

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of the Petition of)	DOCKET NO. UT-093012
)	
TRACFONE WIRELESS, INC.)	TRACFONE WIRELESS, INC.'S
)	APPLICATION TO RENEW ELIGIBLE
For Exemption from WAC 480-123-030(1)(d), (f))	TELECOMMUNICATIONS CARRIER
and (g); and Designation as an Eligible)	DESIGNATION
Telecommunications Carrier for the Purpose of)	
Receiving Lifeline Support from the Federal)	
Universal Service Fund)	

TracFone Wireless, Inc. (“TracFone”) respectfully requests that the Commission renew its designation as an Eligible Telecommunications Carrier (“ETC”) in accordance with the Commission’s Final Order Adopting Settlement Agreement, issued in this docket on June 24, 2010 (“Order 03”).¹ In addition, TracFone seeks clarification regarding which programs qualify a consumer to receive Lifeline service.

BACKGROUND

On March 13, 2009, TracFone, a reseller of wireless mobile service, filed a petition with the Commission requesting designation as an ETC pursuant to section 214(e)(2) of the Communications Act of 1934, as amended (“the Act”), and WAC 480-123-030. TracFone subsequently submitted three amendments to its petition, revising the petition due to concerns raised by Commission Staff and the Commissioners. The Commission considered TracFone’s original and amended petition at its open meetings on November 25, 2009, February 25, 2010, and March 11, 2010. At the March 11, 2010 meeting, after considering written comments filed

¹ The Settlement Agreement is Appendix A to Order 03.

in the docket and hearing the comments and recommendations of Commission Staff and other interested persons, the Commission set the petition for hearing.

On April 23, 2010, TracFone and Commission Staff reached a settlement and filed the Settlement Agreement with the Commission. On April 29, 2010, the settling parties filed a Joint Narrative Supporting Settlement Agreement. On June 24, 2010, the Commission entered Order 03 which designated TracFone as an ETC subject to the conditions included in the Settlement Agreement. One of those conditions is that the Commission would “approve TracFone’s petition for ETC designation for an interim period of one year, and allow TracFone to seek to renew its petition for designation at the end of the one-year period, making an affirmative presentation based on its compliance with the conditions of the Settlement Agreement during that year.”² In particular, the Commission stated that Condition 1 of Attachment 2 to the Settlement Agreement must be revised to state:

TracFone’s designation as an Eligible Telecommunications Carrier (ETC) shall be for an interim period of one year from the effective date of the Commission’s Order approving such designation, subject to Commission review. Before the end of one year after the effective date of the Order, TracFone may seek to renew its designation pursuant to WAC 480-123-030 through -040. TracFone’s interim designation shall continue until the Commission’s decision on designation.

In accordance with this condition, TracFone files this Application seeking renewal of its ETC designation. As demonstrated below, TracFone has complied with all conditions of the Settlement Agreement, as modified. Therefore, TracFone requests the Commission to approve its Application and issue an order renewing TracFone’s ETC designation.

² Order 03, ¶ 62.

APPLICATION

I. TracFone Meets the Requirements of 480-123-030.

WAC 480-123-030 sets forth the information that must be contained in a petition for designation as an ETC. TracFone provides the following information in compliance with this rule.³

- (a) A description of the area or areas for which designation is sought. TracFone provides Lifeline service in areas served by AT&T Mobility, T-Mobile and Verizon Wireless.
- (b) A statement that the carrier will offer the services supported by federal universal service support mechanisms throughout the area for which it seeks designation, either using its own facilities or a combination of its own facilities and resale of another carrier's services (including the services offered by another ETC). As explained in Order 03:

In 2005, TracFone petitioned the FCC to forbear from enforcing the requirement that TracFone offer supported services using its own facilities under 47 U.S.C. § 214(e)(1). The FCC granted the Company's forbearance petition subject to conditions. Pursuant to 47 U.S.C. § 160(e), a state commission may not apply or enforce any provision of the Act that the FCC has determined to forbear from applying under 47 U.S.C. § 160(a). Therefore, TracFone is not required to use its own facilities to be qualified as an ETC for purposes of receiving federal Lifeline support.⁴

³ In accordance with WAC 480-123-030(2), the declaration of Javier Rosado, Senior Vice President - Lifeline Services, is attached.

⁴ Order 03, ¶ 25 (citing Federal-State Joint Board on Universal Service and Petition of TracFone Wireless, Inc. for Forbearance from 47 USC § 214(e)(1)(A) and 47 CFR § 54.201(i), Order, 20 FCC Rcd 15095 (2005)). The FCC's conditions, as modified, are included in the Settlement Agreement, Attachment 1.

(c) A description of how it will provide each supported service. FCC Rule 54.101 (47 C.F.R. § 54.101) identifies the services and functionalities that shall be supported by federal universal service support mechanisms. TracFone provides each of these services and functionalities.

1. Voice Grade Access to the Public Switched Network. Voice grade access to the public switched telecommunications network (“PSTN”) means the ability to make and receive traditional voice phone calls between the approximately 500 Hertz and 4,000 Hertz for a bandwidth of approximately 3500 Hertz.⁵ The voice grade access provided by TracFone enables a user of telecommunications services to transmit voice communications, including signaling the network that the caller wishes to place a call, and to receive voice communications, including receiving a signal indicating there is an incoming call.

2. Local Usage. As part of the voice grade access to the PSTN, an ETC must provide local calling pursuant to 47 C.F.R. § 54.101(a)(2). TracFone provides subscribers the ability to send and receive local phone calls wherever it provides service. Moreover, local usage is included in TracFone’s Lifeline calling plans. FCC Rule 54.202(a)(4) requires an ETC applicant to “demonstrate that it offers a local usage plan comparable to the one offered by the incumbent LEC in the service areas for which it seeks designation.” The FCC has explained that an ETC applicant’s local usage plans should be reviewed on a case-by-case basis to ensure that each ETC provides a local usage component in its universal service

⁵ See Federal-State Joint Board on Universal Service, First Report and Order, 12 FCC Rcd 8776, 8810-11, ¶¶ 63-64 (1997) (“USF Order”); see 47 C.F.R. § 54.101(a)(1).

offering that is comparable to the plan offered by the incumbent LEC in the area.⁶ Importantly, the requirement is that ETCs offer local usage plans “comparable” to those of the ILEC, not that the plans be identical. The FCC has not adopted any minimum local usage requirements.⁷ As a designated ETC, TracFone will comply with any applicable minimum local usage requirements adopted by the FCC.

Wireless and wireline services, though increasingly substitutable for each other, are different from each other and they are priced differently. Unlike any ILECs’ Lifeline plans, TracFone’s Lifeline offerings go beyond those of other providers in a very important respect: TracFone’s Lifeline customers receive as part of Lifeline service specified amounts of free wireless service. That is, Lifeline customers are able to use TracFone’s service to initiate and receive specified amounts of wireless calling -- local and long distance -- with no charge to the customers.

3. Dual Tone Multi-Frequency (“DTMF”) Signaling or Its Functional Equivalent. DTMF signaling allows carriers to provide expeditious call set-up and call detail information and enables modem usage.⁸ The FCC permits carriers to provide signaling that is functionally equivalent to DTMF to satisfy the DTMF requirement. All telephone handsets provided by TracFone are DTMF-capable as required by 47 C.F.R. § 54.101(a)(3).

⁶ Federal-State Joint Board on Universal Service, Report and Order, 20 FCC Rcd 6371, 6385, ¶ 33 (2005).

⁷ Id. ¶ 32.

⁸ USF Order, 12 FCC Rcd at 8814, ¶ 71.

4. Single-party service or Its Functional Equivalent. Single-party service means that only one party will be served by a subscriber line or access loop in contrast to a multi-party line.⁹ TracFone provides customers with single-party access for the duration of every phone call in accordance with 47 C.F.R. § 101(a)(4). TracFone does not provide “multi-party” or “party line” services.

5. Access to 911 and E911 Emergency Service. The FCC has declared that access to emergency services is essential.¹⁰ TracFone provides universal access to the 911 system for its customers. TracFone has implemented and will continue to implement enhanced 911 (“E911”) services consistent with the FCC’s Rules, including 47 C.F.R. § 54.101(a)(5), and orders when such services are made available by the carriers from whom TracFone purchases services. In particular, TracFone fully complies with the FCC’s E911 requirements applicable to wireless resellers.¹¹ Pursuant to the FCC’s E911 Order, providers that use other carriers’ facilities to provide wireless voice service to customers have an obligation to comply with the FCC’s E911 rules “to the extent that the underlying facilities-based licensee has deployed the facilities necessary to deliver enhanced 911 information to the appropriate PSAP [public service answering point].”¹² TracFone makes available access to E911 service in accordance with applicable FCC requirements.

⁹ Id. at 8810, ¶ 62.

¹⁰ Id. at 8815, ¶ 72.

¹¹ See Revision of the Commission’s Rules to Ensure Compatibility With Enhanced 911 Emergency Calling Systems, Report and Order and Second Further Notice of Proposed Rulemaking, 18 FCC Rcd 25340 (2003) (“E911 Order”).

¹² Id. at 25378-79, ¶ 91.

6. Access to Operator Services. TracFone offers all of its customers access to operator services, in accordance with 47 C.F.R. § 54.101(a)(6).

7. Access to Interexchange Service. TracFone customers can use TracFone's services to complete toll calls as required by 47 C.F.R. § 54.101(a)(7). In fact, TracFone does not impose separate charges for interexchange calls. Long distance calling is included in TracFone's service with no additional charge.

8. Access to Directory Assistance. All TracFone customers receive access to directory assistance service through the TracFone virtual network as required by 47 C.F.R. § 54.101(a)(8). Specifically, all TracFone customers, including those customers located in Washington, have access to directory assistance services provided by TracFone's vendors.

9. Toll Limitation for Qualified Low-Income Customers. There is no need for TracFone to offer a toll limitation feature to qualifying low-income customers. Since TracFone's Lifeline service is a free service, no customers will be disconnected for failure to pay toll charges or, for that matter, any other charges. TracFone treats long distance minutes of use as any other usage and customers are not charged separately for toll services. Inasmuch as TracFone's Lifeline service is free and any additional minutes may only be purchased on a prepaid basis, there is no danger that low-income customers will incur large charges for heavy toll (or other) calling and no risk that they will be disconnected for nonpayment. Since customers pay for any additional minutes in advance, they can use only airtime they already have paid for or airtime provided to them under the Lifeline program.

Thus, TracFone's Lifeline services are especially beneficial to lower income users

since the consumers enjoy the ability to control or limit their charges for toll service (as well as local service) in a manner that customers of traditional post-paid (billed in arrears) services do not.

(d) A substantive plan of the investments to be made with initial federal support during the first two years in which support is received and a substantive description of how those expenditures will benefit customers. The Commission exempted TracFone from compliance with this rule.¹³

(e) A statement that the carrier will advertise the availability of services supported by federal universal service mechanisms, including advertisement of applicable telephone assistance programs, such as Lifeline, that is reasonably calculated to reach low-income consumers not receiving discounts. TracFone advertises the availability of its Lifeline service using media of general distribution, in accordance with the requirements of Section 214(e)(1)(A) of the Communications Act and Section 54.201(d)(2) of the FCC's Rules (47 C.F.R. § 54.201(d)(2)). TracFone utilizes such marketing and outreach efforts as necessary and appropriate to ensure that as many eligible consumers as possible avail themselves of TracFone's wireless Lifeline offering. TracFone advertises its SafeLink Wireless[®] Lifeline service on commercial television and radio stations in Washington, especially those stations whose programming is targeted at communities where qualified customers are likely to be in the audience. TracFone also provides retailers and social service organizations with signage

¹³ Order 03, ¶ 58.

displayed where TracFone's products are offered and with printed materials describing the SafeLink Wireless® Lifeline program.

- (f) For wireless petitioners, a map in .shp format of proposed service areas (exchanges) with existing and planned locations of cell sites and shading to indicate where the carrier provides and plans to provide commercial mobile radio service signals. The Commission exempted TracFone from compliance with this rule.¹⁴
- (g) Information that demonstrates its ability to remain functional in emergency situations including a description of how it complies with WAC 480-120-411 or, for a wireless carrier, information that demonstrates it has at least four hours of back up battery power at each cell site, back up generators at each microwave hub, and at least five hours back up battery power and back up generators at each switch. The Commission exempted TracFone from compliance with this rule.¹⁵
- (h) Information that demonstrates that it will comply with the applicable consumer protection and service quality standards of chapter 480-120 WAC or, for a wireless carrier, a commitment to comply with the Cellular Telecommunications and Internet Association's (CTIA) Consumer Code for Wireless Service. Information regarding the version of the CTIA code adopted and where to obtain it is set forth in WAC 480-123-999. To demonstrate its commitment to high service quality, TracFone complies with the CTIA - The Wireless Association®

¹⁴ Id.

¹⁵ Id.

Consumer Code for Wireless Service in accordance with 47 C.F.R. § 54.202(a)(3) and WAC 80-123-999.

II. TracFone Has Complied with All Conditions of the Settlement Agreement, as Modified.

On June 24, 2010, the Commission entered Order 03 which designated TracFone as an ETC subject to the conditions included in the Settlement Agreement. The Settlement Agreement includes two Attachments listing the conditions. Attachment 1 lists the FCC's conditions on TracFone for forbearance from the facilities requirement for ETC designation for Lifeline support. TracFone complies with each of those conditions. TracFone provides all of its Lifeline customers with access to 911 and enhanced 911 service upon activation and provides its Lifeline customers with E911-compliant handsets.¹⁶ TracFone received statewide certification from the Washington State 911 Program confirming that TracFone provides its customers with access to basic and E911 service.¹⁷ TracFone also requires its Lifeline customers to self-certify under penalty of perjury at the time of service activation and annually thereafter that they are the head of household and the household receives Lifeline-supported service only from TracFone. TracFone deals directly with the customer to certify and verify the customer's Lifeline eligibility and has direct contact with the customer when establishing initial and continued eligibility.¹⁸ Finally, TracFone tracks the primary residential addresses of its Lifeline customers and has systems in place to prevent its customers from receiving multiple TracFone Lifeline subsidies at the same address.¹⁹

¹⁶ See Settlement Agreement, Attachment 1, ¶¶ 1-3.

¹⁷ *Id.* ¶ 4.

¹⁸ *Id.* ¶ 5.

¹⁹ *Id.* ¶ 6.

Attachment 2 of the Settlement Agreement lists the Washington State conditions on the Designation of TracFone as an ETC. TracFone complies with each of those conditions, referenced herein as “Condition ___”.

1. Condition 1, as modified by the Commission in Order 03, states that TracFone’s designation as an ETC shall be for an interim period of one year and that TracFone may seek to renew its designation pursuant to WAC 480-123-030 through -040. This Application is being filed in accordance with Condition 1.

2. Condition 2 requires TracFone to make a compliance filing within 30 days of the Commission’s designation of TracFone as an ETC and that TracFone shall not offer Lifeline services until the Commission has approved its compliance filing. TracFone submitted its Compliance Filing on July 23, 2010. The compliance filing included TracFone’s terms and conditions for its Lifeline service, proposed advertising language, and a copy of its Lifeline application form. In response to comments from Commission Staff, TracFone filed revised compliance filings on August 3 and August 5, 2010. In a letter dated August 10, 2010, from David W. Danner, Executive Director and Secretary, the Commission approved TracFone’s compliance filing.

3. Condition 3 requires TracFone to file with the Commission any future changes to its rates, terms, or conditions at least one day prior to the effective date of the change. TracFone agrees to this condition.

4. Condition 4 requires TracFone to provide information on its rates, terms and conditions in a welcome package sent to Lifeline customers after enrollment in TracFone’s Lifeline program, as well as at TracFone’s official Lifeline websites. TracFone complies with this condition by providing information regarding rates, terms and conditions in a welcome

package sent to Lifeline customers and by posting that information on its website at <https://www.safelinkwireless.com>.

5. Condition 5 requires TracFone to provide Lifeline customers with the choice of all other rate plans available to regular customers. TracFone complies with the condition by offering its Lifeline customers in Washington with a choice of three SafeLink Wireless® Lifeline plans, all of which include all features and functionalities associated with non-Lifeline TracFone services (including voice mail, caller ID, call waiting).

6. Condition 6, as modified by the Commission in an Order dated October 13, 2010, requires TracFone to offer three SafeLink Wireless® Lifeline plan options.²⁰ These options are as follows:

- 1) 250 free minutes each month, which do not carry over to the next month if unused, with texting available at a rate of one text per minute of airtime; or
- 2) 125 free minutes each month, which carry over to the following month if unused, with texting available at a rate of one text per minute of airtime; or
- 3) 68 free minutes each month, which carry over to the following month if unused, with texting available at a rate of 3 texts per each minute of airtime, plus International Long Distance calling to over 60 destinations.

TracFone offers these three plans in Washington.

7. Condition 7 requires TracFone to deactivate a SafeLink Wireless® account if the customer has no usage for 60 consecutive days. In addition, Condition 7 provides that no fewer than eight business days before deactivation, TracFone shall send the customer a written notice by mail about the potential deactivation and ways to avoid unwanted deactivation and that the

²⁰ See Order Granting Joint Motion and Approving Revisions to Settlement Agreement, October 13, 2011 (“Order 05”).

customer shall have a 30 day grace period from the deactivation date to reactivate the SafeLink Wireless[®] account and restore the minutes accrued during the 60 day non-usage period and the 30 day grace period. TracFone has a non-usage procedure in place that complies with this condition.

8. Condition 8 requires TracFone to file quarterly reports 30 days after the end of each quarter that provide the number of Lifeline customers by service plan that it enrolls each month and the number of deactivated Lifeline customers each month by service plan and the reasons for deactivation. TracFone was required to file quarterly reports beginning with the quarter ending on June 30, 2010. As of June 30, 2010, TracFone had not commenced offering Lifeline service in Washington. Therefore, it had no information to report. TracFone advised the Commission of this fact in a letter dated July 29, 2010. Subsequently, TracFone has filed quarterly reports on November 1, 2010, January 1, 2011, and May 2, 2011.

9. Condition 9 requires TracFone to respond within 30 days to Commission Staff's information requests on TracFone's Lifeline operations. TracFone has timely responded to all requests for information from Commission Staff.

10. Condition 10 requires TracFone to cooperate with the Commission and the Department of Social and Health Services ("DSHS") to work out a procedure to verify TracFone Lifeline customers' eligibility. TracFone has worked with Commission Staff and DSHS Staff to develop a verification procedure. As part of the verification process, TracFone has access to DSHS's data base and is required to check the eligibility of a random sample of Lifeline applicants.

11. Condition 11 requires TracFone to modify its Lifeline services in Washington so that airtime minutes are not deducted for calls to customer service made from the customer's

handset by dialing 611. TracFone has made this modification. Therefore, all Washington Lifeline customers may contact customer service by dialing 611 from their handsets without having any minutes deducted.

12. Condition 12 requires TracFone to file with the Commission its complete Lifeline customer records of the prior calendar year by March 31. The customer records are subject to review of the Commission and DSHS. The records must have all the necessary information and be in an electronic format required by DSHS. After the Commission and DSHS notify TracFone of the results of the review, TracFone must take appropriate measures to either correct the customer records or stop providing services to ineligible customers and report the resolutions to the agencies within 60 days of the notice. TracFone provided its customer records to the Commission Staff in the required electronic format on March 31, 2011. Pursuant to a Commission Staff request, TracFone provided a copy of its customer records to DSHS on April 14, 2011. DSHS notified TracFone of the results of its review by a letter dated May 9, 2011. TracFone filed a copy of the DSHS results with the Commission on May 19, 2011. In accordance with Condition 12, TracFone will file a report regarding any measures it has taken to address issues raised in the DSHS report on or before July 8, 2011.

13. Condition 13 requires TracFone to provide the Commission a copy of its annual Lifeline Verification survey results that it files with the Universal Service Administrative Company (“USAC”) by August 31 of each year. TracFone commenced service in Washington in September 2010. Therefore, it has not yet filed annual Lifeline Verification survey results for Washington with USAC. TracFone will comply with this condition when it files its survey results with USAC on August 31, 2011.

14. Condition 14 requires TracFone to file with the Commission, by March 31 of each year, a report on the number of complaints, categorized by the different nature of complaints, that it received from Washington Lifeline customers during the prior calendar year. TracFone filed this report on March 31, 2011.

15. Condition 15 requires TracFone to cooperate with the Washington State Enhanced 911 Program (E911) and all Public Safety Answering Points on E911 issues and shall, upon request, designate a representative to serve as a member or alternate member of the Washington State E911 Advisory Committee or its Communications Sub-committee. TracFone will cooperate with the Washington State Enhanced 911 Program (E911) and all Public Safety Answering Points on E911 issues. However, TracFone is not aware of any E911 issues that it needs to address. TracFone has not received any requests to designate a representative to serve as a member of the Washington E911 Advisory Committee or its Communications Sub-committee.

16. Condition 16 requires TracFone to participate in the Washington State E911 Program's "What's Your Location" public information campaign if the E911 Program requests the participation of wireless carriers. The E911 Program has not requested TracFone to participate in the "What's Your Location" campaign.

17. Condition 17 requires TracFone to collaborate with the Washington State E911 Program to test the compatibility of its handsets with the new Emergency Service Information Network in Washington. TracFone provided handsets to the Washington State E911 Program with the understanding that those handsets were to be tested.

18. Condition 18 requires TracFone to comply with rules on cessation of business as specified in WAC 480-120-083. TracFone will comply with WAC 480-120-083.

19. Condition 19 requires TracFone to collect and maintain necessary records and documentation to ensure its compliance with the applicable FCC and Commission requirements, including existing requirements and any future modifications. The records and documentation shall be provided to Commission Staff upon request. TracFone collects and maintains all records required by applicable state and federal requirements and will provide them to the Commission Staff upon request.

20. Condition 20 requires TracFone to cooperate with Commission Staff on phone number conservation issues and shall comply with 47 C.F.R. § 52. TracFone will comply with this condition. However, TracFone is not aware of any number conservation issues that it needs to address.

21. Condition 21 requires TracFone to comply with all applicable federal and Washington state statutes and regulations. TracFone complies with applicable federal and state law.

Based on the foregoing, TracFone has complied with all conditions set forth in the Settlement Agreement.

III. Renewal of TracFone’s ETC Designation Advances the Purpose of Universal Service and is in the Public Interest.

WAC 480-123-040 provides: “The commission will approve a petition for designation as an ETC if the petition meets the requirements of WAC 480-123-030, the designation will advance some or all of the purposes of universal service found in 47 U.S.C. § 254, and the designation is in the public interest.” Section I of this Application demonstrates that TracFone meets the requirements of WAC 480-123-030. Renewal of TracFone’s ETC designation is consistent with the purposes of universal service found in Section 254 of the Act.

Section 254(b)(1) states, as one of the universal service principles, that: “Quality services should be available at just, reasonable, and affordable rates.” Section 254(b)(3) further provides:

Consumers in all regions of the Nation, including low-income consumers and those in rural, insular, and high cost areas, should have access to telecommunications and information services, including interexchange services and advanced telecommunications and information services, that are reasonably comparable to those services provided in urban areas and that are available at rates that are reasonably comparable to rates charged for similar services in urban areas.

TracFone’s free Lifeline service enables low-income consumers to receive the same quality wireless service that TracFone provides to its non-Lifeline customers, but at no charge to those low-income consumers. Moreover, TracFone provides a free handset to all Lifeline customers. Therefore, upon being approved for Lifeline and receiving a handset, a consumer can commence using Lifeline service completely free of any charge. As such, TracFone’s Lifeline service advances the principle of universal service that quality service be available to all consumers, including low-income consumers, at affordable rates. Indeed, free service is inherently provided at an affordable rate.

When the Commission designated TracFone as an ETC, it found that such designation was in the public interest. The Commission applied the FCC’s public interest analysis that includes, but is not limited to, an examination of the benefits of increased consumer choice, the impact of the designation on the universal service fund, and the unique advantages and disadvantages of the competitor’s service offering.²¹ The Commission noted that Staff found that designation of TracFone as an ETC “would expand the choices available to low-income consumers, while ensuring adequate consumer protection and fiscal integrity.”²² The

²¹ Order 03, ¶¶ 26, 60 (citing Federal-State Joint Board Universal Service, Report and Order, 20 FCC Rcd 6371, ¶ 18 (2005)).

²² Order 03, ¶ 47 (citing Joint Narrative Supporting Settlement Agreement, April 29, 2010, ¶ 16). Docket UT-093012, TracFone Wireless, Inc.’s Application to Renew Eligible Telecommunications Carrier Designation

Commission expressed its concern about increased pressure on the universal service fund, but stated: “However, the FCC’s approval of TracFone’s ETC designation in 10 states and the District of Columbia gives us some comfort that the FCC is monitoring the fund balance.”²³ The Commission further noted that the FCC controls the federal universal service fund so that as long as the FCC continues to approve ETC designations, it will not allow the fund size to limit its actions.²⁴ In looking at the advantages and disadvantages of TracFone’s Lifeline service offering, the Commission questioned the benefit of TracFone’s Lifeline plan of 65 minutes of airtime per month, but determined that designation of TracFone as an ETC was in the public interest.²⁵

In August 2010, TracFone expanded its Lifeline offering to include three options, as previously described in this Application. TracFone and Commission Staff subsequently asked the Commission to modify the Settlement Agreement to account for the fact that TracFone’s Lifeline offerings now included increased airtime. When granting the parties’ request, the Commission stated:

The availability of additional plans with significantly larger amounts of local usage compares favorably with the services that other wireless ETC applicants intend to offer pursuant to applications that are currently pending before us in other proceedings and otherwise alleviates our concerns with TracFone’s petition. Accordingly, we find that the proposed modifications are in the public interest and should be approved.²⁶

TracFone’s continued ability to provide Lifeline service to low-income consumers in Washington is in the public interest. The existence of TracFone as an ETC has provided

²³ Order 03, ¶ 60.

²⁴ See id.

²⁵ Id. ¶¶ 60, 63.

²⁶ Order 05, ¶ 15.

Lifeline-eligible consumers with increased options. As disclosed in TracFone's quarterly reports, it has increased the number of its Lifeline customers each month since it commenced providing Lifeline service in September 2010. Based on its experience in the more than 30 states in which it provides Lifeline service, TracFone expects that the number of its Lifeline customers in Washington will continue to grow. Allowing TracFone to maintain its ETC designation and to continue to provide service to its current Lifeline customers, as well as to offer its Lifeline customers to additional low-income consumers seeking a wireless Lifeline option, is in the public interest.

IV. The Commission Should Clarify Which Programs Qualify a Consumer to Receive Lifeline Service in Washington.

In Washington, an individual consumer is eligible to receive Lifeline benefits if he or she participates in certain public assistance programs or if the individual's total household income is at or below 135 percent of the Federal Poverty Guidelines. The Commission's website notes that an individual qualifies for the Washington Telephone Assistance Program if he or she receives financial assistance from the DSHS, such as: Community Options Program; DSHS Chore Services; Food Stamps; General Assistance; Medical Assistance; Refugee Assistance; Supplemental Security Income; and Temporary Assistance for Needy Families (TANF).²⁷

Pursuant to Commission Staff's request, TracFone lists the following Lifeline-qualifying programs on its Application for Washington Lifeline Assistance Program: Community Options Program Entry System (COPES); DSHS Chore Service; General Assistance; Medical Assistance; Refugee Assistance; State Family Assistance; Supplemental Nutritional Assistance Program

²⁷ See Telephone Assistance Program, How do I know if I qualify?, provided as Exhibit 1.

(SNAP); Supplemental Security Income (SSI); and Temporary Assistance to Needy Families.²⁸ Virgin Mobile, which offers its Lifeline service under the brand name Assurance Wireless, lists the same Lifeline-qualifying programs on its website.²⁹ However, other ETCs offering Lifeline service in Washington do not list the same programs as qualifying an individual for Lifeline service. In particular, AT&T, Inland Cellular, Sprint, and T-Mobile include three federal assistance programs as Lifeline-qualifying programs, *i.e.*, Federal Public Housing Assistance; Low Income Home Energy Assistance (LIHEAP); and National School Lunch Program.³⁰ Moreover, AT&T, Inland Cellular, Sprint and T-Mobile do not mention Washington state programs, such as DSHS Chore Service and Refugee Assistance as Lifeline-qualifying programs. TracFone requests the Commission to permit TracFone to list federal Lifeline-qualifying programs on its SafeLink Wireless[®] Application for Washington Lifeline Assistance Program or in the alternative, to clarify which state and federal programs are Lifeline-qualifying programs and to require all ETCs to use the same program-based eligibility criteria.

CONCLUSION

TracFone meets this Commission's requirements for designation as an ETC and has complied with all conditions in the Settlement Agreement. Furthermore, renewal of TracFone's designation as an ETC is in the public interest because TracFone's Lifeline service offers low-income consumers a free wireless telecommunications option. As stated by the Commission, TracFone's current Lifeline offering is in the public interest. TracFone requests the Commission

²⁸ SafeLink Wireless[®] Application for Washington Lifeline Assistance Program, provided as Exhibit 2.

²⁹ See Assurance Wireless, How to Qualify for the Lifeline Program, provided as Exhibit 3.

³⁰ See AT&T Lifeline and Link Up Assistance Application - Washington, Inland Cellular Support-Lifeline for Washington Residents, T-Mobile Lifeline Notice and Washington Lifeline/Link Up Assistance Application, and Sprint Application Form - Lifeline/Link-Up Assistance Programs for WA, collectively provided as Exhibit 4.

to approve its Application and issue an order renewing TracFone's designation as an ETC. TracFone further request the Commission to permit TracFone to include federal Lifeline-qualifying programs on its Lifeline application, or in the alternative to require all ETCs to apply the same program-based criteria when enrolling consumers in their Lifeline plans.

Respectfully submitted,

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Washington, DC 20037

June 24, 2011

DECLARATION OF TRACFONE WIRELESS, INC.

I, Javier Rosado, state as follows:

1. I am Senior Vice President - Lifeline Services for TracFone Wireless, Inc. ("TracFone"). My business address is 9700 N.W. 112th Avenue, Miami, FL 33178.
2. In my capacity as Senior Vice President - Lifeline Services for TracFone, I am an authorized representative of TracFone. I have read TracFone's Application to Renew Eligible Telecommunications Designation. I confirm that the information contained therein is true and correct to the best of my knowledge.

I certify under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct.

June 24, 2011
Miami, Florida

A handwritten signature in black ink, appearing to read "Javier Rosado", written over a horizontal line.

Javier Rosado
President and Chief Executive Officer

Exhibit 1

Home > Consumers > Telephone > Telephone Assistance Program

Telephone Assistance Program

The Washington Telephone Assistance Program (WTAP) provides assistance to low-income households who are without telephones.

WTAP is designed to make sure low-income families throughout the state have affordable telephone service for access to vital resources and emergency services.

Funding for the program comes from an excise tax on all landline telephone lines. The Department of Revenue (DOR) establishes the excise tax rate in May of each year. The current excise tax rate for WTAP is \$0.13 per month.

Cheaper installation

WTAP pays for some or all of the cost to start your phone service if there is already a phone line in your home.

No deposit

You will not have to pay a deposit when you sign up for the WTAP program.

Low monthly charge

Basic local phone service is \$8 a month plus taxes and fees. WTAP pays for only one local phone line per household. The assistance program does not pay for long-distance calls or optional services such as Call Waiting, Caller ID or Voicemail.

Community Voicemail

For people who cannot get local phone service, WTAP may provide a voice mailbox service. If you do not qualify for the WTAP program, you may be eligible for a free voice mailbox through the Community Voice Mail program, for more information visit www.cvm.org.

How to qualify

You qualify if you receive financial assistance from the Department of Social and Health Services (DSHS), such as:

- ▶ Temporary Assistance for Needy Families (TANF)
- ▶ Food Stamps
- ▶ Supplemental Security Income
- ▶ Medical Assistance
- ▶ Refugee Assistance
- ▶ DSHS Chore Services
- ▶ Community Options Program
- ▶ General Assistance

Tribal Lifeline and Link-Up Programs

If you live on a federally recognized reservation, you may be able to save even more money on your phone bill through the federal Tribal Lifeline and Link-Up programs. Call your local phone company to find out if you qualify for this program. For more information on Tribal Lifeline and Link-Up, visit <http://www.fcc.gov/indians/financialassistance.html>.

Wireless Assistance

Some wireless phone companies offer federal Lifeline assistance. Lifeline benefits may be applied to only one type of service, landline or wireless, and to one line per household. If you are eligible for benefits, you must choose which service would best fit your needs. Contact your wireless company to see if it provides Lifeline benefits.

To Sign Up

To apply for WTAP, call your local telephone company with your DSHS client identification number.

Locate my local telephone company

If you need help signing up for the WTAP program contact the commission:

Toll Free – 1-888-333-WUTC (9882) or fill out an Online Complaint Form.

MORE INFORMATION

Consumer Help Line
Toll Free: 1-888-333-9882 Email:
consumer@utc.wa.gov

Department of Social and Health
Services
Toll Free: 1-800-700-8880

Community Voice Mail
Phone: 206-441-7872

Need help? Call the commission!

Commission staff are always ready to answer questions about regulated companies. We can help you with problems regarding their service, rates and billing practices. Please try to resolve your complaint directly with the company first. If you feel you have given them adequate time to correct the problem, and you are still not satisfied, call the commission for help at 1-888-333-WUTC (9882) or e-mail consumer@utc.wa.gov.

Exhibit 2



SafeLink

WIRELESS
APPLICATION FOR WASHINGTON
LIFELINE ASSISTANCE PROGRAM



Please read all instructions before completing. Information will be validated. Discrepancies could result in delays.

Home Phone Number _____

Cell Phone Number _____

Contact Phone Number _____

First Name _____ MI _____ Last Name _____

Birth Date (Month/Day/Year) _____

Email Address _____

DSHS Client ID (9 digits) _____

Last Four Digits of SSN _____

Choose your program (check one)



Program Features - Perfect for:

	International Calling & Texting	Carry-Over Minutes	Talk Minutes
Carry-Over minutes from month to month	Yes	No	No*
100+ International long distance destinations	Yes	No	No
Text Messaging	Yes (0.3 minutes per text)	Yes (1 minute per text)	Yes (1 minute per text)
Voicemail/Caller ID/Call waiting	Yes	Yes	Yes



*If you choose this program, all unused minutes (including purchased cards and free minutes) will be removed/wiped out and will not carry-over on your next monthly minutes delivery.



To apply for SafeLink you may choose **ONE** of the two options below:

OPTION 1 Qualify by certifying you belong to **ONE** of the programs listed below (No proof necessary).

I hereby certify that I participate in at least ONE of the following public assistance programs:

- State Family Assistance (SFA)
- Supplemental Nutrition Assistance Program (Food Stamps)
- Temporary Assistance to Needy Families (TANF)
- Supplemental Security Income (SSI)
- General Assistance
- Refugee Assistance
- Medical Assistance (including Medicare cost-sharing programs)
- Community Options Program Entry System (COPES)
- DSHS Chore Service



Qualify via income. You must submit proof of your total household income. Please provide one of the documents listed below. (Please provide copies ONLY)

HOUSEHOLD INCOME:

Please check household persons and income level that applies. Eligibility may apply if your total household income is at or below the following guidelines.

Persons in Family or Household	Annual Income	Monthly Income	
1	\$14,621	\$1,218	<input type="checkbox"/>
2	\$19,670	\$1,639	<input type="checkbox"/>
3	\$24,719	\$2,060	<input type="checkbox"/>
4	\$29,768	\$2,481	<input type="checkbox"/>
5	\$34,817	\$2,901	<input type="checkbox"/>
6	\$39,866	\$3,322	<input type="checkbox"/>
7	\$44,915	\$3,743	<input type="checkbox"/>
8	\$49,964	\$4,164	<input type="checkbox"/>
For each additional person, add:	\$5,049	\$421	<input type="checkbox"/>

You must submit proof of total household income for income-based qualification.

For Example:

- 3 consecutive months of current pay stubs
- Current income statement or W2 from an employer.
- Unemployment/Workers Compensation statement of benefits
- Any other legal document that would show income such as Divorce Decree or Child support document
- Federal or state tax return.
- Social Security statement of benefits
- Retirement/Pension statement of benefits



Please read and sign the following:

BY SIGNING BELOW, I ACKNOWLEDGE THAT PROVIDING FRAUDULENT DOCUMENTATION/INFORMATION IN ORDER TO RECEIVE ASSISTANCE IS PUNISHABLE BY LAW.

PENALTY OF PERJURY

Under title 18 U.S.C. § 1621, whoever willfully states as true any material matter which he does not believe to be true in a statement under penalty of perjury, is guilty of perjury and shall, except as otherwise expressly provided by law, be fined or imprisoned not more than five years, or both.

I certify under penalty of perjury that:

- I qualify based on the total household income or program participation as identified herein.
- I do not currently receive Lifeline support for a land or wireless line serving my residential address. No other resident at my address participates in the Lifeline program; otherwise I agree to cancel my current household Lifeline support provided or Washington Telephone Assistance Program service in favor of SafeLink Wireless*.
- I am head of household and I am not claimed as dependent on someone else's federal or state tax return.
- I will notify SafeLink Wireless* when my income level changes and I no longer qualify for any of the programs identified herein by calling 1-800-SafeLink (1-800-723-3546).
- I will notify SafeLink Wireless* of any change of address by calling 1-800-SafeLink (1-800-723-3546).
- The information contained on this form is true and correct to the best of my knowledge and belief.

I authorize SafeLink Wireless* or its duly appointed representative to access any records required to verify my statements herein and to confirm my continued eligibility for Lifeline assistance. I also authorize social service agency representatives to discuss with and/or provide information to SafeLink Wireless* verifying my participation in benefit programs that qualify me for the Lifeline assistance. I understand that completion of this form does not constitute immediate approval for Lifeline.

PRIVACY LAW

Please check this box if you would like to receive pre-recorded special offers for SafeLink Customers and promotional offers from TracFone at the Home Telephone number provided in the Contact Information.



Applicant Signature _____ Date _____

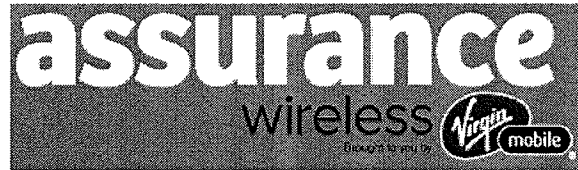
For questions please call 1-800-SafeLink (1-800-723-3546)

PROMO CODE: _____

Mail application to: SafeLink Wireless*
PO Box 220009
Milwaukie, OR 97269-0009

Fax application to: 1-866-902-5756

Exhibit 3



- [WELCOME](#)
- [PROGRAM DESCRIPTION](#)
- [HOW TO QUALIFY](#)
- [CHECK AVAILABILITY](#)
- [FAQS](#)
- [CHECK STATUS](#)
- [LOG IN](#)
- [ACTIVATE](#)

How to Qualify for the Lifeline Program

Receive a FREE Virgin Mobile phone and 250 monthly minutes from Assurance Wireless. Assurance Wireless is an eligible telecommunications carrier for the Lifeline phone program that provides free wireless phones and service to income-eligible consumers in certain US states. To see if you qualify, look for your state in the dropdown menu below. If you see your state, click its name to see eligibility requirements. If not, Assurance Wireless is expanding so check back later to see what states we are serving.

CONTACT US

Please call us at 1-888-898-4888. An advisor would be happy to answer any questions you may have.

SELECT YOUR STATE

Washington

You may qualify for Assurance Wireless if you participate in any of the following government programs:

Washington

- . Community Options Program Entry System (COPEs)
 - . Disability Lifeline (formerly General Assistance)
 - . DSHS Chore Service
 - . Medical Assistance (including Medicare cost-sharing programs)
- . Refugee Assistance
 - . State Family Assistance (SFA)
 - . Supplemental Nutrition Assistance Program SNAP (Food Stamps)
 - . Supplemental Security Income (SSI)
 - . Temporary Assistance to Needy Families (TANF)

OR You may qualify based on household income. [Click here for more info.](#)

FOR WASHINGTON STATE CUSTOMERS, COMPLAINTS REGARDING LIFELINE SERVICE MAY BE DIRECTED TO THE WASHINGTON STATE OFFICE OF ATTORNEY GENERAL, CONSUMER PROTECTION DIVISION AT 1-800-551-4636.

Click on the "[Check Availability](#)" tab to see if Assurance Wireless is offered in your area.

Service within nationwide coverage area reaching more than 278 million people. Assurance Wireless is not available in all areas. Visit virginmobileusa.com for a detailed map and to check if service is available in your

[News Room](#) | [Contact Us](#) | [En Español](#)

Exhibit 4



Lifeline and Link Up Assistance Application - Washington

Please mail completed application to: AT&T Lifeline Link Up
1215 W. Cherry St. – Vermillion, SD 57069

1. Applicant Information (address must be your principal residence)

Last name	First name	Middle	
Street address (not a P.O. Box)	City	State	ZIP code

2. Current Telephone Service (check all that apply)

- I do not currently have telephone service.
- I currently have telephone service at the above address.

Telephone number	Current provider
<input type="checkbox"/> I currently receive monthly Lifeline assistance for the above phone line. <i>(Note: Lifeline assistance may only be applied to one phone line at your principal residence.)</i>	
<input type="checkbox"/> I previously received Link Up assistance at the above address. <i>(Note: You may not receive Link Up assistance more than once at the same principal residence.)</i>	

3. Eligibility Requirements (check all that apply)

- I currently participate in or receive benefits from one or more of the following programs:
 - Medicaid (not Medicare)
 - Food Stamps
 - Supplemental Security Income
 - Federal Public Housing Assistance (Section 8) **or**
 - Low Income Home Energy Assistance
 - National School Lunch Program
 - Temporary Assistance for Needy Families
- My household income is at or below 135% of the Federal Poverty Guidelines.
The total number of individuals in my household is ____.
I have included true and correct copies of at least one of the following documents verifying my household income:
 - Prior year's state, federal or tribal tax return
 - Social Security statement of benefits
 - Retirement/pension statement of benefits
 - Unemployment/Workman's Compensation statement of benefits
 - Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance
 - Current income statement from an employer or paycheck stub
 - Veterans Administration statement of benefits
 - Divorce decree or child support document

NOTE: IF YOU CHOOSE TO PROVIDE ANY DOCUMENT OTHER THAN THE PRIOR YEAR'S STATE, FEDERAL, OR TRIBAL INCOME TAX RETURN AS EVIDENCE OF INCOME, YOU MUST PRESENT THREE CONSECUTIVE MONTHS WORTH OF THE SAME TYPE OF STATEMENT WITHIN THE CALENDAR YEAR.

4. Enhanced Lifeline and Link Up (check all that apply)

- I reside on the following reservation: _____
- My Tribal Enrollment Number is: _____
- I currently participate in or receive benefits from one or more of the following programs:
 - Bureau of Indian Affairs General Assistance
 - Tribally Administered Temporary Assistance for Needy Families
 - Head Start (meeting income qualifying standards)
 - National School Lunch Program

I ACKNOWLEDGE AND CERTIFY UNDER PENALTY OF PERJURY THAT (1) I HAVE READ THE INFORMATION IN THIS APPLICATION; (2) THE INFORMATION CONTAINED IN THIS APPLICATION IS TRUE AND CORRECT; AND (3) I UNDERSTAND THAT I MUST MEET THE ABOVE QUALIFICATIONS TO RECEIVE LIFELINE AND LINK UP ASSISTANCE.

- 1) I UNDERSTAND THAT LIFELINE SUPPORT IS ONLY AVAILABLE FOR A SINGLE TELEPHONE LINE AT MY PRINCIPAL RESIDENCE.
- 2) I UNDERSTAND THAT I MAY NOT RECEIVE LINK UP ASSISTANCE MORE THAN ONCE AT THE SAME PRINCIPAL RESIDENCE.
- 3) I UNDERSTAND THAT COMPLETION OF THIS APPLICATION DOES NOT CONSTITUTE IMMEDIATE ENROLLMENT IN THIS PROGRAM.
- 4) I UNDERSTAND SERVICE WILL BE PROVIDED SUBJECT TO THE TERMS AND CONDITIONS OF SERVICE, RATE PLAN BROCHURE, AND LIFELINE AND LINK UP CONTRACT RIDER.
- 5) I AGREE TO NOTIFY AT&T WITHIN FIVE (5) CALENDAR DAYS IF (A) MY HOUSEHOLD INCOME EXCEEDS 135% OF THE FEDERAL POVERTY GUIDELINES OR (B) I NO LONGER PARTICIPATE IN THE PROGRAM(S) IDENTIFIED ABOVE.
- 6) I FURTHER CONSENT TO THE RELEASE OF THE INFORMATION ON THIS APPLICATION (INCLUDING FINANCIAL INFORMATION) PURSUANT TO THE ADMINISTRATION OF THIS PROGRAM.
- 7) I AGREE TO NOTIFY MY CURRENT SERVICE PROVIDER THAT I HAVE APPLIED TO RECEIVE LIFELINE AND LINK UP SERVICE FROM AT&T.

Signature

Date

Lifeline and Link Up Assistance Application - Washington

Lifeline Assistance

	Non-Tribal Lands	Tribal Lands
Tier 1: Federal End User Common Line Change Credit	\$6.50	\$6.50
Tier 2: Federal Credit to Residential Service	\$1.75	\$1.75
Tier 3: Additional Federal Credit to Residential Access Line	None	None
Tier 4: Additional Federal Credit to Residential Service necessary to reduce an eligible resident of Tribal Lands' monthly bill to not less than \$1	—	Up to \$25
State-Mandated or Carrier-Provided Support	None	None
Maximum Discount:	\$8.25	\$23.99

Link Up Assistance

Customer will receive a one-time credit equal to half of the Company's customary charge for commencing Service at the customer's principal place of residence. AT&T will waive the remaining portion of the fee so activation for eligible customers is free.

Total Discount: \$36

Lifeline and Link Up Assistance Application: Consent to Credit Check

Thank you for applying for Lifeline and Link Up assistance through AT&T.

Following approval of your completed application for Lifeline and Link Up assistance, AT&T will need to run a credit check in order to establish an account in your name and to activate your service. Please note, **your credit history will not affect your eligibility for Lifeline and Link Up**. All AT&T customers must complete this process prior to activation. If you have any questions or concerns, please contact a Lifeline Customer Service Representative at 1-800-377-9450.

Thank you again for selecting AT&T.

* * *

APPLICANT: I AM APPLYING FOR LIFELINE AND LINK UP ASSISTANCE WITH AT&T. I AM PROVIDING THE FOLLOWING INFORMATION TO AT&T TO ENABLE AT&T TO OBTAIN AND USE MY CREDIT REPORT AND RELATED INFORMATION FROM ANY SOURCE IN CONNECTION WITH MY APPLICATION FOR LIFELINE AND LINK UP ASSISTANCE AND MY REQUEST TO OBTAIN WIRELESS SERVICES FROM AT&T. I UNDERSTAND THAT MY APPLICATION AND AT&T'S SERVICE GENERALLY ARE GOVERNED BY AT&T'S WIRELESS SERVICE TERMS AND THE LIFELINE AND LINK UP CONTRACT RIDER.

Applicant's Name _____

Street Address _____

Phone Number (_____) _____

Social Security Number _____

Date of Birth _____

Driver's License Number (expiration date and issuing state) _____

To apply for AT&T's Lifeline and Link Up service, please mail

- (1) your completed Lifeline and Link Up Assistance Application and
- (2) this completed Consent to Credit Check to the following address:

AT&T
Lifeline - Link Up
1215 W. Cherry St.
Vermillion, SD 57069

Lifeline and Link Up Assistance Application - Washington

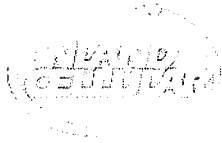
Lifeline and Link Up Contract Rider

This is an agreement ("Agreement") between you (the "Client") and the entity that owns or leases a Federal Communications Commission license to provide wireless radio and other services ("Service") in the area associated with your assigned account ("Account") that is doing business as AT&T ("AT&T" or the "Company"). AT&T Lifeline and Link Up Service (the "Program") is subject to the rates, terms and conditions in the Terms of Service and AT&T Calling Plan, Service Plan or Rate Plan ("Rate Plan") brochure and this rider, in any applicable feature or promotional materials not inconsistent with this contract rider, and/or at www.att.com (collectively, "Sales Information"). Notwithstanding the rates, terms and conditions set forth in the foregoing documents, the Company's provision of Lifeline and Link Up Service is subject to the additional rates, terms and conditions set forth in this Contract Rider. In the event of any conflict between this Contract Rider and the rates, terms and conditions of the Terms of Service, Rate Plan brochure or Sales Information, the provisions of this Contract Rider shall prevail.

1. The Program is only available in areas where the Company has been designated as an Eligible Telecommunications Carrier ("ETC"). Your principal residence address must be within an AT&T ETC Service Area. To be eligible for the Program, you must meet the applicable eligibility standards in effect at the time of application. The name on the phone bill must match the name of the customer who is eligible for the Program. Unless otherwise provided, the term of this Agreement is one (1) year.
2. You are responsible for notifying AT&T when you no longer meet the applicable eligibility standards for the Program within five (5) days of becoming aware of such ineligibility. In the event AT&T determines that you are no longer eligible for the Program, the Company will notify you that the Lifeline subsidy will be discontinued after thirty (30) days of such notice, unless the Client notifies the Company that an error has been made. The Client shall have thirty (30) additional days to submit evidence that he or she still complies with the Program's requirements. If sixty (60) days from the date of the notice the Client has not yet submitted evidence of compliance with the Program's requirements, the Company shall suspend the Lifeline subsidy. The sixty (60) day period shall not be applicable if the Client notifies AT&T that he or she does not comply with the Program's requirements.
3. Service activation requires written self-certification of eligibility signed under penalty of perjury. If you seek to qualify for the 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 AT&T written documentation of your household income and/or participation in a qualifying federal or state program. The Company shall retain all such customer certifications and documentation in order to furnish proof of customer eligibility as may be required by applicable law. By completing the Lifeline/Link Up Application, you consent to the release of your customer information (including financial information) pursuant to the administration of this Program. This consent survives the termination of this Agreement.
4. Completion of the Lifeline and Link Up Application does not constitute immediate enrollment in the Program. The Company reserves the right to review customer eligibility status at any time. If you lose your eligibility for this Program, we may 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 this 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.
5. Program assistance is applied as a credit against your monthly bill and is limited to the amount of federal and/or state universal service support available to the service area for which the Company has been designated as ETC. These amounts will be reflected on your bill and may be changed from time to time without prior notice to you. The amount of the credit may not exceed the charge for Service.
6. You may only receive Lifeline support for a single telephone line, be it wireline or wireless, at your principal residence. If you or any member of your family unit receives Lifeline subsidies from any other telephone company, you are responsible for notifying your current service provider that you have applied for Lifeline and Link Up services from AT&T.
7. The Client is responsible for the cost of a compatible wireless phone to receive Service. Lifeline and Link Up assistance may not be applied to offset the cost of customer equipment. You may not receive Link Up assistance to initiate Service more than once at the same principal residence. Link Up assistance may not be applied to service activation charges paid prior to enrollment in this Program.
8. You will not be assessed for federal or state universal service fees or the Regulatory Cost Recovery Fee. You are responsible for the payment of any other applicable taxes, fees, surcharges or assessments relating to the Service, which will be billed by the Company.
9. Outgoing international long distance calling will be blocked. International roaming calls will be blocked.
10. The Company may block outgoing long distance calls in cases of non-payment. Non-authorized manipulation, modification, adjustment, or repair made to the Client's equipment to allow the making of long distance calls or any other kind of calls not included in the Calling Plan shall constitute a violation of this Agreement and the Service may be terminated.
11. Minutes included in the Calling Plan may not be rolled over and shall be used within the Local Service Area for which the Company has been designated as an ETC within Washington. The Local Service Area to which the Client belongs shall be determined by his or her billing address. Roaming service (use outside of the Local Service Area) shall be billed at a rate of twenty five cents (\$0.25) per minute. Minutes in excess of the minutes provided in the Calling Plan shall be billed at a rate of fifteen cents (\$0.15) per minute.

AT&T GSM handset required on Lifeline/Link up plans. Your phone's display does not indicate the rate you will be charged. Please review your coverage map for areas included or excluded in your plan. Map depicts an approximation of outdoor coverage. Map may include areas served by unaffiliated carriers and may depict their licensed area rather than an approximation of the coverage there. Actual coverage area may differ substantially from the graphics shown in the map, and coverage may be affected by such things as terrain, weather, foliage, buildings and other construction, signal strength, customer equipment and other factors. AT&T does not guarantee coverage. Charges will be based on the location of the site receiving and transmitting the call, not the location of the subscriber. Future Coverage, is based on current planning assumption but is subject to change and has not yet been confirmed.

The nights and weekend periods are from 9:00 p.m. to 6:00 a.m. from Monday to Friday, and Saturdays and Sundays all day long. The airtime minutes used in long distance calls to the United States will be discounted from the plan. Originating international long distance calls will not be allowed. The roaming cost is \$0.25 per minute and airtime minutes used will be discounted from minutes included in the plan. International roaming is not available. No rollover can be made. The airtime minutes used in excess of the ones included in the plan will be charged at \$0.15 per minute. These are government programs that help people who comply with certain criteria to pay for their phone services and related fees. AT&T is offering these programs in limited locations. To determine if Lifeline and Link Up are available from AT&T at your principal residence, please contact our Lifeline Customer Service Representative at 1-800-377-9450. Terms and Conditions: Lifeline and Link Up Service are subject to the terms and conditions found in the Terms of Service, Rate Plan, Sales Information and Lifeline and Link Up Contract. © 2009 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.



Phones

Calling Plans

App Shack

Support-Lifeline

Inland Cellular is now able to offer a Lifeline discount to qualifying Washington State or Idaho Residents.

WASHINGTON RESIDENTS

You may qualify if:

You participate in one of the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP) or any Official Home Energy Assistance Program
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch/Free Lunch Program

You live on or near an Indian Reservation or tribal lands and participate in one of the following programs:

- Bureau of Indian Affairs (BIA) general assistance
- Tribal Temporary Assistance for Needy Families
- Low-Income Home Energy Assistance Program (LIHEAP) or any Official Home Energy Assistance Program
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch/Free Lunch Program
- Head Start (if income eligible)

The current discount is \$8.25 per month (subject to change). Please contact us for more information.

IDAHO RESIDENTS

You may qualify if:

- Your household income is at or below 133% of the Federal Poverty Guidelines
- You live on or near an Indian Reservation or tribal lands and participate in one of the following programs:
- Bureau of Indian Affairs (BIA) general assistance
- Tribal Temporary Assistance for Needy Families
- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF) or Tribal TANF
- Free meals under the National School Lunch Program
- Head Start (if income eligible)

Please contact Community Action Partnership for qualification. The current Lifeline discount is \$8.25 per month (subject to change). You may also be eligible of Idaho's ITSAP (Idaho Telecommunications Service Assistance Program) which provides a \$3.50 per month discount (subject to change).

Restrictions

- One discount per household
- If you are already receiving a Lifeline discount (for instance, on a landline phone), you cannot also get a discount on a cellular phone
- This program can be changed, amended or discontinued at any time
- You may have to provide proof of eligibility
- Other restrictions apply. Ask for details!

For more information please click here.

Services

Support

Messaging

Coverage Map

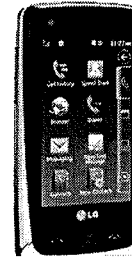
Online Billing

Featured Cell Phone

LG AN510 Prestige

Featuring...

- Slide Out Qwerty Keyboard
- 240 x 400 pixels (TFT) 3" diagonal
- Touchscreen
- Music Player



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Site by Northwest Media

Lifeline Notice

Check to see if you qualify for discounted monthly wireless service.

Save money with Lifeline

T-Mobile® customers in Washington may be eligible to receive discounted wireless telecommunications service of \$6.49 per month (or \$1 per month for qualifying residents of federally recognized tribal lands) under the Lifeline program and a one-time reduced activation fee under the Link Up program.

Qualifying for Lifeline and/or Link Up

In Washington, customers may qualify for Lifeline and/or Link Up assistance if they are currently eligible to receive benefits from any of the following assistance programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (including Section 8)
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's free lunch program (must qualify for free lunch)
- Temporary Assistance for Needy Families (TANF)

T-Mobile

stick
together

Additionally, residents of Washington might qualify for Lifeline and/or Link Up if their total household income does not exceed 135% of the Federal Poverty Guidelines.

You must complete a T-Mobile Lifeline and Link Up application form for your state in order to receive Lifeline and/or Link Up benefits.

Customers who are also residents of federally recognized tribal lands may qualify for Lifeline/Link Up assistance under the assistance programs listed or if they are currently eligible to receive benefits from any of the following assistance programs:

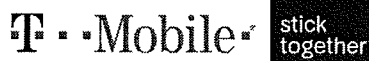
- Bureau of Indian Affairs General Assistance
- Tribal Temporary Assistance for Needy Families (TTANF)
- Head Start (must satisfy income-qualifying standard)

Additional Information & Signing Up

For additional information or to sign up for T-Mobile's Lifeline and Link Up offerings call USLifeline at 1-800-937-8997.

T-Mobile currently offers Lifeline/Link Up 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.



See brochures and **Terms and Conditions (Including arbitration provision)** at www.T-Mobile.com for additional information regarding T-Mobile service and products. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. stick together is a registered trademark of T-Mobile USA, Inc. © 2010 T-Mobile USA, Inc. T0225.1.4x9.WA

Washington Lifeline/Link Up Assistance Application

This information will be used to activate a new or convert your existing T-Mobile wireless account and to determine your initial and ongoing eligibility to receive Lifeline and Link Up discounts.



I. APPLICANT INFORMATION (PLEASE PRINT)

First Name:		Middle Name:		Last Name:	
Address: <small>(THIS MUST BE A PHYSICAL STREET ADDRESS WHERE YOU LIVE, NOT A POST OFFICE BOX)</small>		City:	State:	Zip:	
Employer:		Home Phone:	Work Phone:		Date of Birth:
Driver's License Information		Issuing State:	Number:	Expiration Date:	

II. SERVICE ACTIVATION INFORMATION

<input type="checkbox"/> I am a current T-Mobile customer	T-Mobile Phone Number:
<input type="checkbox"/> I will be porting another telephone number	Number to Port:
(T-MOBILE WILL USE MY EXISTING TELEPHONE NUMBER FROM ANOTHER CARRIER TO ACTIVATE MY LIFELINE SERVICE)	
IMEI:	(THE 15 DIGIT NUMBER ON THE HANDSET LOCATED BEHIND THE BATTERY)
<input type="checkbox"/> I am requesting a new T-Mobile line of service	Handset Information
Manufacturer:	Model:
	Color:

III. ELIGIBILITY REQUIREMENTS

ALL APPLICANTS COMPLETE THIS SECTION (CHECK ALL THAT APPLY)

<p>I am currently eligible to receive benefits from the following public assistance program(s):</p> <input type="checkbox"/> Medicaid <input type="checkbox"/> Food Stamps <input type="checkbox"/> Low Income Home Energy Assistance (LIHEAP) <input type="checkbox"/> Temporary Assistance for Needy Families (Work First) <input type="checkbox"/> Crisis Intervention Program (CIP) <input type="checkbox"/> Supplemental Security Income (SSI) <input type="checkbox"/> Federal Public Housing (SECTION 8)	<p>RESIDENTS OF TRIBAL LANDS ALSO COMPLETE THIS SECTION</p> <input type="checkbox"/> My residence is located on federally-recognized Tribal lands. <p>I currently participate in the following public assistance program(s):</p> <input type="checkbox"/> National School Lunch Program's free lunch program (must qualify for free lunch) <input type="checkbox"/> Bureau of Indian Affairs General Assistance <input type="checkbox"/> Tribally Administered Temporary Assistance for Needy Families (TTANF) <input type="checkbox"/> Head Start (must satisfy income qualifying standard)
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OR

<p><input type="checkbox"/> My total household income is at or below 135% of the Federal Poverty Guidelines (please see the current FPG chart listed on the reverse side).</p> <p>IF YOU ARE QUALIFYING BASED ON INCOME, YOU MUST PROVIDE COPIES OF ONE OR MORE OF THE DOCUMENTS LISTED BELOW.</p> <p>Prior year's state, federal or tribal tax return Social Security benefits statement Veterans Administration benefits statement Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance</p>	<p>Retirement/Pension benefit statement Divorce decree or child support document Unemployment/Workers Compensation benefits statement Current income statement from employer or paycheck stub</p>
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IF YOU PROVIDE DOCUMENTATION OTHER THAN YOUR PRIOR YEAR'S STATE, FEDERAL, OR TRIBAL TAX RETURN, YOU MUST SUBMIT THREE CONSECUTIVE MONTHS WORTH OF THE SAME TYPE OF DOCUMENT WITHIN THE CURRENT CALENDAR YEAR. SUBMITTED DOCUMENTS WILL NOT BE RETURNED.

YOU MUST COMPLETE THE REVERSE SIDE FOR YOUR APPLICATION TO BE PROCESSED.

IV. APPLICANT CERTIFICATION (THE FOLLOWING CERTIFICATIONS ARE MADE UNDER PENALTY OF PERJURY)

I, or a member of my household, currently receives Lifeline assistance at the above address.

Yes (*Lifeline assistance is only available for one wireline or wireless phone line per address.*)

No

I have, or a member of my household has, received Link Up assistance at the above address.

Yes (*You may not receive Link Up assistance more than once at the same address.*)

No

- I CERTIFY THAT THE INFORMATION PROVIDED ON THIS APPLICATION IS TRUE AND CORRECT. I ACKNOWLEDGE THAT PROVIDING FALSE OR FRAUDULENT INFORMATION IN ORDER TO RECEIVE LIFELINE/LINK UP ASSISTANCE IS PUNISHABLE BY LAW.
- I AUTHORIZE T-MOBILE AND ITS AGENTS TO ACCESS ANY RECORDS (INCLUDING FINANCIAL RECORDS) REQUIRED TO VERIFY MY STATEMENTS HEREIN AND TO CONFIRM MY ELIGIBILITY FOR LIFELINE/LINK UP ASSISTANCE. I AUTHORIZE SOCIAL SERVICE AGENCY REPRESENTATIVES TO DISCUSS WITH AND/OR PROVIDE INFORMATION TO T-MOBILE AND ITS AGENTS VERIFYING MY PARTICIPATION IN PUBLIC ASSISTANCE PROGRAMS THAT QUALIFY ME FOR LIFELINE/LINK UP ASSISTANCE.
- I AUTHORIZE T-MOBILE TO RELEASE ANY RECORDS (INCLUDING FINANCIAL RECORDS) REQUIRED FOR THE ADMINISTRATION OF THE LIFELINE/LINK UP PROGRAMS.
- I UNDERSTAND THAT I MAY BE REQUIRED TO VERIFY MY CONTINUED ELIGIBILITY FOR LIFELINE ASSISTANCE AT ANY TIME AND THAT FAILURE TO DO SO WILL RESULT IN TERMINATION OF LIFELINE ASSISTANCE. I AGREE TO NOTIFY T-MOBILE WITHIN FIVE (5) BUSINESS DAYS IF I BECOME INELIGIBLE TO RECEIVE LIFELINE ASSISTANCE.
- I UNDERSTAND THAT LIFELINE ASSISTANCE IS ONLY AVAILABLE FOR ONE WIRELINE OR WIRELESS PHONE LINE PER ADDRESS AND THAT I MAY NOT RECEIVE LINK UP ASSISTANCE MORE THAN ONCE AT THE SAME ADDRESS. IF I CURRENTLY RECEIVE LIFELINE ASSISTANCE, I AGREE TO NOTIFY MY CURRENT LIFELINE SERVICE PROVIDER THAT I HAVE APPLIED TO RECEIVE LIFELINE/LINK UP ASSISTANCE FROM T-MOBILE.

Applicant's Signature: _____

Date: _____, 20____

THIS FORM MUST BE COMPLETED IN ITS ENTIRETY AND CAN BE SUBMITTED BY:

MAIL
T-MOBILE – LIFELINE SUPPORT
P.O. BOX 37380
ALBUQUERQUE, NEW MEXICO 87176

FAX
813-348-5724

IF YOU HAVE QUESTIONS, PLEASE CALL 1-800-937-8997 FOR ASSISTANCE.

For Internal T-Mobile Use Only

BAN: _____

MSISDN: _____

INCOME DOCUMENTATION VERIFIED (if applicable):
 REPRESENTATIVE INITIAL _____

135% 2011 FEDERAL POVERTY GUIDELINES - APPLICABLE TO RESIDENTS OF FEDERALLY RECOGNIZED TRIBAL LANDS ONLY	
Members of Household (circle one)	Household Income must be at or below
1	\$ 14,702
2	\$ 19,859
3	\$ 25,016
4	\$ 30,173
5	\$ 35,330
6	\$ 40,487
7	\$ 45,644
8	\$ 50,801
For every additional member of your household, add \$5,157	

State
WA

APPLICATION FORM – LIFELINE/LINK-UP ASSISTANCE PROGRAMS
(Please Read All Instructions Before Completing)

1. APPLICANT INFORMATION (PLEASE PRINT).		
Last Name	First Name	Middle Name
Street/Apartment No. (PO Box numbers cannot be accepted)		
City	State	Zip Code
Home Telephone Number () -	Date of Birth / /	Number of persons in household
2. EXISTING SERVICE (CHECK ALL THAT APPLY)		
<input type="checkbox"/> No. I am not a current Sprint or Nextel subscriber.	<input type="checkbox"/> Please send me a wireless phone. I understand the cost of my phone will be charged to my account.	
<input type="checkbox"/> Yes. I am a current Sprint or Nextel subscriber.	Existing Sprint or Nextel subscribers: Current Sprint or Nextel number (including area code): () -	
Do you or any member of your household currently receive Lifeline assistance at the above address? (Lifeline provides reduced monthly charges for home telephone service). <input type="checkbox"/> Yes (<i>Lifeline assistance is only available for one wireline or wireless phone line per household</i>). <input type="checkbox"/> No		
Have you or any member of your household received Link Up assistance at the above address? (Link Up reduces the activation fee to initiate telephone service). <input type="checkbox"/> Yes (<i>You may not receive Link Up assistance more than once at the same residence</i>). <input type="checkbox"/> No		
3. ELIGIBILITY REQUIREMENTS (CHECK ALL THAT APPLY)		
<input type="checkbox"/> I am eighteen (18) years or older or, if under eighteen (18), I am the responsible head of household; and		
<input type="checkbox"/> I currently participate in the following public assistance program(s):		
<input type="checkbox"/> Federal Public Housing Assistance (FPHA) or Section 8	<input type="checkbox"/> Medicaid	
<input type="checkbox"/> Food Stamps (Supplemental Nutrition Assistance Program (SNAP))	<input type="checkbox"/> National School Lunch Program's free lunch program	
<input type="checkbox"/> Low Income Home Energy Assistance (LIHEAP)	<input type="checkbox"/> Supplemental Security Income (SSI)	
	<input type="checkbox"/> Temporary assistance for needy families (TANF)	
OR		
<input type="checkbox"/> My total household income is at or below 135% of the Federal Poverty Guidelines (PLEASE SEE PAGE 4)		
YOU MUST CHECK AND ATTACH COPIES OF ONE OR MORE OF THE DOCUMENTS LISTED BELOW		
<input type="checkbox"/> Prior year's state, federal or tribal tax return	<input type="checkbox"/> Retirement/Pension benefit statement	
<input type="checkbox"/> Social Security benefits statement	<input type="checkbox"/> Divorce decree or child support document	
<input type="checkbox"/> Veterans Administration benefits statement	<input type="checkbox"/> Unemployment/Workers Compensation benefits statement	
<input type="checkbox"/> Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance	<input type="checkbox"/> Current income statement from employer or paycheck stub	
IF YOU PROVIDE DOCUMENTATION OTHER THAN YOUR PRIOR YEAR'S STATE, FEDERAL, OR TRIBAL TAX RETURN, YOU MUST SUBMIT <u>THREE</u> CONSECUTIVE MONTHS WORTH OF THE SAME TYPE OF DOCUMENT WITHIN THE CURRENT CALENDAR YEAR.		

APPLICATION FORM – LIFELINE/LINK-UP ASSISTANCE PROGRAMS
(Please Read All Instructions Before Completing)

4. RESIDENTS OF TRIBAL LANDS ALSO COMPLETE THIS SECTION (CHECK ALL THAT APPLY)

- My residence is located on federally-recognized Tribal lands.
- I currently participate in the following public assistance program(s):
- | | |
|--|--|
| <input type="checkbox"/> Medicaid | <input type="checkbox"/> National School Lunch Program's free lunch program
(must qualify for free lunch) |
| <input type="checkbox"/> Food Stamps | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) |
| <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> Bureau of Indian Affairs General Assistance |
| <input type="checkbox"/> Federal Public Housing Assistance (Section 8) | <input type="checkbox"/> Head Start (must satisfy income qualifying standard) |
| <input type="checkbox"/> Low Income Home Energy Assistance (LIHEAP) | |

OR

- My total household income is at or below 135% of the Federal Poverty Guidelines (PLEASE SEE PAGE 4)

YOU MUST CHECK AND ATTACH COPIES OF ONE OR MORE OF THE DOCUMENTS LISTED BELOW

- | | |
|--|--|
| <input type="checkbox"/> Prior year's state, federal or tribal tax return | <input type="checkbox"/> Retirement/Pension benefit statement |
| <input type="checkbox"/> Social Security benefits statement | <input type="checkbox"/> Divorce decree or child support document |
| <input type="checkbox"/> Veterans Administration benefits statement | <input type="checkbox"/> Unemployment/Workers Compensation benefits statement |
| <input type="checkbox"/> Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance | <input type="checkbox"/> Current income statement from employer or paycheck stub |

IF YOU PROVIDE DOCUMENTATION OTHER THAN YOUR PRIOR YEAR'S STATE, FEDERAL, OR TRIBAL TAX RETURN, YOU MUST SUBMIT THREE CONSECUTIVE MONTHS WORTH OF THE SAME TYPE OF DOCUMENT WITHIN THE CURRENT CALENDAR YEAR.

5. ACCOUNT SPENDING LIMIT (PROVIDED UPON REQUEST AT NO ADDITIONAL CHARGE)

- I elect to have an account spending limit of \$75 per month or less. (By electing an account spending limit of \$75 per month or less, you will not be required to pay a service deposit to initiate Lifeline service or have a credit check conducted).

6. APPLICANT CERTIFICATION

BY SIGNING BELOW, I CERTIFY UNDER PENALTY OF PERJURY THAT THE INFORMATION CONTAINED WITHIN THIS APPLICATION IS TRUE AND CORRECT. I ACKNOWLEDGE THAT PROVIDING FALSE OR FRAUDULENT DOCUMENTATION IN ORDER TO RECEIVE ASSISTANCE IS PUNISHABLE BY LAW.

I UNDERSTAND THAT COMPLETION OF THIS APPLICATION DOES NOT CONSTITUTE IMMEDIATE APPROVAL FOR LIFELINE/LINK UP ASSISTANCE. I AUTHORIZE SPRINT NEXTEL OR ITS DULY APPOINTED REPRESENTATIVE TO ACCESS ANY RECORDS (INCLUDING FINANCIAL RECORDS) REQUIRED TO VERIFY MY STATEMENTS HEREIN AND TO CONFIRM MY ELIGIBILITY FOR LIFELINE/LINK UP ASSISTANCE. I AUTHORIZE SOCIAL SERVICE AGENCY REPRESENTATIVES TO DISCUSS WITH AND/OR PROVIDE INFORMATION TO SPRINT NEXTEL VERIFYING MY PARTICIPATION IN PUBLIC ASSISTANCE PROGRAMS THAT QUALIFY ME FOR LIFELINE/LINK UP ASSISTANCE. I ALSO AUTHORIZE SPRINT NEXTEL TO RELEASE ANY RECORDS (INCLUDING FINANCIAL RECORDS) REQUIRED FOR THE ADMINISTRATION OF THE LIFELINE/LINK UP PROGRAMS.

I UNDERSTAND THAT I MAY BE REQUIRED TO VERIFY MY CONTINUED ELIGIBILITY FOR LIFELINE ASSISTANCE AT ANY TIME AND THAT FAILURE TO DO SO WILL RESULT IN TERMINATION OF LIFELINE SERVICE; THEREFORE, I WILL BE REQUIRED TO PAY THE FULL \$29.99 MRC. IF IN THE FUTURE MY TOTAL HOUSEHOLD INCOME EXCEEDS 135% OF THE FEDERAL POVERTY GUIDELINES, OR I AM NO LONGER ELIGIBLE TO RECEIVE BENEFITS FROM AT LEAST ONE OF THE QUALIFYING PUBLIC ASSISTANCE PROGRAMS LISTED ABOVE, I AGREE TO NOTIFY SPRINT NEXTEL WITHIN FIVE (5) DAYS THAT I AM NO LONGER ELIGIBLE FOR LIFELINE ASSISTANCE.

I UNDERSTAND THAT LIFELINE ASSISTANCE IS ONLY AVAILABLE FOR ONE WIRELINE OR WIRELESS PHONE LINE PER HOUSEHOLD AND THAT I MAY NOT RECEIVE LINK UP ASSISTANCE MORE THAN ONCE AT THE SAME RESIDENCE. I AGREE TO NOTIFY MY CURRENT LIFELINE SERVICE PROVIDER THAT I HAVE APPLIED TO RECEIVE LIFELINE/LINK UP ASSISTANCE FROM SPRINT NEXTEL. IF MY APPLICATION IS ACCEPTED, I AUTHORIZE SPRINT NEXTEL TO TERMINATE MY EXISTING SERVICE PLAN, IF ANY, AND ACTIVATE LIFELINE SERVICE SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED IN THE ATTACHED LIFELINE SERVICE AGREEMENT.

BY SIGNING BELOW, I AUTHORIZE SPRINT NEXTEL OR ITS DULY APPOINTED REPRESENTATIVE TO CONDUCT A CREDIT CHECK. (By electing an account spending limit of \$75 per month or less, you will not be required to pay a service deposit to initiate Lifeline service or have a credit check conducted).

APPLICATION FORM – LIFELINE/LINK-UP ASSISTANCE PROGRAMS
(Please Read All Instructions Before Completing)

SOCIAL SECURITY NUMBER: _____ DRIVERS LICENSE NUMBER: _____

Applicant's Signature

Date: _____, 20__

PLEASE RETURN COMPLETED APPLICATION AND
SUPPORTING DOCUMENTATION TO:

SPRINT NEXTEL LIFELINE/LINK UP ASSISTANCE PROGRAM
ACS
2432 FORTUNE DRIVE
LEXINGTON, KY 40509

LIFELINE/LINK UP ASSISTANCE PROGRAM

LIFELINE

- Eligible subscribers pay \$16.49 per month for Lifeline service from Sprint Nextel, which is a discount off the current \$29.99 monthly recurring charge (MRC). Eligible residents of federally-recognized Tribal lands pay \$1.75 per month for Lifeline service. Eligible subscribers residing in areas where service is not available from a local telephone company without paying a service extension charge may receive Lifeline service for \$8.00 per month under the Washington Telephone Assistance Program (WTAP). For more information call Sprint toll free at 866-827-3290. Lifeline subscribers may purchase a reduced-cost Lifeline phone.
- Lifeline service includes 200 Anytime Minutes and Unlimited Night and Weekend Minutes, which may be used for local or long-distance calls. (Night and weekend minutes may be used before 7:00 am and after 9:00 pm Monday through Friday, and all day Saturday and Sunday.) Lifeline service also includes Voice Mail, Call Waiting, Caller ID, Numeric Paging, Roaming and Three-Way Calling at no additional charge. Call forwarding is 20¢ per minute. Nextel Lifeline service includes 100 Walkie Talkie minutes at no additional charge. Roaming not included in Sprint Affiliate territories.
- Lifeline service is only available in limited geographic areas. Lifeline assistance is only available for one wireline or wireless phone line per household. Data services and other enhanced services or features, international long distance and access to "900" numbers are not available to Lifeline subscribers.
- You may be charged a service deposit based on your credit history. Lifeline subscribers may avoid paying a service deposit by choosing an account spending limit (ASL) of \$75 or less. Access to emergency services by dialing 911 is not subject to any account usage limitation.
- A charge of 45¢ per minute applies to usage in addition to the amounts included in the plan.
- Lifeline service plan minutes are only available for calls within Sprint Nextel coverage areas – coverage maps are available at www.sprint.com, www.nextel.com or at any Sprint Nextel retail location. Off-network roaming calls in Sprint Affiliate territories are 45¢ per minute.
- Lifeline service from Sprint Nextel is subject to the terms and conditions included in your Subscriber Agreement. Lifeline service is subject to a minimum two-year term. If you are already a current Sprint or Nextel subscriber, your existing calling plan will be terminated and an early termination fee of up to \$200 may apply. You will be eligible for Lifeline service only if your account is in good standing and no payments are past due.
- Other restrictions may apply.

LINK UP

Link Up will pay one-half of the \$36 service activation fee, or \$18. Eligible residents of Tribal lands may receive an additional credit of up to \$70 to cover 100% of the service activation or installation charges between \$60 and \$130. You may also receive a deferred schedule (of up to one year) for payment of the discounted charges for commencing service at your principal residence. You may only receive the Link Up discount once at the same address. The discount cannot be applied to activation or installation charges you paid prior to signing up for Lifeline service. The discount cannot be applied to the purchase of customer equipment.

APPLICATION FORM – LIFELINE/LINK-UP ASSISTANCE PROGRAMS
(Please Read All Instructions Before Completing)

2011 FEDERAL POVERTY GUIDELINES

Household Size	Household Income	135%
1	\$10,890	\$14,702
2	\$14,710	\$19,859
3	\$18,530	\$25,016
4	\$22,350	\$30,173
5	\$26,170	\$35,330
6	\$29,990	\$40,487
7	\$33,810	\$45,644
8	\$37,630	\$50,801
each additional person	\$3,820	\$5,157