the T-Digit.



Always stick to one T-Digit.



Don't pair images that feel random and unrelated.

Photography

We embrace a customer-centric approach to imagery – both still and motion. Let's capture people's true selves and their true lifestyle in moments of connection.

Elevated mobile documentary style in motion, short vibrant sequences of human moments worth sharing.

Authentic and in-the-moment photography (never staged or forced), captured through the lens of our customers' phones (incl. phone moments), shot from both a directors' and talent POV.

Allowing for camera awareness when possible but also interactions with the camera as if your friend/family is taking the photo (not necessarily looking at camera all the time).

Real people, friends & families sharing real emotions, energy and optimism. Authentic human connections with real people and their communities.

Local landscapes and locations as backdrops for layering action.

For more details on photography, T-Mobile employees and vendors can access the **T-Mobile Brand Portal**.



















Brand Photography Style

THIS IS US	NOT US
mobile documentary	beauty shot
elevated	amateur
sharp light	soft, moody
vibrant	pastel, subtle
focus	blur, motion blur
energetic	passive, relaxed
spontaneous	posed, manufactured
real, authentic	stereotype, fake
relatable	exclusive
diverse	idealized
customer-centric	device-centric

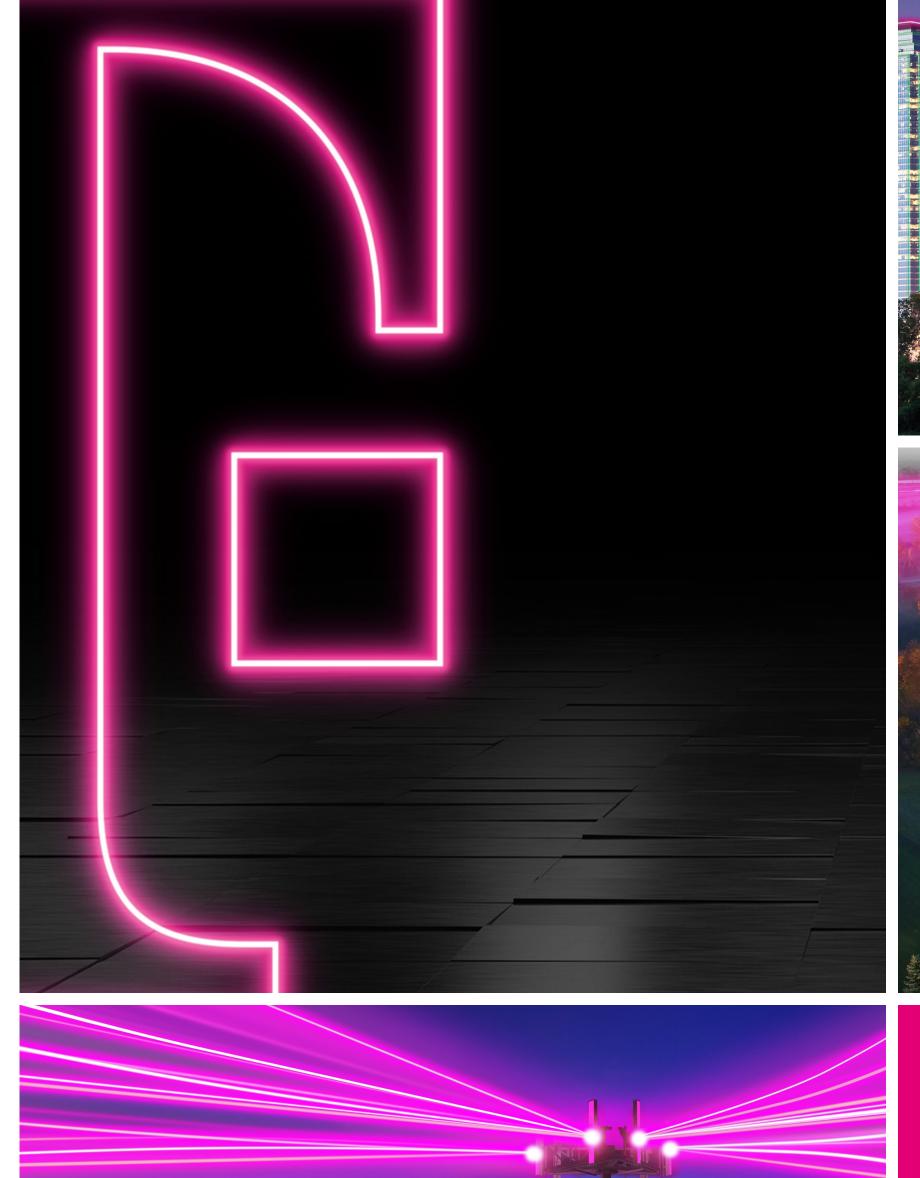
Neon

Magenta neon makes the invisible visible.

The treatment was created to be instantly recognizable and to visually bring to life T-Mobile's dynamic, ever-expanding network, connecting person to person, place to place.

In static, the treatment adds dimensionality and drama. Add motion, and magenta neon becomes an experience. As it moves, it traces our world, following the contours of the landscape, buildings, and roads.

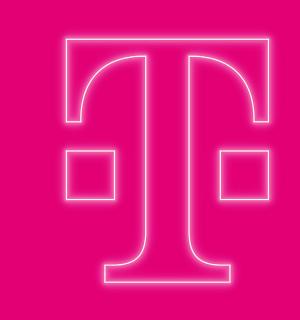
Note: Flat T-Mobile Magenta remains our primary color treatment. Magenta neon is a supplemental treatment to be used as an accent. For more details on neon, T-Mobile employees and vendors can access the **Network Portal**.













Neon Do's

Because neon represents our network in motion, it should move swiftly and with purpose.

Neon beams, glow, and wash should have dimensionality and interact with the environment.

Our neon aligns to z-space principles (e.g., thicker close-up and thinning into the distance).

Neon should feel like a true network representation (e.g. connecting most, but not all, people and places).

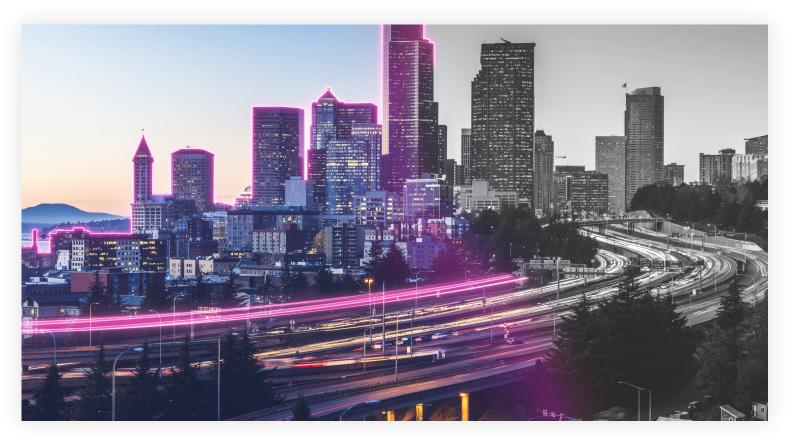
NEON



Magenta wash and outline on houses ignites the power of our network.



Apply neon outlines to devices to indicate our network.



Black & white footage turns into color with the power of magenta.



Magenta neon outlines may be applied to roads (except when representing T-Mobile Home Internet) as well as to other structural and landscape imagery.

Neon Don'ts



Please avoid every single house in a busy environment, this looks cluttered.



Do not apply a magenta-in-motion effect to environments where it appears unnatural. Do not show too much black & white as this could be interpreted as poor network coverage. Do not place a neon outline on a busy horizon.





Do not create a magenta arc that resembles a rainbow.





Do not direct neon beams vertically or up into the skies.

Resources

Resources

BRAND ASSETS

To access brand photography, supplementary style guides, and toolkits noted in this document visit: https://tmap.t-mobile.com

TELENEO FONT

For licensing reasons, only employees of T-Mobile USA and Deutsche Telekom will automatically have the font loaded to their computer. Please do not send TeleNeo to third parties. External and agency partners can obtain the font at no charge but need approval to do so. How to Register for TeleNeo

T-MOBILE INTERNAL APPROVALS

For T-Mobile Brand review and approval of your creative, submit a T-Mobile Creative Brand Review request through **Workfront**.

WORKFRONT

https://tmobileusa.sharepoint.com/sites/MarketingandCommunicationsOperations/SitePages/ Workfront.aspx