



May 19, 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 revised compliance filing. The compliance filing consists of the following revised submissions:

- 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 ext. 263 or amyi@totalcallusa.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Amy Inagaki", with a long horizontal flourish extending to the right.

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) non-Tribal 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.

If you reside on federally recognized Tribal lands, you have TWO (2) Tribal-only Lifeline Plan choices, all lasting 30 days:

1. **Unlimited Talk & Text (i.e. Lifeline Tribal Plan 1) for \$0.00/month.** Retail value of \$39.99.
 2. **Unlimited Talk, Text & Data (i.e. Lifeline Tribal Plan 2) for \$10.00/month.** Retail value of \$49.99.
- 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. Total Call will inform you of any changes.
 - Additional minutes and text messages can be added by calling Total Call customer service, or via Total Call's website (www.totalcallmobile.com/lifeline)
 - Purchase additional minutes at \$0.10 per minutes
 - Purchase additional text messages at \$0.05 per text message
 - 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.
 - Emergency calls to 911 will not count against your minutes
 - Calls to Total Call customer service (611) will not count against your minutes.
 - Calls to directory assistance and time you are on hold will count as minutes used.
 - 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.
- All of Total Call'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
- Roaming is not available with prepaid services. Lifeline customers will not be able to make calls outside of Total Call's designated service area.
- If you lose or damage your Total Call Lifeline phone, contact customer service for replacement phone options and pricing. Total Call Lifeline phones are provided "as is" and without warranty except if the Lifeline phone is defective within 90 days of first use and is returned within the 90 day period at your own cost and is not defective due to physical abuse or water damage as determined by Total Call.
- Access to the internet is only available on Total Call's Unlimited Talk, Text and Data (i.e. Lifeline Plan 4 and Lifeline Tribal Plan 2). 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.
- 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 State Office of the Attorney General –Consumer Protection
800 5th Ave. Suite 2000
Seattle, WA. 98104-3188
<http://www.atg.wa.gov/FileAComplaint.aspx#Mail>.



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)

- 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, or by confirming to Total Call or the government that you want to continue receiving Lifeline service from Total Call. 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 to confirm that you want to continue to receive Lifeline service from Total Call; if service is not used during the 30-day cure period, you will be de-enrolled from Total Call's Lifeline program.
- To remain eligible for Total Call's Lifeline Service, you must complete an annual verification by the anniversary of your initial enrollment or December 31st, whichever comes later, or you will be de-enrolled. Total Call will contact you annually to verify that you are still eligible for Lifeline support to continue to receive free minutes every month.



TERMS & CONDITIONS

1. Total Call Mobile. In this document, “we,” “us,” and “our” refer to Total Call Mobile, Inc.; “you,” “your,” “customer,” and “user” refer to an account holder or user of our Service; “Device” or “Devices” means any phone, device, accessory, or other product that we provide you, sell you, or that is active on your account; and “Service” or “Services” means our offers, rates, or service plans. For any questions, please call Customer Service at 1-800-550-5265.

2. General. This Agreement is the contract under which we provide and you accept all our Services or Devices, including but not limited to your prepaid and/or postpaid wireless Services. This Agreement hereby incorporates by reference the terms associated with the Service you select and all additional or updated terms at totalcallmobile.com. **YOU ACCEPT THIS AGREEMENT WHEN YOU: (A) ATTEMPT TO, OR IN ANY WAY USE, THE SERVICES, (B) PAY FOR ANY SERVICES, OR (C) ACCEPT THE SERVICES THROUGH ANY PRINTED, ORAL, OR ELECTRONIC STATEMENT. BY USING THE SERVICES, YOU REPRESENT THAT YOU HAVE THE LEGAL CAPACITY TO ACCEPT THIS AGREEMENT. IF YOU DO NOT AGREE WITH ANY TERMS IN THIS AGREEMENT, DO NOT USE THE SERVICES.**

3. Using Our Services. You agree not to use our Services in any unlawful, fraudulent, or abusive manner. You may not resell or lease our Services to anyone without our prior written approval. We may, without notice, limit, suspend, or end your Service as follows: for postpaid Service, if you (a) pay late more than once in any 12 month period, (b) incur charges larger than a required deposit or billing limit (even if we have not yet billed the charges), (c) provide unverifiable credit information, or (d) become insolvent or go bankrupt; or, for prepaid Service, if you (a) fail to maintain a positive account balance; and, in general, if you (a) breach this Agreement, (b) make a misrepresentation to us, (c) “spam” or abusively message or call, (d) modify your Device from its manufacturer's specifications, (e) use the Services in a way that adversely affects our network or other customers, (f) allow anyone to tamper with your Device, or (g) harass our employees or agents. We may terminate your Services at any time by providing you prior notice. We may also temporarily limit your access to the Services for any operational or governmental reason. We are not responsible for any opinions, advice, statements, applications, or other information provided by third parties and obtained through our Services, including the Internet. You are responsible for any use of the Services through any Device on your account including, but not limited to, use by minors. You acknowledge that the Services are provided through the nationwide wireless network of an underlying service provider.

4. Activating Prepaid Service. Prepaid Service is active at the time of your purchase of a prepaid Device. You must maintain a positive account balance on your Total Call Mobile phone in order to keep your account active. Depending on the type of plan you choose to activate on your phone, terms and conditions may vary. For plan details, consult the applicable plan or refill card terms or visit totalcallmobile.com.

5. Activating Postpaid Service. For postpaid Service, you must maintain satisfactory credit according to our standards and policies. Before we activate your account, you authorize us to obtain information about your credit history from credit-reporting agencies, whether you ultimately procure Service from us or not. You understand that a credit check could adversely affect your credit rating. You authorize us to report your payment record to credit-reporting agencies. We may withdraw, change, or place limits on the use of our Services at any time. We may also charge a nonrefundable activation fee, deposit, prepayment, or other fee to establish and/or maintain Service. Depending on the type of plan you choose to activate on your phone, terms and conditions may vary. For plan details, consult the applicable plan terms or visit totalcallmobile.com.

6. Lost or Stolen Equipment. Upon your acceptance of your Device, all risk of loss, damage, theft, or destruction of your Device is borne by you. Call Customer Service immediately if your Device is lost or stolen because you may be responsible for usage charges before you notify us of the alleged loss. Once you notify us, we will suspend your Service. Even if your Device is lost or stolen, you must fulfill the remainder of your term or the early termination fee may apply. We will not credit or refund any account balance if you choose to terminate Services as a result of loss or theft of your Device. You agree to cooperate with us in investigating suspected unlawful or fraudulent use.

7. Coverage. Coverage is not available everywhere. Our coverage maps approximate our anticipated wireless coverage area and are available at totalcallmobile.com. The map includes coverage on the network as well as coverage we make available to you through agreements with other carriers ("off network" or "roaming"). There are gaps in our coverage that, along with circumstances beyond our control (e.g. network capacity, interference from buildings and other structures, terrain and weather), may impact availability and quality of our Services.

8. Roaming. Roaming is not available with prepaid Services. Roaming coverage is only available with certain Devices on the postpaid plan and will result in additional charges. Roaming charges will vary based on the caller's location when the call is initiated. Your Device will generally indicate when you are roaming. Depending on your phone settings, you may automatically roam if there is a gap or interruption in coverage within the network coverage area. We may terminate or suspend your Service if your minutes of use while roaming are excessive or abnormally high. When roaming, international calling and certain features and services (including voicemail, call waiting, call forwarding, etc.) may not be available. For current roaming charges, call customer service or visit totalcallmobile.com.

9. International Roaming. International roaming is not available with prepaid Services. International roaming is available with postpaid plans only upon activation through customer service and only on compatible international-capable Devices. For current international roaming charges and available carriers/coverage, call customer service or visit totalcallmobile.com.

10. Changes to Postpaid Services. For postpaid Service, changes will generally be effective at the start of your next full billing cycle. If the changes take place sooner, your bill will reflect prorated charges for your old and new Services. Certain changes may be conditioned upon payment of an early termination fee or other charges.

11. Refunds and Returns. Prepaid Service account balances are not refundable, transferable, or redeemable for cash or credit. Prepaid Devices are nonrefundable. Postpaid Services and Devices are only refundable as provided in this section. You may cancel your Service without paying an early termination fee if you cancel within 14 days of activation (longer if required by applicable law). You remain responsible to pay for the Service and all charges, fees, and taxes incurred through the date of cancellation. To receive a refund on the purchase price of your Device (less rebates received and shipping costs), you must return it during the applicable return period to the retailer that you purchased it from with the original proof of purchase in undamaged condition, with the original packaging, and all original accessories. If you purchased from Total Call Mobile directly, please contact Customer Service to pre-process your return and cancellation. Return policies may vary depending upon the retailer that sold you the Device and may differ from our policies.

12. Your Device and Number. You must use a certified Total Call Mobile Device in order to receive our Services. We do not manufacture any Device that is associated with our Services and as such we are not responsible for any defects, acts, or omissions of the manufacturer. The only warranties on your Device are any limited warranties extended by the manufacturer directly to you or passed on to you through the vendor you purchased the phone from. You agree that you will not use Total Call Mobile phones with any non-Total Call Mobile service or on any other network. Except for any legal right you may have to port/transfer your phone number to another carrier, you do not have any rights in any personal identification number or identifier we assign you. We will notify you if we decide to change or reassign them. If your prepaid account is deactivated, your phone number may be re-assigned. Your wireless phone number and name may show up when you call someone. If you do not want people you call to receive the number assigned to your phone, call Customer Service about Caller ID blocking.

13. Transferring/Porting Your Number. You must have an active Total Call Mobile account to transfer, or “port,” your phone number. For postpaid Service, you may be able to port your current wireless phone number to another service provider. Call Customer Service if you wish to port your phone number from another service provider to Total Call Mobile. If you request your new service provider to port a number from us, and we receive your request from that new service provider, we will treat it as notice from you to terminate our Service for that number upon successful completion of porting. If you port your number away from us, the terms of this Agreement still apply. You will not be able to transfer any unused balance on your account to your new service. After the porting is completed, you will not be able to use our Services for that number. We may charge a fee to reimburse the costs incurred in performing a port. We do not guarantee that number transfers to, or from, us will be successful.

14. Charges. You agree to pay, or have your prepaid account debited for, all usage and other charges associated with your Device, even if you were not the user of, and did not authorize, its use. Charges include, without limitation, monthly recurring access charges, charges based on actual usage (e.g., charges for calls, charges for international calls, roaming, call forwarding, call waiting, directory assistance (411), toll-free and operator-assisted calls, etc.), and all applicable taxes and regulatory fees. When calling outside the U.S., additional charges will apply. Advertised international rates may not apply to calls made to foreign mobile phones or to off network/special locations and in some instances may be higher. Restrictions on certain countries

may apply. All rates and fees are subject to change without notice. For current charges and fees, call Customer Service or visit totalcallmobile.com.

15. Taxes/Fees and Regulatory Cost Recovery Fee. You agree to pay all taxes, fees, and surcharges imposed by the government and by Total Call Mobile. You agree that we may charge or deduct from your account balance all federal, state and local taxes, fees, and other assessments that we are required by law to collect and remit to the government on the Service we provide you. Total Call Mobile also charges administrative fees and a regulatory cost recovery fee, as set by Total Call Mobile, that we collect to pay for our costs of providing the Services to you and complying with government programs such as number pooling, number portability, and Enhanced 911 service. The administrative fees and regulatory cost recovery fee are not taxes or regulatory fees. For details regarding the administrative fees and the regulatory cost recovery fee, call Customer Service or visit totalcallmobile.com.

16. Minutes and Messaging. Airtime and other measured voice usage charges are calculated from when your Device first initiates contact with a network until the network connection is broken, whether or not the connection was successful (e.g. busy or no answer calls). For billing purposes, call times are measured in whole minutes and rounded up to the nearest minute. All phone usage (including inbound/outbound calls, voicemail deposits/retrievals, inbound/outbound messaging, international calls, and directory assistance), incurs charges. On a call that crosses time periods with different pricing, minutes are charged based on the call start time. We may impose limits on the number of voicemail, text, e-mail, or other messages that can be retained through your account. Indicators of messages on your device, including mailbox icons, may not always provide an up-to-date indication of new messages and you may need to manually reset or clear your mailbox indicator. Legitimate messages may be inadvertently interrupted by software aimed at prevention of unsolicited messages. For current charges, call Customer Service or visit totalcallmobile.com

17. Text and Picture Messaging. Text messages are limited to 160 characters per message. Text and picture messages can be sent and received to domestic and international destinations. Premium text messaging is only available on postpaid accounts. Premium text messages will be charged at their stated rates. All messages, including text and picture messages are charged when sent or received, regardless of whether they are read or unsolicited. Total Call Mobile is not responsible for any of the data activity sent or received to your Device, regardless of who initiates the activity. For messages delivered to your Device in multiple parts, you will be charged for each part of the message received. When a single message is delivered from your Device to multiple recipients, you will be charged for one message per each recipient. Total Call Mobile reserves the right to limit picture message size at any time. In order to protect our network and Services, Total Call Mobile may issue separate charges, limit the amount of data transfer, or otherwise limit or terminate Services. Memory limitations on your Device may prevent some data or content from being stored. Total Call Mobile is not responsible for the failure to store data or content nor the deletion of such data or content. Picture and video messaging is only available on handsets programmed for data.

18. Data Services Restrictions. Total Call Mobile's Services may not be used to transmit content or messages that are illegal, fraudulent, abusive, or obscene; or that would adversely

affect our customers, reputation, property, network, or Services. You are prohibited from using our Services for unsolicited commercial activity or unsolicited advertising. Total Call Mobile has the sole discretion to limit, suspend, modify, or terminate accounts without notice to anyone using our Services in any prohibited manner.

19. Data Charges. Depending on your Services, you may have access to data usage. Data usage is measured in kilobytes, not minutes. Usage rounding occurs at the top of each clock hour while in a session and at the end of each session, and is then charged to you based on the terms of your plan. Depending on your Service, usage may be charged against an allowance or on a fixed price per kilobyte. Usage charges may be rounded up to the next cent at monthly or other intervals. You will be charged for all data directed to the Internet address ("IP address") assigned to your Device, regardless of who initiates the activity or whether your Device actually receives the data. This includes, but is not limited to, the amount of data associated with the particular information/item (e.g. game, ringer, email, etc.), additional data used in accessing, transporting and routing this information/item on our network, data from partial or interrupted downloads, re-sent data, and data associated with unsuccessful attempts to reach websites or use applications. Based on these and a number of other factors (e.g., the specific application, network performance, etc.) data used and charged to you will vary widely, even for the same activity. Estimates of data usage, for example, the size of downloadable files, will not necessarily be an accurate predictor of actual usage. Your bill will not separately identify the number of kilobytes attributable to your use of specific sites, sessions, or services.

20. Unlimited Plan Abuse. For any Service that includes unlimited features, "unlimited" does not mean unreasonable use. Total Call Mobile's unlimited voice features are provided solely for dialogue between two individuals and for non-commercial use. Other uses have a disproportionate impact on network resources and are therefore considered unreasonable. Unreasonable voice use includes, but is not limited to, the following: monitoring services, transmission of broadcasts, telemarketing, call center services, autodialed calls, an abnormally high number of conference calling, calls, or messages, and/or calls of abnormally long duration. Total Call Mobile's unlimited data or messaging features are provided solely for purposes of non-commercial messaging, Internet browsing, e-mail access, and the non-continuous streaming of data (e.g. downloading files). While most common uses are permitted by our data and messaging features, there are certain uses that cause extreme network capacity issues and are therefore prohibited. Our data and messaging services may not be used: (a) to generate excessive amounts of Internet traffic through the continuous, unattended streaming, downloading, or uploading of videos or other files, (b) to operate hosting services, (c) to maintain continuous active network connections to the Internet such as through a web camera or automated machine-to-machine connection or peer-to-peer (P2P) file sharing, (d) to disrupt e-mail use by others using automated or manual routines, including, but not limited to "auto-responders" or cancel bots or other similar routines, (e) to transmit or facilitate any unsolicited or unauthorized advertising, promotional materials, "spam," unsolicited commercial or bulk e-mail or messaging, (f) for activities adversely affecting the ability of other people or systems to use either Total Call Mobile's wireless services or other parties' Internet-based resources, including, but not limited to, "denial of service" (DoS) attacks against another network host or individual user, (g) for an activity that tethers or connects any device to personal computers or other equipment for the purpose of transmitting wireless data over the network (unless customer is using a plan

designated for such usage), (h) as a dedicated data connection, (i) for abnormally long data transmissions, or (j) for any other reason that, in our sole discretion, violates our policy of providing “unlimited” Services for non-commercial use.

21. Billing and Payment. For postpaid Service, your bill is our notice to you of your fees, charges, and other important information. It reflects the fees and charges in effect under your plan at the time they are incurred. Monthly recurring and related charges for Services are invoiced one invoicing cycle in advance. Some usage charges, such as those that depend on usage information from a third-party (e.g. roaming), may be billed in subsequent bill cycles and may result in higher than expected charges for that month. If we invoice you for amounts on behalf of a third-party, payments received are first applied to amounts due to us. You must notify us of any change in your address. Payment is due in full as stated on your bill. If you agree to any auto-payment option through banking or credit account, we may initiate payment from the account for all amounts we invoice you without additional authorization or notice. If we do not receive payment in full by the due date on your bill, you may be charged a late fee of the greater of 1.5 % per month (18% annually), or at the highest rate allowed by law and may result in immediate suspension of your account. You may be charged additional fees for certain methods of payment and for payments denied by a financial institution. Acceptance of payments (even if marked “paid in full” by you) does not waive our right to collect all amounts that you owe us.

22. Prepaid Refills. Credits to your prepaid account will be valid for a limited time from purchase, in accordance with the terms of your plan and/or the expiration date provided in conjunction with your purchased refill card. When the credits to your account expire or your account balance falls to zero, your prepaid account will become inactive. If your account balance falls to zero while you are on a call, the call will be disconnected. If your account is inactive, you will not be able to utilize your wireless device for any purpose except to call 911 emergency services and Customer Service. Total Call Mobile refills can only be used with Total Call Mobile phones. Credits cannot be transferred from one account to another. If your account becomes inactive, we may de-activate your account and you may lose your phone number. If you wish to use Services after your account has been de-activated, call Customer Service for reactivation. There may be a charge to reactivate and we cannot ensure that the same phone number will be available.

23. Disputed Charges. For postpaid Service, disputes concerning any charges we assess you must be raised within 30 days of the date of the bill. You accept all charges not disputed during this time period. You must pay any disputed charges until the dispute is resolved. For prepaid Service, disputes concerning debits from your prepaid account must be raised within 14 days of the date of the disputed debit. You accept all debits not disputed in this time period.

24. Postpaid Termination. You may terminate postpaid Services at any time with prior notice to us by calling Customer Service and requesting that we deactivate Services for your account. You are responsible for all charges billed or incurred prior to deactivation. Except as otherwise provided in this Agreement, and depending on your Service, if you terminate your term early, or we do so for good cause, you will be required to pay the applicable early termination fee associated with your Service for each line that is terminated early, if any. This fee applies only to

the extent permitted by law. Payment of the early termination fee does not satisfy other outstanding obligations owed to us. All terminations during a monthly billing cycle become effective on the last day of that billing cycle. If your service is terminated and you have a positive balance in your account, you will not be entitled to receive any refund.

25. Privacy and CPNI. Except as provided in this Agreement, we will not intentionally share personal information about you without your permission. We will not publish directories of our customers' phone numbers. During the course of providing Services to you, however, we may collect certain information that is made available to us solely by virtue of our relationship with you, such as information about the quantity, technical configuration, type, destination, and amount of your use of our Service, which together with related billing information is known as Customer Proprietary Network Information ("CPNI"). We may use and share information about you and your CPNI: (a) so we can provide our goods or Services to you, (b) so others can provide goods or services to us, or to you on our behalf, (c) for purposes of determining compensation for our agents, (d) so we or our affiliates can communicate with you about goods or services related to the ones you already receive from us, (e) to protect our rights or interests, including but not limited to protecting you and other Total Call Mobile users from fraud, abuse, or unlawful use of the Services, or (f) as required by law, legal process, or exigent circumstances. You may "opt out" of disclosure of your CPNI to Total Call Mobile affiliates and third-party agents by contacting Customer Service. Opting out will not affect our provision of Service to you. For training or quality assurance, we may also monitor or record our calls with you (e.g., your conversations with our Customer Service or sales departments).

26. TTY Access. A TTY (also known as TDD or Text Telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone. TTY does not work with all Devices. If you have a digital wireless TTY compatible Device, it is possible to make calls, including 911 calls, with a TTY. If you have questions concerning your Device's TTY compatibility, please contact Customer Service or visit totalcallmobile.com.

27. Disclaimer of Warranties. WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, TO THE EXTENT ALLOWED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICES OR WIRELESS DEVICE. SERVICE IS PROVIDED ON AN "AS IS" BASIS. WE DO NOT PROMISE UNINTERRUPTED OR ERROR-FREE SERVICES AND DO NOT AUTHORIZE ANYONE TO MAKE ANY WARRANTIES ON OUR BEHALF. YOU AGREE TO HOLD US HARMLESS FOR ALL SUCH SERVICE ISSUES.

28. Limitation of Liability/Indemnification. NEITHER WE NOR OUR VENDORS, SUPPLIERS OR LICENSORS SHALL BE LIABLE FOR ANY DAMAGES ARISING OUT OF OR IN CONNECTION WITH: (A) ANY ACT OR OMISSION BY YOU, OR ANOTHER PERSON OR COMPANY, (B) PROVIDING OR FAILING TO PROVIDE SERVICES, INCLUDING DEFICIENCIES OR PROBLEMS WITH YOUR WIRELESS DEVICE, OUR NETWORK COVERAGE OR SERVICES (E.G., DROPPED, BLOCKED, INTERRUPTED CALLS/MESSAGES, ETC.), (C) ANY HEALTH-RELATED CLAIMS ALLEGEDLY

ARISING FROM THE USE OF SERVICES, ANY WIRELESS DEVICES, OR RELATED ACCESSORIES, (D) CONTENT OR INFORMATION ACCESSED WHILE USING OUR SERVICES, SUCH AS THROUGH THE INTERNET; (E) INTERRUPTION OR FAILURE IN ACCESSING, OR ATTEMPTING TO ACCESS, EMERGENCY SERVICES FROM YOUR PHONE, INCLUDING THROUGH 911, E911 OR OTHERWISE, OR (F) EVENTS DUE TO FACTORS BEYOND OUR CONTROL, INCLUDING ACTS OF GOD, WAR, RIOT, STRIKE, OR ORDERS OF GOVERNMENTAL AUTHORITY. IN NO EVENT SHALL WE BE LIABLE FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, OR USE INCURRED BY YOU OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT, TORT, OR OTHERWISE RELATED TO PROVIDING OR FAILING TO PROVIDE SERVICES IN CONNECTION WITH A DEVICE. YOU ALSO AGREE TO INDEMNIFY US FOR ANY CLAIMS BY THIRD PARTIES AGAINST US ARISING OUT OF THE USE OF OUR PRODUCTS OR SERVICES. IF ANOTHER WIRELESS CARRIER IS INVOLVED IN ANY PROBLEM (E.G. "ROAMING"), YOU AGREE TO ANY LIMITATIONS OF LIABILITY IN ITS FAVOR THAT IT IMPOSES.

29. Mandatory Arbitration of Disputes. IN THE EVENT OF A DISPUTE, INSTEAD OF SUING IN COURT, YOU AND TOTAL CALL MOBILE AGREE TO SUBMIT ANY CLAIM FOR FINAL, BINDING ARBITRATION IN THE STATE OF CALIFORNIA, LOS ANGELES COUNTY, BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") UNDER ITS WIRELESS INDUSTRY ARBITRATION RULES, WHICH ARE PART OF THIS AGREEMENT BY REFERENCE AND ARE AVAILABLE BY CALLING THE AAA AT 1-800-778-7879 OR BY VISITING WWW.ADR.ORG. BOTH PARTIES ACKNOWLEDGE THAT BY AGREEING TO THIS SECTION, THEY WAIVE ANY RIGHT TO A JURY TRIAL OR PARTICIPATION AS A PLAINTIFF OR AS A CLASS MEMBER IN CLASS ACTION LITIGATION. THIS AGREEMENT DOES NOT PERMIT CLASS ARBITRATIONS. EACH PARTY AGREES TO PAY ITS RESPECTIVE ARBITRATION COSTS, EXCEPT AS OTHERWISE REQUIRED BY RULES OF THE AAA, BUT THE ARBITRATOR CAN APPORTION THESE COSTS AS APPROPRIATE. NOTWITHSTANDING THE FOREGOING, PARTIES AGREE THAT THE AGREEMENT TO ARBITRATE IN THIS SECTION DOES NOT APPLY TO ANY SMALL CLAIMS ACTION, OR ANY ACTION WHICH TOTAL CALL MOBILE BRINGS AGAINST YOU FOR YOUR VIOLATION OF THE REQUIREMENT THAT DEVICES PURCHASED FROM TOTAL CALL MOBILE BE ONLY USED IN CONNECTION WITH TOTAL CALL MOBILE SERVICES. PARTIES AGREE THAT ANY DISPUTES THAT ARE NOT SUBJECT TO ARBITRATION UNDER THIS SECTION SHALL BE HEARD IN THE STATE AND FEDERAL COURTS OF LOS ANGELES COUNTY, CALIFORNIA.

30. Changes to this Agreement. All changes to this Agreement or your Service will be posted at totalcallmobile.com. Your Service is subject to our business policies, practices, and procedures. Unless otherwise prohibited by law, we may also change this Agreement, prices, rates, plans, and fees at any time by providing notice prior to the time the changes go into effect. Any changes to this Agreement or your Service are effective 30 days after they are published on our website. If you choose to use your Service, increase your account balance, or make any payment to us on or after the effective date of the changes, you accept the changes. If the

changes have a material adverse effect on you, however, you may terminate each line of Service materially affected without incurring an early termination fee only if you call us within 30 days of the changes going into effect. You understand that taxes, fees and other charges imposed by the government may increase or decrease at any time without notice and that such charges do not constitute a change to this Agreement.

31. Miscellaneous. A waiver of, or failure to enforce, any part of this Agreement in one instance is not a waiver of any other part or instance. Section headings are for descriptive, non-interpretive purposes only. You may not transfer or assign this Agreement or any of your rights or duties under it. We may assign all or part of this Agreement, or your debts to us, without notice. Notices are considered delivered when we send them to any e-mail or fax number you have provided to us, 3 days after mailing to the most current billing address we have on file for you, or upon posting on our website. If any part of this Agreement, including any part of its arbitration provisions, is held invalid, that part may be severed from this Agreement and the Agreement shall otherwise be enforceable. This Agreement and the documents to which it refers form the entire agreement between you and Total Call Mobile on their subjects. If there is a conflict between this Agreement and statements by any sales or service representatives, this Agreement controls. You have no other rights with respect to Service or this Agreement, except as specifically provided by law. This Agreement is not for the benefit of any third party except Total Call Mobile's parents, affiliates, subsidiaries, agents, and predecessors and successors in interest. Except to the extent that we have agreed otherwise, this Agreement and disputes covered by it are governed by federal law and the laws of the state of California, without regard to choice of law principles or the conflicts of laws rules of that state.

LIFELINE PROGRAM TERMS & CONDITIONS

1. Agreement to Terms & Conditions. These Lifeline Program Terms & Conditions and the Total Call Mobile ("TCM") Standard Terms & Conditions at www.totalcallmobile.com, which are incorporated herein by reference, apply to the TCM Lifeline Program. With regard to the TCM Lifeline Program, if these Terms & Conditions conflict with the Standard Terms & Conditions, these Terms & Conditions shall control. In interpreting these Terms & Conditions, TCM Lifeline plans shall be treated as prepaid Services. By using your TCM Lifeline Program plan or phone, you accept these Terms & Conditions.

2. Plan Options. The TCM Lifeline Program plans available in your state can be found at www.totalcallmobile.com/lifeline. You understand and agree that TCM may change the TCM Lifeline Program plans (including any rates and fees) at anytime by updating plan information on its website. If you change your choice of plans, your changes will not be effective until the subsequent month.

3. Government Subsidized. The TCM Lifeline Program is supported by subsidies from state and federal governments including the Federal Universal Service Fund program. You acknowledge and agree that TCM may immediately modify or terminate the TCM Lifeline Program in the event that there are any changes to the applicable governmental programs and subsidies.

4. Program Availability. The TCM Lifeline Program is only available in areas where TCM has been authorized by the applicable state and/or federal agency. To enroll in the TCM Lifeline Program, your principal residence address must be within an authorized area.

5. Customer Eligibility. To be eligible for the TCM Lifeline Program, you must meet the applicable eligibility standards in effect at the time of application (i.e. based upon your household income or your enrollment in a qualifying social welfare program), and the TCM Lifeline Program account must be in your name. You are responsible for notifying TCM if you no longer meet the applicable eligibility standards for the TCM Lifeline Program within five (5) days of becoming aware of such ineligibility. In the event TCM determines that you are no longer eligible for the TCM Lifeline Program, TCM will notify you that your service will be discontinued thirty (30) days after you are provided notice unless you contact TCM within that timeframe to notify TCM that it is in error. You will then have thirty (30) additional days to submit evidence that you still meet the applicable TCM Lifeline Program requirements. If you advise TCM that you no longer qualify for the TCM Lifeline Program, TCM will deactivate your TCM Lifeline Program service.

6. Enrollment Form. To receive a phone and service under the TCM Lifeline Program, you must complete the applicable Enrollment Form and self-certify your eligibility in writing under penalty of perjury. If you seek to qualify for the TCM Lifeline Program under the income eligibility standards, you are required to provide written documentation of your household income. You may also be required, from time to time, to provide TCM written documentation of your household income and/or participation in a qualifying federal or state program. You acknowledge and agree that TCM shall retain all such customer certifications and documentation in order to furnish proof of customer eligibility as may be required by applicable law. Further, by completing an Enrollment Form, you consent to the release of your customer information (including financial information) to governing state and federal agencies. This consent survives any termination of your TCM Lifeline Program enrollment.

7. Acceptance of Customer Enrollment. Your submission of an Enrollment Form does not constitute automatic enrollment in the TCM Lifeline Program. TCM has the right, in its sole discretion, to reject any Enrollment Form and/or to review your eligibility status at any time. If you are no longer eligible for the TCM Lifeline Program, TCM may terminate your account and/or change your rate plan to the most favorable rate plan for which you are eligible without prior notice to you. If you misrepresent your eligibility for the TCM Lifeline Program, you agree to pay us the additional amount you would have been charged under the most favorable rate plan for which you are eligible. Further, you acknowledge and agree that TCM Lifeline Program enrollment and acceptance may be limited by TCM's inventory of TCM Lifeline Program phones.

8. Mobile Phone for the TCM Lifeline Program. If TCM accepts your enrollment, you will receive a free TCM Lifeline Program phone that is selected by TCM. Contact TCM customer service to purchase an upgraded phone. If you lose or damage your TCM Lifeline Program phone, contact TCM customer service for replacement phone options and pricing. TCM Lifeline phones are provided "as is" and without warranty except if the refurbished Handset is defective

within 90 days of first use and is returned within the 90 day period at your own cost and is not defective due to physical abuse or water damage as determined by the Company

9. Maximum of One Lifeline Account per Household. You may only receive one Lifeline supported telephone line, be it wireline or wireless, per household. If you or any member of your household receives a Lifeline supported telephone line from any other telephone company at the time of your enrollment, you are obligated to notify your current service provider that you are now on the TCM Lifeline Program. Failure to comply with this requirement is a material breach of these Terms & Conditions and may result in your immediate de-enrollment from the TCM Lifeline Program.

10. Annual Verification Requirement. To remain eligible for the TCM Lifeline Program, you must complete an annual written verification within sixty (60) days of every anniversary of your initial enrollment in the TCM Lifeline Program or you will be de-enrolled.

11. Change of Address. If you move, you agree to notify TCM within 30 days.

12. Non-transferrable. Your TCM Lifeline Program phone and service are non-transferrable. You agree not to give away, resell, or offer to resell them.

13. Blocked Services. TCM reserves the right to block calls and services that are not subsidized by the applicable government programs and/or that are not prepaid for by you. Unauthorized manipulation, modification, adjustment, or repair made to your phone to allow the making of blocked calls shall constitute a violation of these Terms & Conditions.

14. Rollover. Unless required by applicable law, unused minutes will not be rolled over to subsequent months. Contact TCM customer service for details.

15. Termination for Non-Usage. In the event that you do not use your TCM Lifeline Program phone for sixty (60) days, TCM will de-enroll you from the TCM Lifeline Program.

16. Termination for Breach. In the event that you breach these Terms & Conditions, TCM reserves the right to immediately de-enroll you from the TCM Lifeline Program.

17. Discontinuation of the TCM Lifeline Program. TCM reserves the right to discontinue its Lifeline Program at anytime upon prior notice to you.

18. Returns. You may cancel your TCM Lifeline Program enrollment by returning your phone and calling customer service to de-enroll within fifteen (15) days of receiving your TCM Lifeline Program phone. Upon de-enrolling, you will not receive any refund.

19. Taxes/Fees and Regulatory Cost Recovery Fee. Notwithstanding Section 15 of the Standard Terms & Conditions, TCM does not charge taxes, fees, and surcharges imposed by the government on Lifeline service.

Total Call mobile

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
- Roaming is not available for Lifeline Plans

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 (FPHA)
- ➔ SNAP (formerly known as Federal Food Stamp Program)
- ➔ Low Income Home Energy Assistance Program (LIHEAP)
- ➔ Supplemental Security Income (SSI)
- ➔ Medicaid (not Medicare)
- ➔ Temporary Assistance for Needy Families Program (TANF)
- ➔ National School Lunch Program (NSLP) (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.ulg.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-Lifetime Plans

Anytime Plan

Total Call
PER MINUTE
\$5

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

Anytime Plan

1000 Talk

Total Call
PER MINUTE
\$29
30 DAYS

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

1000 Talk

Unlimited Talk & Text

Total Call
PER MINUTE
\$39
30 DAYS

- Unlimited talk and text
- Good for 30 days

Unlimited
 Talk & Text

Unlimited Talk, Text & Data

Total Call
PER MINUTE
\$7
4 DAYS

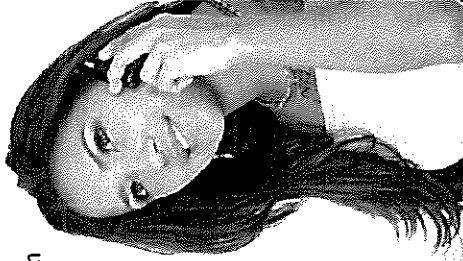
- \$7.99 for 4 days
- \$12.99 for 7 days
- \$24.99 for 15 days
- \$49.99 for 30 days

Unlimited
 Talk, Text & Data

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).

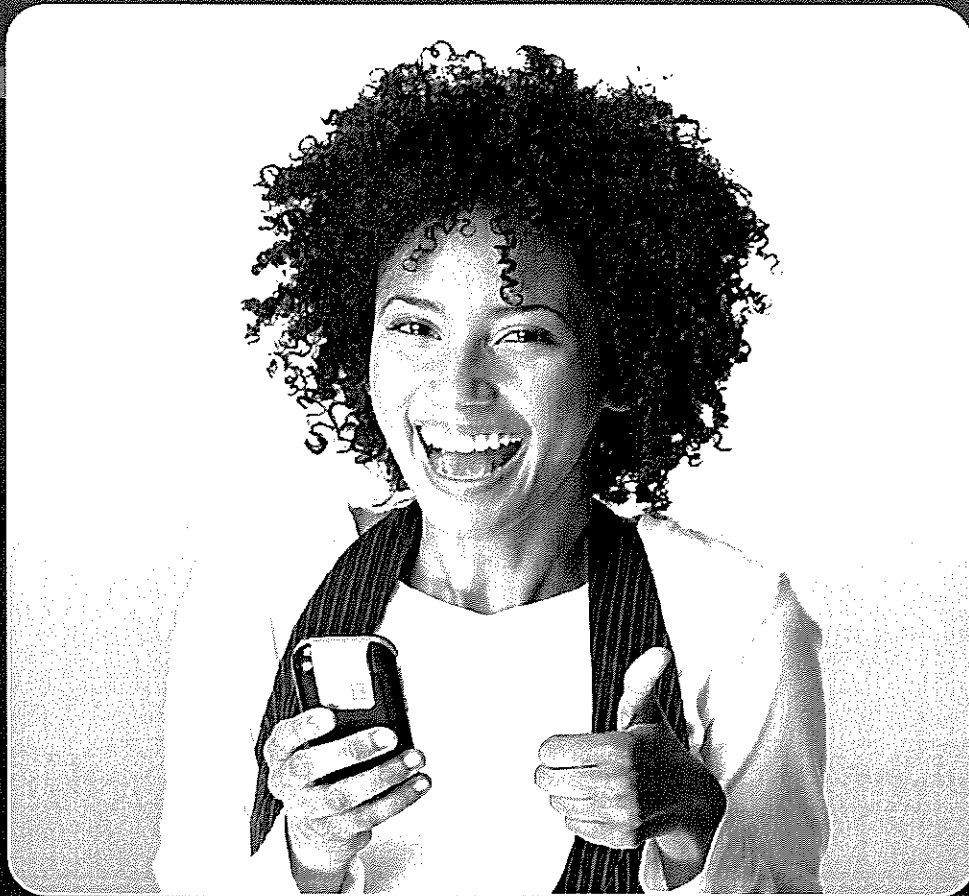


Service Terms & Conditions

* 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, auto-dialed calls, commercial uses, an abnormally high number of call/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 1-800-661-7391. 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.

Total Call
mobile

***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
- Roaming is not available for Lifeline Plans

	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.

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. Residents of tribal lands must provide descriptive address)

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 (or Tribal ID)*: _____ DSHS Client ID Number _____
**Applicants living on tribal lands who lack a social security number may instead provide an official tribal government identification card. (if qualifying through Medicaid, SNAP, SSI or TANF)*

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.

DSHS Programs

Medicaid (not Medicare) 9 digit DSHS number: _____

SNAP (formerly known as the Federal Food Stamp program)
9 digit DSHS number: _____

Supplemental Security Income (SSI)
9 digit DSHS number: _____

Temporary Assistance for Needy Families (TANF)
9 digit DSHS number: _____

Federal Programs

Federal Public Housing / Section 8 (FPHA)

Low Income Home Energy Assistance (LIHEAP)

National School Lunch Program (NSLP) (free program only)

Additionally, 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 (FPIR) 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: <i>(check the box which applies)</i>	<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 (2014):	\$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)

- Plan 1: 250 domestic minutes for free (each text message uses one Plan minute)
- Plan 2: 1000 Talk for \$19.99 (each text message uses one Plan minute) (regularly \$29.99)
- Plan 3: Unlimited Talk & Text for \$29.99 (regularly \$39.99)
- Plan 4: Unlimited Talk, Text & Data for \$39.99 (regularly \$49.99)
- Tribal Plan 1: Unlimited Talk & Text for free (regularly \$39.99) - for tribal customers only
- 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

Date: _____

(Required)

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 in order to verify 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) Until such time as I notify Total Call Mobile that I no longer meet the criteria for receiving Lifeline or until for any reason I am de-enrolled and my Total Call Mobile Lifeline Credit benefits are terminated, I authorize DSHS to disclose or give access to confidential information about me for the purpose of verifying my initial and continued eligibility for Lifeline assistance.

(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