



April 25, 2014

VIA FEDEX AND E-FILING

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, WA 98504-7250

Re: Order Granting Eligible Telecommunications Carrier Designation with
Conditions and Exemption from Rule, Order 01, Docket UT-121524

Dear Sir or Madam:

Pursuant to Condition 1 of Appendix A of Order 01 in Docket UT-121524, Total Call Mobile, Inc. ("Total Call" or "Company") hereby submits an original and twelve (12) copies of its compliance filing. The compliance filing consists of the following:

- a. Total Call's Lifeline Services Description containing the rates, terms and conditions that apply to Lifeline services offered by Total Call in Washington State and detailed procedures explaining how customers can participate in a particular Lifeline plan;
- b. Total Call's Lifeline Services Brochure containing the proposed language to be used in all advertising of Lifeline services and on its website; and
- c. Total Call's Lifeline Customer Application Form.

Should you have any questions about or require any changes to be made to this submission, please do not hesitate to contact me at (310) 818-4300 or amyi@totalcallusa.com.

Sincerely,

Amy Inagaki
Counsel
Total Call Mobile, Inc.

Enclosures



IMPORTANT INFORMATION ABOUT YOUR TOTAL CALL MOBILE WIRELESS LIFELINE SERVICE

TOTAL CALL MOBILE Lifeline Service is brought to you by TOTAL CALL MOBILE, INC. (“Total Call”) and includes the provision of a free “base-level” E911 compliant wireless handset and mobile phone service. This government sponsored Lifeline service is subject to continuing eligibility and annual recertification. Only one Lifeline subsidy per household is allowed; your participation in this program requires that you do not receive Lifeline subsidy on any other phone, either wireless or wireline. If you no longer receive the low-income assistance or your income exceeds the qualifying amount, you must notify TOTAL CALL. As a recipient of Lifeline service you may not give away or sell this phone. Eligible customers may apply the Company’s Lifeline discount of \$10.00 (i.e. which is greater than the \$9.25 currently provided by the FCC).

- You have FOUR (4) Lifeline Plan choices, all lasting 30 days:
 1. **250-Minute Free Plan (i.e. Lifeline Plan 1) for \$0.00/month.** Retail value of \$10.00. As an option, customer may use text, inbound or outbound, which consumes 1 plan minute.
 2. **1000-Minute Plan (i.e. Lifeline Plan 2) for \$19.99/month.** Retail value of \$29.99. As an option, customer may use text, inbound or outbound, which consumes 1 plan minute.
 3. **Unlimited Talk & Text (i.e. Lifeline Plan 3) for \$29.99/month.** Retail value of \$39.99.
 4. **Unlimited Talk, Text & Data (i.e. Lifeline Plan 4) for \$39.99/month.** Retail value of \$49.99.
- Additional minutes and text messages can be added by calling Total Call customer service, or via Total Call’s website (www.totalcallmobile.com)
 - Purchase additional minutes at \$0.10 per minutes
 - Purchase additional text messages at \$0.05 per text message
- You will receive a minimum of 250 free minutes each month (i.e. Lifeline Plan 1). This offer may increase depending on the Lifeline Plan you choose but will not decrease without prior notice. Total Call will inform you of any changes.
- You can change your Lifeline Plan at any time. If you are on Lifeline Plans 2, 3 or 4 and you do not make the required monthly prepayment, Total Call will provide you with notice that, absent instructions from you to the contrary, Total Call will switch you automatically to the 250-Minute Free Plan (i.e. Lifeline Plan 1).
- Your enrollment in the program will be for 12 months. (Unless your eligibility status changes, you select a different carrier, or there is no activity on your phone for 60 consecutive days.)
- Unused free minutes will not carry over to the following month.
- Minutes will be charged for both outgoing and incoming calls.
 - Note: Calls to directory assistance and time you are on hold will count as minutes used.
 - Emergency calls to 911 will not count against your minutes
 - Calls to Total Call customer service will not count against your minutes.
 - Partial minute usage is rounded up to the nearest minute.



- Text messages are charged against Plan minutes at one minute per incoming or outgoing text message.
- Emergency calls to 911 CAN be made even if you have NO remaining minutes.
- To contact Total Call customer service, please dial 611 from your Total Call handset or dial Total Call's toll-free number 1-800-550-5265. You can also contact Total Call customer service representatives via the "Contact Us" page on Total Call's website www.totalcallmobile.com.
- For complaints regarding Total Call's Lifeline service, please contact the Washington Attorney General-Consumer Protection (contact information included below).

Washington Attorney General –Consumer Protection

800 5th Ave. Suite 2000

Seattle, WA. 98104-3188

Call centers are open M-F 10 a.m. to 3 p.m.

1.800.551.4636 (in Washington only)

206.464.6684

1.800.833.6388 (Washington State Relay Service for the hearing impaired)

<http://www.atg.wa.gov/FileAComplaint.aspx#Mail>.

- Total Call will contact you annually to verify that you are still eligible for Lifeline support to continue to receive free minutes monthly.
- Access to the internet is only available on Total Call's Unlimited Talk, Text and Data (i.e. Lifeline Plan 5). You are advised to carefully review the availability of this feature in your Total Call Lifeline Service Guide and Terms and Conditions.
- If you have purchased additional airtime and have remaining minutes and days of service at the end of your Lifeline eligibility, you will be subject to the terms and conditions of Total Call's retail wireless services.



Free Mobile Phone and Free Service



Through the government-supported Lifeline program, you may qualify for free service and a free phone provided by Total Call Mobile. See the inside for details. This is a state of Washington brochure.

Lifeline Plans

For more information or to sign up, call 1-800-661-7391.

If you qualify for the Lifeline program in the state of Washington, you can choose from the Lifeline Plans below. All of Total Call Mobile's Lifeline Plans have the following features:

- A free basic phone (selected by Total Call Mobile; call customer service for upgrade options)
- Free customer service calls
- Free voicemail, caller ID, and call waiting
- Free 911 and balance inquiry calls
- For additional minutes, text messages, or international calls, load an "Anytime Plan" refill as described on the back of this brochure or call customer service

Plan 1: 250 minutes per month for free (for domestic calls)

- 250 minutes per month (for domestic calls) at no cost to you
- 1 text = 1 Plan minute
- Plan minutes expire after 30 days
- Additional minutes are \$0.10 per minute
- Additional text messages are \$0.05 per text
- No international calls are included in this plan

Plans 2, 3 & 4: Discounted Plans

- You can purchase the following plans:
 - Plan 2:** 1000 Talk (1 text = 1 Plan minute) for \$19.99 per month (regularly \$29.99)
 - Plan 3:** Unlimited Talk & Text for \$29.99 per month (regularly \$39.99)
 - Plan 4:** Unlimited Talk, Text & Data for \$39.99 per month (regularly \$49.99)
- For plan details, see the back of this brochure. Please call customer service for additional information or to select this option.
- No international calls are included in these plans

Tribal Only

The following plans are available to individuals who reside on federally recognized Tribal lands:

- Tribal Plan 1:** Unlimited Talk & Text at no cost to you (domestic only)
- Tribal Plan 2:** Discounted Unlimited Talk, Text & Data for \$10.00 per month (domestic only)

Lifeline Eligibility

Eligibility criteria varies by state. For the state of Washington, you are eligible for Lifeline if you, any of your dependents, or your household participate(s) in one of these programs:

- >> Federal Public Housing/Section 8
- >> SNAP (formerly known as Federal Food Stamp Program)
- >> Low Income Home Energy Assistance Program
- >> Supplemental Security Income
- >> Medicaid (not Medicare)
- >> Temporary Assistance for Needy Families Program
- >> National School Lunch Program (free program only)

If you reside on federally recognized Tribal lands, you can qualify by participating in any of the programs listed above or below:

- >> Bureau of Indian Affairs General Assistance
- >> Head Start (only those households meeting its income qualifying standard)
- >> Food Distribution Program on Indian Reservations (FDPIR)
- >> Tribally administered Temporary Assistance for Needy Families (Tribal TANF)

You also qualify for Lifeline in the state of Washington if your household income is at or less than 135% of the Federal Poverty Guidelines.

Number in Household	Household Annual Income
1	\$15,755
2	\$21,236
3	\$26,717
4	\$32,198

For details or to determine if you qualify, call us at 1-800-661-7391. Only one person per household may sign up for Lifeline. If your Lifeline Plan is not used for sixty (60) days, it will be terminated.

Lifeline Terms & Conditions

Comprehensive terms and conditions for the Total Call Mobile ("TCM") Lifeline Plans are available at www.totalcallmobile.com. All terms and conditions of service as described herein and on the reverse of this brochure apply to services provided under the Lifeline Plans. TCM Lifeline Plans are supported by the government assistance Lifeline program. TCM, at its sole discretion, will determine whether or not a Customer is eligible for a Lifeline Plan. Proof of eligibility is required, such as an eligible program card or statement of benefits. Customer understands that by signing up for a Lifeline plan with Total Call Mobile, Customer may not have a Lifeline plan with any other carrier (wireless or landline) and further agrees to comply with any documentation or verification procedure necessary to confirm that the Customer qualifies for Lifeline. In addition, the Customer acknowledges that Lifeline Plan enrollment may be terminated at any time by TCM in the event that the federal or state Lifeline Programs are changed or terminated, if the Customer no longer qualifies for Lifeline, if TCM discontinues its Lifeline Plans, or if the Customer breaches the terms and conditions. To remain qualified for a Lifeline Plan, the Customer must successfully complete an annual verification. If the Customer fails to complete an annual verification by the required verification date, the Customer will be de-enrolled from the Lifeline Plan. Customer agrees not to give away, resell, or offer to resell the TCM Lifeline phone or service. If you willfully make false statements in order to obtain a TCM Lifeline Plan, you can be punished by fine or imprisonment or can be barred from the program.

Need Help Regarding Lifeline?

You can reach our customer care number by dialing 611 from your Total Call Mobile phone. If Total Call Mobile is unable to address your concern, you can submit a complaint regarding Total Call Mobile service issues to the Washington State Office of the Attorney General by calling 1-800-551-4636 (in Washington only), 206-464-6684, or 1-800-833-6388 (Washington State Relay Service for the hearing impaired); by visiting <http://www.atg.wa.gov/FileAComplaint.aspx#Mail>; or by mail at 800 5th Ave. Suite 2000, Seattle, WA 98104-3188.

International Talking & Texting

Call worldwide with Total Call Mobile by dialing 011 and the destination. On the Anytime Plan, there is no extra charge to call certain cities in the countries listed below. Call 1-800-661-7391 for international rates on other plans or for other destinations. To make international calls on all other plans, you must have an Anytime Plan balance. Additionally, standard text message rates apply to messages sent worldwide.

 Argentina	 Netherlands
 Australia	 New Zealand
 Austria	 Norway
 Brazil	 Peru
 Canada	 Poland
 China	 Portugal
 Cyprus	 Singapore
 Denmark	 South Korea
 France	 Spain
 Germany	 Sweden
 Greece	 Switzerland
 Hong Kong	 Taiwan
 Hungary	 Thailand
 India	 United Kingdom
 Ireland	 U.S. Guam
 Israel	 U.S. Puerto Rico
 Italy	 U.S. Saipan
 Mexico	 U.S. Virgin Islands

Non-Lifeline Plans

Anytime Plan



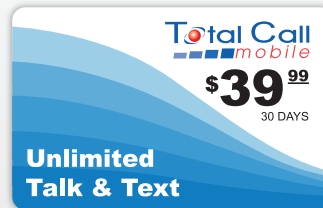
- 10¢ per minute
- \$5 for 30 days
- \$10 for 60 days
- \$20 for 90 days

1000 Talk



- 1000 minutes
- 1 text = 1 plan minute
- Good for 30 days

Unlimited Talk & Text



- Unlimited talk and text
- Good for 30 days

Unlimited Talk, Text & Data



- \$7.99 for 4 days
- \$12.99 for 7 days
- \$24.99 for 15 days
- \$49.99 for 30 days

All plans include voicemail, caller ID, and domestic long distance.
For more information, call 1-800-661-7391
or visit www.totalcallmobile.com.

Refill Options

1. Buy refills from the store where you purchased your handset.
2. Call 1-800-661-7391 to refill by credit card or debit card.
3. Visit a Western Union "prepaid service" location and enter "totalcall" in Box 1 of the prepaid services form. Enter \$10 or \$20 (Anytime), \$29.99 (1000 Talk), or \$24.99 or \$49.99 (Unlimited Talk, Text, & Data). For locations, call 1-800-325-6000.
4. Visit your local e-pin store (wireless store or market).

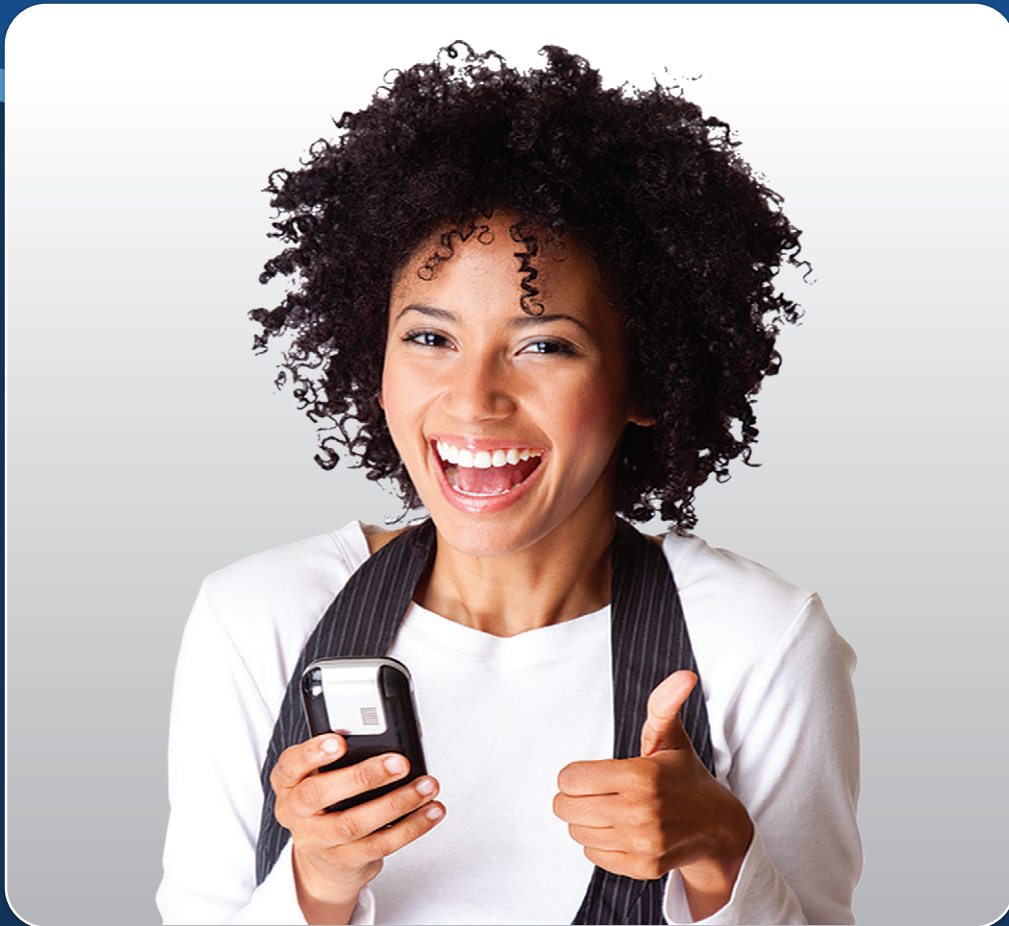


Service Terms & Conditions

* Total Call Mobile ("TCM") service is for personal use within the United States, Puerto Rico, and the U.S. Virgin Islands. "Unlimited" does not mean unreasonable use, which includes but is not limited to conference calling, monitoring services, abnormally large data transmissions, broadcasts, telemarketing, autodialed calls, commercial uses, an abnormally high number of calls/messages or abnormally long calls, tethering to another device for data transmission, or any other usage that interferes with TCM's underlying service/network resources. Data is only available for select handsets. TCM data plans may not be used with smartphones/PDA devices unless the plan is explicitly identified for such devices. International calls are charged at the applicable rate plus airtime. Advertised international rates and "Free International Locations" do not apply to calls made to foreign mobile phones or to off network/special locations and in some instances may be higher. The "Free International Locations" promotion only applies when using the Anytime Plan (i.e. 10¢ per minute) but such locations are 2¢ per minute on all other plans. Directory assistance is charged at \$1.25 per call. TCM reserves the right to limit picture message size at any time. Governmental taxes and fees will be charged where applicable. Plans, rates, and fees are subject to change without notice. For more information, current rates, and a complete list of "Free International Locations," please call Customer Service at 1-800-643-4926. The rates on this brochure were valid as of June 13, 2012. Unless otherwise indicated on the package, the handset is refurbished/reconditioned. For additional information on Hearing Aid Compatibility, please see www.totalcallmobile.com.



Apply for a Free Mobile Phone & Free Service



Through the government-supported Total Call Mobile Lifeline program, you may qualify for free service and a free phone provided by Total Call Mobile. See inside for details. This is a State of Washington enrollment form. For other state forms or questions, call 1-800-661-7391.



LIFELINE PROGRAM FOR THE STATE OF WASHINGTON

WHAT IS THE LIFELINE PROGRAM?

Lifeline is a government-supported program that provides free services to qualified low-income customers. If you qualify, you will receive a free mobile phone from Total Call Mobile, and, through Lifeline, a limited amount of free wireless service and unlimited access to 9-1-1 and customer service. For more information or assistance, call 1-800-661-7391.

HOW DO I QUALIFY FOR THE LIFELINE PROGRAM?

You qualify for the Total Call Mobile Lifeline Program in the State of Washington if you, a dependent, or your household is enrolled in certain government programs or if your household income is at or below 135% of the poverty line. See the attached form for qualifying programs and income levels.

WHAT PLANS CAN I SIGN UP FOR IF I QUALIFY FOR THE LIFELINE PROGRAM?

If you qualify for the Lifeline program, you can choose from the Lifeline Plans below. Lifeline Plan 1 is available at no cost to you unless you purchase additional minutes or text messages. Alternatively, you may also choose certain Total Call Mobile prepaid plans at a discounted rate under Lifeline Plans 2, 3 & 4. All of Total Call Mobile's Lifeline Plans include the following:

- A free basic phone (selected by Total Call Mobile; call customer service for upgrade options)
- Free customer service calls
- Free 911 and balance inquiry calls
- Free voicemail, Caller ID, and Call Waiting
- For additional minutes, text messages, or international calls, load a regular "Anytime Plan" refill or call customer service

	Minutes Included	Additional Minutes	Text Messages Included	Additional Text Messages	Data Included	Additional Data
Plan 1 (250 minutes per month) for free	250 (Domestic)	\$0.10/min.	1 text = 1 Plan Minute	\$0.05 / text	0	Unavailable
Plan 2 (Discounted 1000 Talk for \$19.99 per month)	1000 (Domestic)	\$0.10/min.	1 text = 1 Plan Minute	\$0.05/text	0	Unavailable
Plan 3 (Discounted Unlimited Talk & Text for \$29.99 per month)	Unlimited (Domestic)	NA	Unlimited	NA	0	Unavailable
Plan 4 (Discounted Unlimited Talk, Text & Data for \$39.99 per month)	Unlimited (Domestic)	NA	Unlimited	NA	Unlimited	NA
TRIBAL ONLY						
Tribal Plan 1 (Unlimited Talk & Text per month) for free	Unlimited (Domestic)	NA	Unlimited	NA	0	Unavailable
Tribal Plan 2 (Discounted Unlimited Talk, Text & Data for \$10.00 per month)	Unlimited (Domestic)	NA	Unlimited	NA	Unlimited	NA

Need Help?

You can reach our customer care number by dialing 611 from your Total Call Mobile phone. If Total Call Mobile is unable to address your concern, you can submit a complaint regarding Total Call Mobile service issues to the Washington State Office of the Attorney General by calling 1-800-551-4636 (in Washington only), 206-464-6684, or 1-800-833-6388 (Washington State Relay Service for the hearing impaired); by visiting <http://www.atg.wa.gov/FileAComplaint.aspx#Mail>; or by mail at 800 5th Ave. Suite 2000, Seattle, WA 98104-3188.

Service Terms & Conditions

Comprehensive terms and conditions are available at www.totalcallmobile.com. Total Call Mobile ("TCM") service is for personal use within the United States. "Unlimited" does not mean unreasonable use. Unreasonable use includes, but is not limited to, conference calling, monitoring services, abnormally large data transactions, broadcast, telemarketing, autodialed calls, commercial uses, an abnormally high number of calls/messages or abnormally long calls, tethering to another device for data transmission, or any other usage that interferes with TCM service/network resources. Data is only available with select handsets. TCM data plans may not be used with smart phones/PDA devices unless the plan is explicitly identified for such devices. International calls are charged at the applicable rate plus airtime. TCM reserves the rights to limit picture message size. Governmental taxes and fees will be charged where applicable. Plans, rates, and fees are subject to change without notice. The rates herein are valid as of April 1, 2014. TCM reserves all rights with regard to TCM intellectual property.



Channel ID: _____
(if applicable)

LIFELINE PROGRAM FOR THE STATE OF WASHINGTON

To apply for Lifeline through Total Call Mobile, please complete this form and submit it to the address at the bottom of the next page. For more information or assistance, call 1-800-661-7391. **When you submit this application, you must include copies of the supporting documentation indicated below. Supporting documentation will not be returned.**

1. CUSTOMER INFORMATION

First Name: _____ Last Name: _____

Home Address: _____ City: _____ State: _____ Zip Code: _____
(P.O. Box NOT sufficient)

Home Address: Permanent Temporary Date of Birth (MM/DD/YYYY): _____

Billing Address, if different from above: _____ City: _____ State: _____ Zip Code: _____
(P.O. Box IS sufficient)

Last 4 Digits of SSN: _____ Public Aid Case Number (if applicable): _____

Phone Number: (____) - ____ - _____ E-mail: _____

2. PROGRAM-BASED ELIGIBILITY

To qualify for Lifeline, you must complete either this Section or Section #3 below. Check **all** program(s) that the person in Section #1 is enrolled in. **If you qualify for Lifeline under this Section (i.e. by being enrolled in at least one of the following programs) you must provide current proof of program participation with this application.** In addition, if you qualify for Lifeline under one of the Department of Social and Health Services ("DSHS") programs, you must provide your 9 digit DSHS number in the space provided next to your program. If any of your dependents or your household participates in the programs below you may mark the box for that program. If you mark a box on behalf of a dependent, you certify that you are financially responsible for the participating dependent. By marking a box below, I hereby certify that I, one or more of my dependents or household participate(s) in the program indicated.

- | | |
|---|--|
| <input type="checkbox"/> Federal Public Housing / Section 8 | <input type="checkbox"/> SNAP (formerly known as the Federal Food Stamp program) |
| <input type="checkbox"/> Low Income Home Energy Assistance (LIHEAP) | 9 digit DSHS number: _____ |
| <input type="checkbox"/> Medicaid (<u>not</u> Medicare) 9 digit DSHS number: _____ | <input type="checkbox"/> Supplemental Security Income (SSI) 9 digit DSHS number: _____ |
| <input type="checkbox"/> National School Lunch Program (<u>free</u> program only) | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) 9 digit DSHS number: _____ |

Additionally, if you reside on federally recognized Tribal lands you can qualify by participating in any of the programs listed above or below:

- | | |
|---|--|
| <input type="checkbox"/> Bureau of Indian Affairs General Assistance | <input type="checkbox"/> Head Start (only those households meeting its income qualifying standard) |
| <input type="checkbox"/> Food Distribution Program on Indian Reservations (FDPIR) | <input type="checkbox"/> Tribally administered Temporary Assistance for Needy Families (Tribal TANF) |

3. INCOME-BASED ELIGIBILITY

To qualify for Lifeline, you must complete either this Section or Section #2 above. To qualify based upon your household income the income of all your household members must be at or below the amount indicated in the table below. If your household size is greater than 8, the maximum annual household income to qualify for Lifeline is the income indicated for 8 household members plus \$5,481 for each additional household member. By marking a box below, I hereby certify that the Household Member(s) and Maximum Annual Household Income indicated are correct and I have provided a copy of the necessary documents.

Household Members: (check the box which applies)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8	____ Specify
Maximum Annual Household Income (2013):	\$15,755	\$21,236	\$26,717	\$32,198	\$37,679	\$43,160	\$48,641	\$54,122	\$ _____
Customer Annual Household Income:	\$ _____								

If you qualify for Lifeline under this Section, for each household member, attach the prior year's state or federal tax return or the most recent statements of all income including from the following sources:

- | | |
|--|---|
| >> Divorce Decree/Child Support Documents | >> Unemployment/Workers' Compensation Benefits Statements |
| >> Paystubs (most recent three consecutive months) | >> Veterans Administration Benefits Statement |
| >> Retirement/Pension Benefit Statements | >> W2 Statements |
| >> Social Security Benefits Statements | |

4. LIFELINE PLAN SELECTION

Please check the box for the monthly plan that you would like to sign-up for (you may change your plan at the end of any month by calling 1-800-661-7391)

- | | |
|--|---|
| <input type="checkbox"/> Plan 1
250 domestic minutes for free
(each text message uses one Plan minute) | <input type="checkbox"/> Plan 4
Unlimited Talk, Text & Data for \$39.99 (regularly \$49.99) |
| <input type="checkbox"/> Plan 2
1000 Talk for \$19.99 (each text message uses one Plan minute) (regularly \$29.99) | <input type="checkbox"/> Tribal Plan 1
Unlimited Talk & Text for free (regularly \$39.99)
– for tribal customers only |
| <input type="checkbox"/> Plan 3
Unlimited Talk & Text for \$29.99 (regularly \$39.99) | <input type="checkbox"/> Tribal Plan 2
Unlimited Talk, Text & Data for \$10.00 (regularly \$49.99)
– for tribal customers only |

5. MULTIPLE HOUSEHOLDS AT THE SAME ADDRESS

- If you reside at an address occupied by multiple households, including adults who do not contribute income to your household and/or share in your household's expenses, please contact Total Call Mobile and you will be provided with an additional form to complete. By marking this box, I certify that I reside at an address occupied by multiple households and have completed and included the additional form with this application.

6. ACTIVATION AND USAGE REQUIREMENTS

Total Call Mobile Lifeline Plans are a prepaid service. When you receive your phone, contact Total Call Mobile by dialing 611 to activate. To keep your account active, you must use your Lifeline service at least once during any 60 day period by completing an outbound call, purchasing additional minutes, answering an in-bound call from someone other than Total Call Mobile, or by responding to a direct contact from Total Call Mobile confirming that you want to continue receiving Lifeline Service with Total Call Mobile. If your service goes unused for 60 days, you will be notified that you will have a 30-day cure period during which you can contact Total Call Mobile to confirm that you want to continue receiving Lifeline services from Total Call Mobile; if service is not used during the 30-day cure period, you will be de-enrolled from the Total Call Mobile Lifeline program.

7. SIGNATURE

(Required)

Date: _____

By signing above and initialing each box below, I certify, under penalty of perjury, that the information contained on this form is true and correct:

(Initials) The information contained within this enrollment form is true and correct. I further acknowledge that Lifeline is a federal benefit program and that providing false or fraudulent statements or documentation in order to receive Lifeline is punishable by law, including fines, imprisonment, de-enrollment, or being barred from the Lifeline program.

(Initials) I meet the income-based or program-based eligibility criteria for receiving Lifeline service and have provided documentation of eligibility as required by this enrollment form.

(Initials) I understand that Lifeline is only available for one landline or one wireless phone per household (not both); a violation of this requirement would constitute a violation of law and would result in my de-enrollment from the Lifeline program.

(Initials) My household is not already receiving Lifeline service from another company. I certify that I am the head of my household and understand that, for purposes of the Lifeline program, a household is an individual or a group of individuals who live together at the same address and share the same income and expenses. Neither I, nor any member of my household, currently receive(s) Lifeline service in another wired or wireless phone.

(Initials) I understand that I may be required to verify my continued eligibility for the Lifeline program at any time and that failure to do so will result in de-enrollment.

(Initials) The address listed in this form is my primary residence, not a second home or business. If I move to a new address, I will notify Total Call Mobile within 30 days. If I checked "Temporary" address in Section 1 above, I acknowledge that I must recertify my address every 90 days.

(Initials) I will notify Total Call Mobile within 30 days if, for any reason, I no longer satisfy the criteria for receiving Lifeline including, as relevant if I no longer meet the income-based or program-based criteria, I begin receiving more than one Lifeline benefit, or another member of my household starts receiving Lifeline benefits. I understand that I may be subject to penalties if I fail to follow this requirement.

(Initials) I authorize Total Call Mobile to access my records, and I authorize DSHS to disclose or give access to confidential information, in order to verify my initial and continued Lifeline eligibility as required by federal or state agencies. I understand that my information (specifically, my full name, address, date of birth, and the last four digits of my social security number) will be transmitted to administration managing state and/or federal databases, including the Universal Service Administrative Company (USAC).

(Initials) Lifeline is not transferable. I will only use this phone for my family's own use and will not resell it, or give it to others.

(Initials) In addition, I acknowledge that Lifeline enrollment may be terminated by Total Call Mobile in the event that federal or state Lifeline programs are changed or terminated, if I no longer qualify for Lifeline, if Total Call Mobile discontinues its Lifeline participation, if I do not use the Lifeline phone for 60 days and do not cure within the 30-day cure period, or if I breach the terms and conditions at totalcallmobile.com/lifeline.

Please mail this application, with supporting documentation to:
Total Call Mobile, Lifeline Program
1411 W. 190th Street, Suite 650, Gardena, CA 90248