

Advertising and Outreach

Universal Service Advertising

T-Mobile advertised its universal service offerings throughout the calendar year 2020 via media of general distribution, including the use of media such as radio, television, billboards, print, internet, and targeted mailings, among other things. T-Mobile also maintains various retail stores and authorized dealer locations throughout its ETC designated service area through which it advertises its service offerings.

Lifeline Advertising and Outreach

T-Mobile advertised the availability of Lifeline services in 2020. Specifically, in 2020, T-Mobile:

- Posted information about its Lifeline offerings on www.usac.org
- Posted information about its Lifeline offerings on the Company's website, www.t-mobile.com, in both English and Spanish
- Advertised the availability of Lifeline through newspapers distributed throughout its designated ETC area, including the following (among others):
 - Aberdeen World
 - Cle Elum Northern Kittitas County Tribune
 - Tacoma News Tribute
- Mailed close to 179 poster quality notices to social security and unemployment centers where low income consumers are likely to visit
- Information about T-Mobile's participation in the Lifeline program was printed on customer's September bill.

An example of the notices that T-Mobile made available to social service agency offices is included as Attachment 1. Attachment 2 includes an example and evidence of T-Mobile's more widely distributed advertising of its Lifeline offering. Attachment 3 includes a sample of a customer's October bill.

Attachment 1



Lifeline Notice

Check to see if you qualify for discounted monthly wireless service

Save money with Lifeline

T-Mobile® customers who reside in the following states may be eligible to save up to \$9.25 per month on their wireless service when they qualify for the government's Lifeline program.

- Florida
- Kentucky
- Minnesota
- Mississippi
- New Mexico
- Pennsylvania
- Puerto Rico
- Virginia
- Washington

Qualifying for Lifeline

Customers may qualify for Lifeline assistance if their total household income does not exceed 135% of the Federal Poverty Guidelines or if they are currently eligible to receive benefits from any of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) or Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- The Veteran's Pension or Survivor's Pension benefit

Customers who are also residents of federally recognized Tribal Lands may qualify for Lifeline and a one-time reduction or waiver of any activation fee under the assistance programs listed above, or if they are currently eligible to receive benefits from any of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Temporary Assistance for Needy Families (TTANF)
- Head Start (must satisfy income qualifying standard)
- Food Distribution Program on Indian Reservations (FDPIR)

Signing Up

If you think you might qualify, please visit www.t-mobile.com/lifeline for application instructions for your state of residence. If you do not have Internet access, you can request an application by calling 1-800-937-8997.

Important Information

Lifeline is a government assistance program that provides only eligible consumers with discounted service. It is non-transferable and is available for only one line per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals living at the same address that share income and expenses. Lifeline is only available in areas where the company has Eligible Telecommunications Carrier status.

Notice for Pennsylvania Applicants:

Pennsylvania consumers with unresolved disputes regarding Lifeline services may contact the Public Utility Commission's Bureau of Consumer Services at 1-800-692-7380 for assistance in resolving their issues.

Attachment 2

REGIONAL NEWS

Easton School will open with online instruction

by **Jim Fossett**
jim@nkctribune.com

EASTON – School District Superintendent **Patrick Dehuff** explained Friday, Aug. 21, how his district would begin the school year with online instruction. He said during the homestretch this week and the countless hours leading up to it, the task has required a significant effort.

“For me it’s been a seven-day a week challenge, which is fine. This is my job and I want to do everything I can. It’s been busy because we’re continually working on the plans for reopening, how they’ll work, and how we can provide support to students’ families and staff as they embark once again on this remote learning experiment.”

Software of choice

He said Easton School would be using three core software programs for online learning: *Schoolology* (K-12), *MobyMax* (K-8) and *StudySync* for English.

Meals

“Like we did in the spring,” he said, “when the school closed we’ll be providing free breakfast and lunches for all our students. We have multiple places in the district where we deliver these meals.”

Sports

He said Athletic Director **Jenny Jensen** attended a meeting last week where she learned the district’s athletic programs would be delayed until further notice. Meaning to get started – no fall sports for Easton School.

Connectivity from home

As for families who do not have WiFi and others who do not have adequate WiFi for online learning – there is some good news.

“The district,” he said, “went into a three-way partnership with Shoemakers and Suncadia to pay for WiFi hotspots for each family. The partnership underwrites the devices and the \$40 monthly charge. Families won’t have to pay anything.”

“We purchased the devices from VERIZON but you don’t have to be a VERIZON customer to get one. Once a de-

vice is in a home it’ll pick up a fast WiFi signal.

“We already have these devices, which is great. We were concerned we wouldn’t have them in time for school.”

He said the recent levy voters approved provided each student with a Chromebook, meaning that piece of the equation needed to make home learning accessible to all was in place before the onset of the virus.

Extracurricular activities

How school districts will address the absence of extracurricular activities is a challenge Easton School is anxious to address.

Dehuff said, “The hard part about it is that we know these activities are really valuable for our students when we’re in this remote learning environment.”

Flexibility in uncertain times

Although the district will start with online learning, other plans are in place should COVID-19 start to show signs of weakening.

“I can tell you we are developing plans for three different scenarios – and working hard on them.”

“One of those is remote learning. The other is called the hybrid model that calls for half of our students to be in the building at one time, and they’ll rotate in and out with the other half, which helps us fulfill the social distancing requirement.”

“The third scenario everyone is hoping for is to bring all our kids back on campus.”

He said the district’s goals for online learning are clear.

“We want to provide the most robust program possible and that’s going to mean a lot of working with families and students and getting feedback from them so that we can understand what’s working and what’s not.”

Keeping the building occupied and accessible

Dehuff said, “One of the things we’re going to do that’s different is that all of our staffers and teachers are going to be at the school throughout the school year. That’s one of the things I said

right off: we’re not going to be working out of our homes because it complicates things even more. We can be much more receptive to our students and families when we’re in the school.

“For instance, a family or student might have an issue that needs addressing, or we might need to run a packet of information to a family, or we might need to do professional development in a setting where we’re all together – even though we have to social distance, wear masks, and sanitize regularly.”

He said the district’s experience after the school closing last spring guided the decision to keep staffers and teachers at the school.

“We know that having them at home doesn’t work well. Having them at the school enables us to be more responsive.”

He said like other districts across the region state and country – the challenges presented by the pandemic are all new. “In all my years as an educator, I’ve never had to face something like this, ever. So the question we all have to answer is: how do we make the best of it?”

He said part of the answer to that question was answered early on.

Good feedback requires broad involvement

“We’ve involved all the stakeholders in the district,” he said, “including students,

by way of surveys and meetings. We wanted feedback as to what works well and what doesn’t – and what we could do better down the road.”

What’s left to do before the school bell rings?

“Making sure our teachers are up to speed on remote learning software and systems. The goal here is to do a much better job moving into the fall, than when we were caught by surprise last spring.”

T-Mobile

Qualify and switch to the network that goes farther than ever before

Get T-Mobile® service with a discount up to **\$9.25 a month.**

Options include:

- \$20/month unlimited talk and text before Lifeline discount of \$7.25
- Federal discount of \$9.25 applied to T-Mobile plans with 3GB data or more

Are you eligible?

You may qualify based on your income, or if you’re currently eligible to receive federal assistance programs such as Medicaid, Food Stamps (SNAP) or Supplemental Security Income (SSI). If you’re a resident of federally recognized Tribal Lands, you may qualify for additional discounts.

See if you qualify and learn how to apply at

www.T-Mobile.com/lifeline or call 1-800-937-8997.

Discounted wireless service is provided under the Lifeline assistance program. Lifeline is a government assistance program that provides only eligible consumers with discounted service that is non-transferable and is available for only one line per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals living at the same address that share income and expenses. T-Mobile offers Lifeline service only in areas where the company has Eligible Telecommunications Carrier status. You may find more information about Lifeline and other wireless services available from T-Mobile USA, Inc., at www.T-Mobile.com.

Limited time offer, subject to change. Sales tax and regulatory fees included in monthly rate plan price for talk and text plan. Unlimited talk feature for direct U.S. communications between 2 people; others (e.g., conference & chat lines, etc.) may cost extra. Domestic only, unless otherwise specified. Coverage not available in some areas. Network Management: Service may be slowed, suspended, terminated, or restricted for misuse, abnormal use, interference with our network or ability to provide quality service to other users, or significant network congestion. See Terms and Conditions (including arbitration provision) at www.T-Mobile.com for additional information. T-Mobile, the T logo, and the magenta color are registered trademarks of Deutsche Telekom AG. ©2020 T-Mobile USA Inc.

PRESTIGE CLEARED...

CONTINUED FROM PAGE A1

In addition, staffers are to be carefully screened. Administrator **Ed Morache** said, “We are excited to put this chapter behind us and get patients feeling back to normal. We have been able to get almost everyone back to their original rooms and will continue to do everything we can to limit the impact our infection control policies have on our patients, staff and families.”

State restrictions continue to be in place around Long Term Care Facilities because of the high-risk population. Visitation continues to be limited, but can now occur outdoors for a limited number of people, as defined by the Safe Start Plan for Long-Term Care Facilities from the Washington Dept. of Social and Health Services (DSHS) and the Department of Health (DOH).

All visits to Prestige Post-Acute must be scheduled in advance. During scheduling, the Prestige Post-Acute team shares additional information on visitor policy requirements.

Additional information on the Safe Start Plan for Long-Term Care Facilities can be found at www.governor.wa.gov.

HOW HAVE YOUR PLANS CHANGED?

Help local businesses...

COVID-19 is impacting our community and local business in many ways. The business uncertainty over the next few months is one of many challenges. The economy and how we shop has changed, yet we do not know by how much or how long.

To help with some of the uncertainty, please take the time to start a survey about your current shopping needs.

This information will help local business and this newspaper get a better understanding of your needs and plans.

\$1,000 will be awarded by Pulse Research to one respondent. Thank You! Please start the survey here:

www.pulsepoll.com

CUSTOMER APPRECIATION DAY is Coming to Comanche Pawnee!

Saturday, Sept. 5
10:00 a.m.-3:00 p.m.

★ 10% OFF ALL PURCHASES ★

FREE HOT DOGS, SODA & DESERT (from the Coal Chute)
★ PRIZE DRAWINGS ALL DAY ★

SPECIAL THANKS & A WORD ABOUT THE PRIZE DRAWINGS

We at Comanche Pawnee know COVID19 has been hard on our communities and local businesses. We would like to thank our wonderful customers that have been so supportive of us! And in honor of that support, we’re giving back to other local businesses through the purchase of gift certificates / gift cards for our upcoming prize drawings. Please stop in daily to enter! And join us for Customer Appreciation Day!

ENTER FOR A CHANCE TO WIN PRIZES!
To enter our drawing, stop in anytime between
Now & Sept. 5th
Make a purchase & receive
DOUBLE ENTRY
Entries limited to one per day. No purchase necessary. Need not be present to win.

Come see us for all your
LANDSCAPING SUPPLIES!
Bark • Top Soil • Sand • Boulders
Decorative Rocks • Basalt Columns
The Best Compost • Landscape Fabric
Custom Fire Pits • More!
While Supplies Last:
Rock Hounding Supplies on Clearance!

WHAT CAN I WIN?
Gift Certificates, Gift Cards & Other Prizes from the following Local Businesses:

- 1/2 oz. Gold Nugget • \$50 Comanche Pawnee
- \$25 Kodiak Coffee Cards • \$50 NAPA
- \$100 Coal Chute • \$50 The Cottage Cafe
- \$50 Unfiltered Nails • \$50 Hawk American Outdoors
- Talerico’s - (2) \$50 for Hair & (2) \$25 Spray Tans
- \$50 Old School Barbershop • \$50 Mike’s Tavern
- \$50 Three Forks Ammo & Reloading
- N.K.C. Tribune - 1 Subscription
- \$25 Tribune Office Supply • \$50 Owens Meats
- \$50 Cle Elum Bakery • \$50 Logan’s Restaurant
- \$50 Roadhouse at the Last Resort • \$50 Old #3
- \$50 The Brick Saloon • \$50 Carek’s Meat Market
- \$50 Glondo’s Sausage Co. • (2) \$25 Lum’s Coffee
- \$50 Jobs Pet Supply & Feed

COMANCHE PAWNEE
PHONE ORDERS: 509.649.2889 | WE DELIVER To most of Upper County, Elk Heights to Easton.
3170 SR 903 - Roslyn, WA (Roslyn Roundabout)
Open Monday thru Saturday, 9:00 a.m.-5:00 p.m. • Closed Sundays & Holidays

Attachment 3



WHAT YOU NEED TO KNOW

GOVERNMENT TAXES & FEES

Government taxes & fees includes sales, use, excise, public utility & E911 taxes & governmental charges & fees that we are required by law to bill & remit. These may change without notice.

T-MOBILE FEES & CHARGES

These fees & charges are T-Mobile recovery charges, not governmentally imposed taxes. What is included in the fees & charges may vary by locale & rate plan & is subject to change. These include:

1. Regulatory Programs & Telco Recovery Fee, collected & retained by us to help cover costs for:
 - a. Funding & complying with government mandates, programs & obligations, like E911 or local number portability (\$0.60 for voice lines; \$0.15 for data only lines)
 - b. Charges imposed on us by other carriers for delivery of calls from our customers to theirs & by 3rd parties for certain network facilities & services we buy to provide you service (\$2.58 for voice lines; \$1.01 for data only lines)
2. State & federal Universal Service Fund charges (recovers charges imposed on us by the government to support universal service).
3. Other governmental assessments including, without limitation, gross receipt & excise taxes.

LATE FEES

Late Fees, which are assessed up to the highest amount permitted by law, may apply on unpaid balances. This fee is a liquidated damage & not a penalty.

PAYMENT BY CHECK

When you pay by check, you authorize us to either use information from your check to make a one-time electronic fund transfer (EFT) from your account or to process the payment as a check transaction. If we process your payment by EFT, the funds may be withdrawn the same day we receive your check, & your canceled check will not be returned. If payment is returned unpaid, you authorize us to collect additional fees as outlined in the Terms & Conditions of Service at t-mobile.com/terms-conditions. Call (800) 937-8997 with any questions.

EQUIPMENT PROTECT

Equipment Protect by Assurant (in Puerto Rico: CAPIC) is for the equipment repair & replacement you may have selected. See Equipment Protection Terms & Conditions at t-mobile.com for details.

Lifeline offers eligible consumers savings on basic telephone service in areas of Florida, Kentucky, Minnesota, Mississippi, New Mexico, Pennsylvania, Texas, Virginia and Washington where it has been authorized. You may qualify for Lifeline benefits if you live in a household not already receiving Lifeline benefits and you participate in a qualifying public assistance program, such as Medicaid or Food Stamps, or if your income is 135% or less than the federal poverty guidelines. Learn more at www.t-mobile.com/lifeline.

CONTACT US

Contact us with any questions or disputes about your service or bill:



PHONE

Call (800) 937-8997 or 611 from your T-Mobile device-TTY (877) 296-1018.



MAIL

Write to T-Mobile Customer Relations, P.O. Box 37380, Albuquerque, NM 87176-7380.



ONLINE

View your bill & usage details online by logging into your account at t-mobile.com.

View Terms & Conditions online at t-mobile.com/terms-conditions and our Open Internet Policy at t-mobile.com/openinternet.

Partial megabytes (MB) rounded up. 1024 MB = 1 GB

CHANGE OF ADDRESS

Effective date

Address

City

State

ZIP

Home phone

Business phone