

Statement of Work 2026-SOW-7626 to Participating Addendum No. 20412
T-Mobile Reference No. CLM 4185022

This Statement of Work 2026-SOW-7626 ("**SOW**" or "**Agreement**") to the State of Iowa NASPO ValuePoint Participating Addendum No: 20412 ("Participating Addendum") (leveraging NASPO ValuePoint Master Agreement MA176 ("**Master Agreement**")) for Wireless Data, Voice, and Accessories, the State of Iowa acting by and through the Department of Management ("**DOM**") and T-Mobile USA, Inc. ("**T-Mobile**", "**Vendor**" or "**Contractor**"), (each is referred to as a "**Party**" or collectively as the "**Parties**") is made, entered into, and effective as of the date of last signature below.

1. GENERAL.

- 1.1** The parties agree that the State of Iowa Participating Addendum No. 20412, Amendment #1 to Participating Addendum No. 20412, the NASPO Master Agreement MA176, including all relevant attachments and exhibits, and T-Mobile's Best and Final Offer ("**BAFO**") dated July 23, 2025, are fully incorporated herein by reference.
- 1.2** The Parties agree that DOM and Iowa State Agencies ("**Iowa State Agencies**" for the purposes of this SOW, means each board, commission, department, officer, or other administrative office or unit of the state, including the general assembly or any of its components, the judicial branch or any of its components, the office of consumer advocate, and the governor's office) are the ONLY authorized Participating Entity(ies) that are under the scope of this SOW (each state agency being defined as a "Participating Entity" for purposes of this SOW). The terms and conditions of this SOW, including all Transition and Hardware Costs; Concessions; and Incentives listed on Exhibits B and C, only apply to DOM and Iowa State Agencies.
- 1.3** The terms and conditions of the Master Agreement, Participating Addendum, and this SOW will not be modified or superseded by any terms and conditions in a Purchase Order or Delivery Order. Purchase Orders or Delivery Orders will have no force or effect other than to denote quantity, the products or services purchased, delivery destinations, requested delivery dates, and any other information required by this SOW.
- 1.4** This SOW is coterminous with the Master Agreement. In the event that the Master Agreement is terminated or expires and is not renewed prior to the expiration of the Term, and T-Mobile does not enter into a new Master Agreement, then DOM and T-Mobile will (i) mutually agree to amend the Agreement in order to transition it under another available master agreement to be substituted for the Master Agreement; or (ii) enter into a mutually agreeable alternative agreement to be substituted for the Master Agreement.
- 1.5** Notwithstanding anything to the contrary in this Agreement, following the expiration of a Line's Service Period ("Line" or "Lines" means a T-Mobile service line of wireless service), T-Mobile will continue to provide the Services to DOM and Iowa State Agencies for such line under the pricing, discounts and other terms and conditions set forth in this Agreement, until either party provides 30 days' advance written notice to terminate the Service for such line.

- 2. TERM.** This Agreement becomes effective on the date the last party signs it (the "**Effective Date**") and will remain in effect for an initial term of four (4) years, but with the caveat that the Agreement must remain coterminous with the Master Agreement (the "**Initial Term**"). After the Initial Term, and subject to Section 1.4 above, the Parties may, subject to mutual agreement, in writing, renew this Agreement for up to six (6) additional one (1) year periods (each a "**Renewal Period**"), for a maximum total Contract Term of ten (10) years. The Initial Term and all Renewal Periods shall together constitute the "**Contract Term.**" The Parties agree that should a Party elect not to enter into a Renewal Period, that Party shall provide the other Party with a 365-day written notice of non-renewal prior to the start of the next Renewal Period. Additionally, the Parties acknowledge that in the normal course of technology evolution and enhancement, T-Mobile continually updates its Services, Products, and Network. In some instances, these efforts will result in the need to ultimately replace or discontinue certain Services, Products, Third-Party Solutions, or

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technologies. In such event, T-Mobile will undertake such efforts in a customer-focused and commercially reasonable manner. Accordingly and notwithstanding anything in this SOW to the contrary, the Parties agree to reasonably cooperate in good faith, and subject to written amendment of this SOW as agreed to by the Parties, to: (a) migrate DOM to a replacement technology; or (b) discontinue any Services, Products, Third-Party Solutions, the Network, or any related technology without either Party being in breach of this SOW or incurring early termination liability relating to the discontinuance of the affected Services, Products, Third-Party Solutions, the Network, or any related technology. Any action described in this Section, T-Mobile will provide advance notice pursuant to this section reasonably designed to inform DOM (if affected) of such pending action.

3. ADDITIONAL PROVISIONS.

3.1 Agreement Terms. DOM accepts all pricing, terms and conditions of the Master Agreement and Participating Addendum “as is,” without any additions, deletions, or modifications, with the exception of the further negotiated terms between DOM and T-Mobile herein.

3.2 Negotiated Terms. T-Mobile and DOM acknowledge and agree that the following negotiated terms shall apply:

- A. PRICING:** The parties acknowledge and agree that Exhibit A PRICING from the Master Agreement is hereby incorporated and attached hereto. In the event that the availability or pricing of any rate plans, products, or services listed on Exhibit A are modified in the Master Agreement, then such modifications shall apply to Exhibit A. In addition to the pricing listed in Exhibit A, DOM and Iowa State Agencies may continue to purchase from any rate plan(s) or solution(s) available under the Master Agreement. Further, after the Initial Term and each Renewal Period, the Parties may discuss adjustments to pricing based upon DOM needs and current pricing available from T-Mobile.
- B. TRANSITION COST and ADDITIONAL CONCESSIONS AND INCENTIVES/HARDWARE COSTS:** The Parties acknowledge and agree that Exhibit B TRANSITION COST/ADDITIONAL CONCESSIONS AND INCENTIVES/HARDWARE COSTS is hereby incorporated and attached hereto. Exhibit B only applies to DOM and Iowa State Agencies and not to all Purchasing Entities of the Participating Addendum.
- C. TRANSITION PLAN:** The Parties agree to implement a mutually agreeable written transition plan as detailed in Exhibit C, which is hereby incorporated and attached hereto (the “**Transition Plan**”). Within thirty (30) days of the Effective Date, the Parties will meet to further discuss the Transition Plan in Exhibit C, and the Parties acknowledge and agree that commercially reasonable modifications to Exhibit C may be made in good faith by the Parties based on such subsequent discussions, and that Transition Plan completion is estimated to be completed within six (6) to twelve (12) months of the Effective Date. Exhibit C only applies to DOM and Iowa State Agencies and not to all Purchasing Entities of the Participating Addendum.
- D. DEVICE RECYCLING:** For existing devices returned to T-Mobile under a Device Buy-Back or Device Recycling Program (or other similar program), T-Mobile will ensure all devices are purged or destroyed using the most recent NIST 800.88 standard for data wiping prior to disposal. T-Mobile will provide DOM a certificate of destruction or erasure upon written request.
- E. MINIMUM ACTIVE LINE COMMITMENT:** Subject to successful completion of the Transition Plan as detailed in Section 3.2 C above, DOM agrees to maintain a minimum of 10,000 active lines throughout the Contract Term (“**Minimum Active Line Commitment**”). DOM may increase the number of active lines above 10,000 throughout the Contract Term to address DOM needs, but in no event will the number of active lines be reduced below 10,000. If (A) Customer does not meet the Minimum Active Line Commitment by the earlier date of (i) the date of completion of the Transition Plan or (ii) the date that is

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12 months after the Effective Date (the “**Minimum Commitment Date**”), or (B) Customer does not maintain the Minimum Active Line Commitment during the Contract Term, then the Parties agree to implement in good faith a mutually agreeable plan to remedy the Minimum Active Line Commitment shortfall which may include, but will not be limited to, T-Mobile recouping Transition Costs paid to DOM, adjustment of Concessions or Incentives owed to DOM under this SOW, or reducing the Minimum Active Line Commitment.

- F. TERMINATION OR SUSPENSION DUE TO LACK OF FUNDS OR CHANGE IN LAW.** Notwithstanding anything in this Agreement to the contrary, DOM may terminate or suspend this Agreement, or a Purchasing Entity may terminate or suspend a Purchasing Instrument, in whole or in part, without penalty or liability and without any advance notice if:
1. DOM or the Purchasing Entity determines that it has not been appropriated sufficient funds or funds have been reduced, unallocated, or delayed such that DOM or the Purchasing Entity cannot, in the entity’s sole discretion, meet its obligations,
 2. DOM or the Purchasing Entity’s authority has been withdrawn or materially altered, or its duties, programs, or responsibilities are modified or materially altered, or
 3. There is a judicial decision that materially or adversely affects DOM’s or a Purchasing Entity’s ability to fulfill obligations under this Agreement or any applicable Purchasing Instrument.
- G. TERMINATION FOR CONVENIENCE.** Following thirty (30) days’ written notice, a Purchasing Entity may terminate a Purchasing Instrument in whole or in part without cause. DOM may terminate this Agreement in whole or in part upon thirty (30) days’ written notice without cause.
- H. EXCLUSIVITY.** This Agreement is not exclusive. DOM or the Purchasing Entity may obtain similar or identical goods or services from other vendors.
- I. MULTIPLE COUNTERPARTS AND ELECTRONIC SIGNATURES.** This Agreement may be executed in several counterparts, each of which shall be considered an original and all of which, when taken together, shall constitute one contract binding on all Parties. The Parties agree to accept electronic signatures in lieu of “wet” signatures on Agreement documents in accordance with Iowa Code chapter 554D or other applicable law.
- J. NOT A JOINT VENTURE.** Nothing in this Agreement shall be construed as creating or constituting a partnership, joint venture, or other association of any kind implying the establishment of an agent/principal relationship between the Parties.
- K. SUCCESSORS IN INTEREST.** All terms, provisions, and conditions of the Agreement shall be binding upon and inure to the benefit of the Parties hereto and their respective successors, assigns, and legal representatives.
- L. NO THIRD-PARTY BENEFICIARIES.** There are no intended third-party beneficiaries to this Agreement.
- M. NO PUBLICITY.** The Contractor is prohibited, both during the term of the Agreement and after the Agreement’s termination or expiration, from publicizing this contractual arrangement relationship or in any way using, as applicable, DOM’s or the Purchasing Entity’s name, logo, or other identifying information without prior written consent.
- N. IMMIGRATION STATUS.** The Contractor is responsible for ensuring compliance with all Visa requirements. The Purchasing Entity requires the Contractor to conduct E-Verify employment-eligibility verifications of Contractor personnel working under this Agreement at the Contractor’s cost. The Contractor shall provide to the Purchasing Entity with E-Verify compliance upon written request.


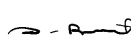
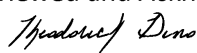
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- O. COMPLIANCE WITH LAWS.** The Contractor represents and warrants that the Contractor and Contractor-provided Deliverables will at all relevant times comply with all applicable State and federal laws.
- P. NO CONFLICTS.** Contractor represents, warrants, and covenants that no relationship exists or will exist during the Term of the Agreement between Contractor and the State or any of its divisions or entities that is or may constitute a conflict of interest or appearance of impropriety, or that would conflict in any manner or degree with the performance of its obligations under this Agreement. To the extent applicable, the provisions of Iowa Code Chapter 68B shall apply to this Agreement and any Purchasing Instruments executed hereunder, and Contractor shall not engage in or permit any third party to engage in any conduct that would violate that chapter.
- Q. FEDERAL CERTIFICATIONS.** To the extent that a Purchasing Entity uses federal funds to pay for goods and services through this Agreement, the DOM Federal Certifications, available at <https://dom.iowa.gov/media/377>, are incorporated by reference. Notwithstanding the foregoing, the Parties acknowledge and agree that T-Mobile will not be required to adhere to DOM’s Federal Certifications that have either been revoked or superseded by executive order(s). T-Mobile will comply with all applicable federal laws, regulations, and current FAR clauses governing T-Mobile services including updated requirements of DOM’s Federal Certifications that are now in force.

3.3 Defined Terms. Capitalized terms will have the meanings assigned in the Agreement or in the Master Agreement.

3.4 Contract Documents and Order of Precedence. The following documents referred to herein comprise all the documents that comprise the Agreement. If any conflict or inconsistency exists between or among provisions within the documents that form the Agreement, the following order of precedence will apply: (a) this Agreement, including all relevant attachments and exhibits; (b) the Participating Addendum; (c) the Master Agreement (incorporated herein by reference); and (d) T-Mobile’s Best and Final Offer (“**BAFO**”) dated July 23, 2025 (incorporated herein by reference). Furthermore, specific terms will control over general provisions and separately negotiated or added terms, conditions or pricing will control over standardized, posted or non-negotiated terms, conditions and pricing.

This Agreement is executed by each party’s authorized representative as of the Agreement Effective Date.

DOM: Iowa Department of Management	Contractor: T-Mobile USA, Inc.
Signature: 	Signature: 
Printed Name: Kraig Paulsen	Printed Name: David Bezzant
Title: Director	Title: Vice President
Date: 9/17/2025 3:19 PM CDT	Date: 9/17/2025 11:38 AM CDT
	Reviewed and Acknowledged: Theodorick Dino  _____ T-Mobile USA, Inc. Legal Department Date: 9/17/2025 11:30 AM CDT

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**EXHIBIT A
T-Mobile NASPO MA176 Contract Pricing
State of Iowa 2026-SOW-7626**

Agreement Discount

15.00%

Service or Feature	Description	Commercially Available Price per Line/Month	Monthly Recurring Cost/Line (After Eligible Contract Discount)
Voice & Data Plans			
<p align="center">Government Unlimited Select with 21 GB Hotspot</p>	<ul style="list-style-type: none"> • Unlimited talk, text, and data on our advanced network with no data overages. • Scam Shield™ app. with Scam ID and Scam Block. • Call, text, and use up to 5GB of High Speed data in Mexico and Canada at no extra charge. • Unlimited text and 2G data roaming in more than 215+ countries and destinations, and 5GB high-speed data in select countries. • Unlimited domestic data roaming and unlimited video streaming in SD quality • 21GB of High Speed hotspot data (with unlimited max 3G hotspot speeds thereafter) • Free texting and a free hour of In-Flight Connection-enabled flights, plus 4 full-flight streaming sessions per year. • During congestion, a small fraction of DOM and Iowa State Agencies using >100GB/mo. may notice reduced speeds until next bill cycle due to data prioritization. Video typically streams on smartphone/tablet in SD quality (480p) 	<p>\$29.00</p>	<p>\$24.65</p>
Mobile Internet Plans			

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<p align="center">Government Unlimited Hotspot Internet Data</p>	<ul style="list-style-type: none"> • Unlimited High-speed Mobile Internet Data • Includes 5G access with capable device • Unlimited domestic messaging • Domestic data roaming (50MB/mo.) • Unlimited data at 128Kbps when you travel to any of 210+ countries and destinations so you can stay connected when you're abroad. • Stateside International Unlimited Texting • For use with hotspots only • During congestion, DOM and State of Iowa Agencies on this plan using >50GB/mo. may notice reduced speeds until next bill cycle due to data prioritization 	<p align="center">\$35.00</p>	<p align="center">\$29.75</p>
<p align="center">Government Unlimited Mobile Internet for Tablets w/ 11GB Hotspot</p>	<ul style="list-style-type: none"> • Unlimited texting and High Speed data on our advanced network with no data overages. • Includes 5G access with capable device. • 11GB of High Speed hotspot data (with unlimited max 3G hotspot speeds thereafter) • Texting and up to 5GB of High Speed data in Mexico and Canada. • Unlimited texting and 2G data roaming in 210+ countries and destinations and unlimited video streaming in SD quality • During congestion, a small fraction of DOM and Iowa State Agencies using >50GB/mo. may notice reduced speeds until next bill cycle due to data prioritization. 	<p align="center">\$23.50</p>	<p align="center">\$19.98</p>

General Rate Plan Terms and Conditions: On all T-Mobile plans, for the small fraction of DOM and Iowa State Agencies using >50GB/mo., primary data usage must be on smartphone or tablet. Smartphone and tablet usage is prioritized over Mobile Hotspot Service (tethering) usage, which may result in higher speeds for data used on smartphones and tablets. Not all features available on all devices. Unlimited talk & text features for direct communications between 2 people. Not for extended international use; you must reside in the U.S. and primary usage must occur on our network. Device must register on our network before international use.

Prices do not include applicable taxes, fees, or surcharges; taxes, fees, and surcharges that are required by law and are subject to change.

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Monthly Regulatory Programs (RPF) & Telco Recovery Fee (TRF) For applicable plans:

Voice: Monthly Regulatory Programs (RPF) & Telco Recovery Fee (TRF) totaling \$3.99 per voice line (\$0.50 for RPF & \$3.49 for TRF) currently applies and are subject to change upon notice. The form of T-Mobile's notice may include without limitation, providing written notice to any address listed in the Agreement for DOM or any address T-Mobile uses for billing or as set forth in an Order. DOM agrees that such notice is reasonable and sufficient notice of T-Mobile's pending action.

Data: Monthly Regulatory Programs (RPF) & Telco Recovery Fee (TRF) totaling \$1.60 per data only line (\$0.12 for RPF and \$1.48 for TRF) currently applies and are subject to change upon notice. The form of T-Mobile's notice may include without limitation, providing written notice to any address listed in the Agreement for DOM or any address T-Mobile uses for billing or as set forth in an Order. DOM agrees that such notice is reasonable and sufficient notice of T-Mobile's pending action.

Tethering: Tethering at max 3G. Service may be terminated or restricted for excessive roaming.

Scam Shield: Capable device req'd. Turning on Scam Block might block calls you want; disable any time.

Simple Global/International Roaming: Usage may be taxed in some countries. Calls from Simple Global countries over Wi-Fi are \$.20/min. (no charge for Wi-Fi calls to US, Mexico and Canada). Standard speeds approx. 128Kbps without Plus; with Plus approx. 256 Kbps. See <http://www.t-mobile.com/optional-services/roaming.html> for included countries and destinations. The list is subject to change at T-Mobile's discretion.

Stateside Int'l Talk: Calls must originate on T-Mobile's U.S. network or in Canada/Mexico. Rates and included countries vary and may change. On-network and U.S. roaming data allotments differ; includes 200 MB domestic roaming. Partial megabytes rounded up. Select companion smartphone and separate qualifying service on each device required.

Simple Choice North America General Terms: Charges apply for calls to other countries. Call forwarding only to U.S. numbers. Partial minutes/megabytes rounded up. Full speeds available up to monthly allotment, including tethering (Unlimited on-smartphone 4G LTE data option includes 14 GB of tethering); then, slowed to up to 2G speeds through bill cycle. Certain uses, e.g., some speed test apps, may not count against high-speed data allotment or have speeds reduced after allotment reached. U.S. roaming and on-network data allotments differ; see your selected service for details.

Network Management: Service may be slowed, suspended, terminated, or restricted for misuse, abnormal use, interference with our network or ability to provide quality service to other users, or significant roaming. See T-Mobile.com/OpenInternet for data management details.

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**EXHIBIT B
TRANSITION COST/ADDITIONAL CONCESSIONS AND INCENTIVES/HARDWARE COSTS**

The following are conditioned upon (i) successful completion of the Transition Plan as detailed in Section 3.2 C above; and (ii) DOM meeting its Minimum Active Line Commitment specified in Section 3.2 E above.

1) T-Mobile will provide the following Transition Costs assistance to DOM and Iowa State Agencies:

TRANSITION COST	
T-Mobile will provide Early Termination Fee (“ETF”) Assistance Credit* (up to \$650,000) upon T-Mobile’s receipt of DOM or an Iowa State Agencies’ documentation from its current carrier of the ETF.	
*Cancellation cost assistance will be up to \$650K with a 36 Mo Term. *ETF Assistance and Device Refresh Terms	
<ul style="list-style-type: none"> • ETF Assistance can be increased to up to \$650K, aligned with a 36-month or greater device refresh cycle (not the overall contract term). • If buyback value covers all ETFs: <ul style="list-style-type: none"> ○ \$325K (50%) contributed as an activation incentive. ○ Incentive split: 50% payable after all lines are activated, and 50% payable at the 36-month device refresh point. 	
TOTAL TRANSITION COST	\$650,000.00

2) T-Mobile will provide the following Additional Concessions and Incentives to DOM and Iowa State Agencies:

ADDITIONAL CONCESSIONS AND INCENTIVES	
In Building Hardware Credit**	Cellspots @ \$0
Activation Credit	\$129 for BYOD Laptop Lines
Device Staging & Kitting	Included with Award
**Upon request by DOM, T-Mobile has conducted a site survey/coverage assessment of 3 State Government buildings to help augment coverage and capacity and provide DOM and Iowa State Agencies with enhanced in-building coverage options at no additional cost with a value to DOM and	

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		Iowa State Agencies of up to \$1,036,000. T-Mobile may reduce the value in the event DOM does not maintain its Minimum Active Line Commitment.
On-site and Remote Implementation	Included with Award	

3) Hardware Costs:

HARDWARE COSTS			
Apple iPhone 16e 128GB (or the then equivalent Apple iPhone) (Retail Price \$599.99)	\$0.00	Apple iPhone 16e screen protectors (Retail Price \$3.50)	\$0.00
iPhone 16e Compatible Case	\$0.00		
iPhone 16e Compatible Charging Brick	\$0.00		
Apple iPad 16 128GB (Retail Price: \$499.99)	\$0.00		
Hotspot Hardware - MIFI X Pro 5G (Retail Price \$264.00)	\$0.00		
Laptop SIM Card	\$0.00		

Requirements for the Government Unlimited Rate Plan with Subsidy Allowance - Smartphones 1) For the Subsidy to be effective, DOM will activate a line of Service under its Master Account. Each line of Service must be activated and maintained for at least 24 months from the date of activation without any suspension or termination of any line of Service (the "Subsidy Term"); 2) Each line of Service must remain active, without suspension, for a 90-day period following the activation ("Minimum Activations Period"); 3) Each line of Service must be activated in accordance with the terms of the Agreement; 4) Each line of Service which is activated under the Master Account can only qualify once for a device subsidy during the Initial Term; and 5) Customer's account with T-Mobile must be in good standing to receive the subsidy; 6) Once the Subsidy Term is fulfilled, a user will be eligible for a new Subsidized Device.

Minimum Activation Period/Termination. If any line of Service that received a Subsidy or any other future credit that T-Mobile may agree to provide to DOM is terminated prior to the end of the Subsidy Term, then DOM agrees to pay or reimburse T-Mobile the pro rata portion of the Subsidy that has been credited by T-Mobile to the Customer for each terminated line of Service (for purposes of illustration only, if DOM terminates the applicable line 12 months following activation, and if T-Mobile has issued a subsidy of \$150 for such line, then DOM will reimburse T-Mobile \$75 (i.e. 50% [12/24 months] X \$150) for such terminated line). DOM may either (i) pay T-Mobile the aggregate amount of issued subsidy for terminated lines of Service which are terminated before the end of the Subsidy Term within 30 days of termination of the affected lines of Service; or (ii) T-Mobile may charge DOM for the Activation Credits issued for each terminated lines of Service and DOM agrees to pay T-Mobile for the Subsidy issued to DOM for the terminated lines within 30 days of issuance of notice by T-Mobile.

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For any lost or stolen devices (a “**Lost Product**”), as this term is defined and confirmed pursuant to the terms of the Master Agreement, (i) DOM will not be liable for the remainder of the pro rate portion of the Subsidy as outlined above as long as the line associated with that device remains active; and (ii) DOM may purchase a new subsidized device as long as the Subsidy Term has been fulfilled. If the Subsidy Term has not been fulfilled, a new device can still be purchased at full Manufacturer Suggested Retail Price (“**MSRP**”).

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EXHIBIT C

TRANSITION PLAN

Call Sequence Before and Leading into the State of Iowa Project

NOTE: Throughout the transition, T-Mobile shall have the primary responsibility of ensuring that T-Mobile provides Iowa State Agencies with all resources needed to ensure a successful transition to T-Mobile services. DOM staff will provide supportive roles in relation to MDM and other technical coordination. However, T-Mobile must work directly with individual agency staff to facilitate all transition activities.

1. Internal Alignment Call (T-Mobile Only)

- **Participants:** Implementation Manager, Sales Team, Account Management Team, Solution Engineer Team, Supporting Implementation, Care Team
- **Timing:** 1–2 weeks before kickoff
- **Goal:** Ensure your internal team is aligned before meeting with DOM

2. Pre-Kickoff / Discovery Call with DOM Core Team

- **Participants:** DOM project lead, DOM technical/IT team, IM, solution engineers, account team
- **Timing:** 1 week before kickoff
- **Goal:** Validate requirements, confirm readiness, and lock down the kickoff agenda

3. Technical Readiness / Deep-Dive Call

- **Participants:** Both technical teams (Network, IT, End Point Management, Security & Risk, Help Desk)
- **Timing:** Around the same week as the pre-kickoff call
- **Goal:** Resolve technical details so they don't derail the kickoff

4. Project Sequencing Call

- **Participants:** DOM sponsor, DOM project manager, DOM technical sponsor, T-Mobile solutions engineering teams, T-Mobile RF engineering teams, T-Mobile Advanced Network Services teams, T-Mobile implementation teams
- **Timing:** Immediately after the technical readiness call

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- **Goal:** Determine the sequence of the deployment based on agency readiness, location readiness, and priority

5. Executive Kickoff Call (Formal Project Kickoff)

- **Participants:** Executive sponsors, project managers, key stakeholders from both sides
- **Timing:** Official start of the project
- **Goal:** Create alignment, excitement, and clarity around the project vision, milestones, and communications plan

Agenda Templates

Internal Alignment Call Agenda

1. Introductions & role confirmation
2. Review DOM objectives and success criteria
3. Confirm project scope, deliverables, and timelines
4. Assign internal responsibilities (RACI alignment)
5. Identify risks, issues, and mitigation plans
6. Prep for DOM pre-kickoff call (talk track, agenda, ownership)

Pre-Kickoff / Discovery Call Agenda

1. Welcome and introductions
2. Recap of agreed business objectives
3. Validate technical and functional requirements
4. Review scope, deliverables, and milestones
5. Confirm communication & escalation plan
6. DOM readiness checklist (what they must complete before kickoff)
7. Next steps & confirm kickoff call date

Technical Readiness / Deep-Dive Call Agenda

1. Introductions (tech teams only)
2. Review network, ABM/MDM
3. Validate device compatibility (laptops), provisioning process, and integration (drivers, software, firmware) needs

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4. Discuss data migration and testing strategy
5. Confirm security and compliance requirements
6. Assign technical leads and escalation paths
7. Capture open questions & next steps

Project Sequencing Call Agenda

8. Welcome & introductions (project and technical stakeholders)
9. Review agency and location readiness status
10. Identify deployment priorities and constraints
11. Align on sequencing strategy for rollout
12. Validate resource availability (DOM & T-Mobile teams)
13. Confirm dependencies and risk factors
14. Establish next steps & communication path into kickoff

Executive Kickoff Call Agenda

1. Executive welcome & vision statement (Iowa + T-Mobile)
2. Introductions of all stakeholders
3. Review project objectives and success criteria
4. Present high-level timeline and key milestones
5. Confirm governance model (meeting cadence, status reports, escalation)
6. Discuss risk management approach
7. Q&A and next steps

State of Iowa – Roles and Responsibilities

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Executive Leadership

Project Sponsor

- Provide executive sponsorship and visibility for the project.
- Approve resources and resolve escalations.
- Ensure alignment with DOM leadership and business priorities.
- Serve as final decision-maker on project-related issues.

Project Management

Overarching Project Manager

- Manage the DOM's project team and coordinate with T-Mobile project teams.
- Attend all scheduled calls (Discovery Call, Technical Readiness Call, Executive Kickoff Call).
- Lead weekly post-mortem internal Iowa calls after deployment events.
- Track milestones, deliverables, risks, and dependencies.
- Escalate issues when required.
- Determine deployment sequencing by agency, location, and priority in collaboration with the T-Mobile team.

Technical Leadership

Technical Sponsor

- Provide oversight and accountability for all technical teams (service desk, endpoint management, and other supporting teams).
- Ensure technical alignment across DOM IT groups.
- Establish and manage a technical mailbox/box dedicated for deployment communications.
 - Accessible to IT teams.
 - Can integrate with ServiceNow, T-Mobile Care, and other technical escalation paths.
 - Provides visibility into emerging risks and issues.

Site-Lead Technician (1 per location)

- Serve as the primary on-site technical point of contact.

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- Direct and oversee other IT technicians.
- Handle escalations during deployment.
- Ensure all end-user setup is properly completed in internal DOM systems.

IT Technicians (recommended: 3 for large deployments)

- Support E-Mail, 2FA, and Identity Provider (Entra, Duo, etc.) setup.
- Provide desktop support for laptops, including driver, software, and firmware updates.
- Assist with Apple Business Manager and Microsoft Intune MDM access.
- Work under the site-lead technician's direction during deployment.

Facilities

Facilities Lead

- Arrange and book rooms.
- Coordinate physical setup (tables, chairs, extension cords, surge protectors).
- Manage Wi-Fi access and ensure network availability.
- Ensure rooms are unlocked and ready.
- Place signage for traffic flow and end-user directions.

Communications & Scheduling

Communications/Scheduling Coordinator

- Manage Microsoft Bookings for scheduling end-user appointments.
- Draft and distribute communications to end users (instructions, booking requests, announcements, changes).
- Create a communications-specific email account for sending and managing end-user communications.
- Send instructions to agencies and facilities teams as needed.
- Aggregate daily lists of scheduled users for deployment days.
- Partner with agency contact for prioritization and scheduling.

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Individual Agency Leads

Agency Lead (1 per agency)

- Coordinate with internal Project Manager to ensure alignment on timelines and deliverables.
- Partner with the Communications & Scheduling Team to support appointment management and messaging to employees.
- Collaborate with Facilities Leads to confirm site readiness.
- Verify employee information for accuracy and completeness prior to deployment.
- Assist with scheduling and ensure employees are properly slotted for deployment events.
- Act as the liaison between agency staff and project leadership.
- Align with project sponsorship to ensure agency-level concerns and priorities are addressed.

State of Iowa to identify and confirm team members responsible for the aforementioned roles and responsibilities.