

MESSER CAPARELLO & SELF, P.A.

Attorneys At Law
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June 10, 2011

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COMMISSION
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BY HAND DELIVERY

Ms. Ann Cole, Director
Commission Clerk and Administrative Services
Room 110, Easley Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Re: Docket No. 110134-TL

REDACTED

Dear Ms. Cole:

Enclosed for filing on behalf of T-Mobile South LLC is an original and seven copies of T-Mobile South LLC's Annual Certification as an Eligible Telecommunications Carrier in Certain Rural Service Areas in the above referenced docket.

Please acknowledge receipt of this letter by stamping the extra copy of this letter "filed" and returning the same to me.

Thank you for your assistance with this filing.

Sincerely yours,

Floyd R. Self

FRS/amb
Enclosures

cc: Michelle Thomas, Esq.
Parties of Record

- COM _____
- APA _____
- ECR _____
- GCL 1
- RAD** 1
- SSC _____
- ADM _____
- OPC _____
- CLK _____

DOCUMENT NUMBER-DATE

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Regional Center Office Park / 2618 Centennial Place / Tallahassee, Florida 32308
Mailing Address: P.O. Box 15579 / Tallahassee, Florida 32317
Main Telephone: (850) 222-0720 / Fax: (850) 224-4359

FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: 2012 State Annual Certification of Rural)
Telecommunications Carriers Pursuant to 47) Docket No. 110134-TL
C.F.R. §§ 54.313 and 54.314, High Cost) Filed: June 9, 2011
Universal Service.)

**T-MOBILE SOUTH LLC'S ANNUAL CERTIFICATION AS AN ELIGIBLE
TELECOMMUNICATIONS CARRIER IN CERTAIN RURAL SERVICE AREAS**

T-Mobile South LLC ("T-Mobile" or "Company"), a commercial mobile radio service ("CMRS") provider designated to receive federal universal service high cost support in certain non-rural incumbent local exchange telecommunications company ("ILEC") wire centers and rural ILEC study areas ("Service Area"), hereby submits to the Florida Public Service Commission ("Commission" or "PSC") its annual Eligible Telecommunications Carrier ("ETC") certification required by 47 C.F.R. §§ 54.313 and 54.314. In support of this Petition, T-Mobile states as follows:

1. By Proposed Agency Action Order dated July 29, 2010, Order No. PSC-10-0478-PAA-TP ("PAA Order"), this Commission proposed to designate T-Mobile as an ETC in the requested Service Area in the PAA Order. On August 20, 2010, the Commission issued its consummating order making the terms of the PAA Order final and effective (Order No. PSC-10-0535-CO-TP, August 20, 2010), and T-Mobile's ETC Service Area was later amended by the Commission on September 29, 2010 in Docket No. 100383-TP (Order No. PSC-10-0597-PAA-TP). Based on the foregoing Orders, T-Mobile is designated as an ETC and eligible to receive high-cost universal service funds in its designated Service Area.

2. As a CMRS provider designated by this Commission to receive federal universal service high cost support, T-Mobile is required to file an annual certification with this Commission by June 10th of each calendar year, certifying to the use of funds for the following calendar year. Order No. PSC-05-0824-FOF-TL (August 15, 2005) and Order No. PSC-050824A-FOF-TL (August 17, 2005).

3. In its certification, T-Mobile affirms that it will only use the federal high-cost support it receives only for the provision, maintenance, and upgrading of facilities and services for which the support is intended, consistent with applicable law. Accordingly, T-Mobile respectfully requests that T-Mobile's certification be found in compliance and reported to the FCC pursuant to the FCC's requirements by October 1, 2011.

WHEREFORE, T-Mobile hereby respectfully requests that its attached certification be found in compliance with the applicable reporting requirements and reported to the FCC pursuant to the FCC's requirements by October 1, 2011.

Respectfully Submitted,



Michele K. Thomas, Esq.
michele.thomas@t-mobile.com
Principal Attorney
T-Mobile USA, Inc.
4 Campus Drive
Parsippany, NJ 07054
Phone: 973-981-1862
Fax: 866-836-6868

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Messer, Caparello & Self, P.A.
2618 Centennial Place
Tallahassee, FL 32308
Phone: 850-222-0720
Fax: 850-224-4359

Attorneys For T-Mobile South LLC

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been served on the following parties by Electronic Mail and/or U. S. Mail this 10th day of June, 2011.

Pauline Evans, Esq.
Office of the General Counsel
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Mr. James White
Windstream Florida, Inc.
4651 Salisbury Road, Suite 151
Jacksonville, FL 32256-6187

Mr. Mark Ellmer
FairPoint Communications
502 Cecil G. Costin, Sr. Blvd
Port St. Joe, FL 32456-1754



Floyd R. Self

Ms. Susan A. Miller
Frontier Communications of the South, LLC
P.O. Box 1412
Durham, NC 27702-1412

Ms. Donna J. Marreel
ITS Telecommunications Systems, Inc.
P.O. Box 277
Indiantown, FL 34956-0277

Ms. Deborah Nobles
NEFCOM
505 Plaza Circle, Suite 200
Orange Park, FL 32073-9409

Smart City Telecom
P.O. Box 22555
Lake Buena Vista, FL 32830-2555

Ms. Rhonda Thomas
T-Mobile USA, Inc.
12920 SE 38th Street
Bellevue, WA 98006

Mr. Thomas M. McCabe
TDS Telecom/Quincy Telephone
Suite 3, Box 329
1400 Village Square Boulevard
Tallahassee, FL 32312-1231

AFFIDAVIT

State of Washington)
) ss:
County of King)

BEFORE ME, the undersigned authority, personally appeared H. Skip Cornett, known to me to be a credible person and of lawful age, who deposed and said:

My name is H. Skip Cornett, I am employed as Vice President of Tax at T-Mobile USA, Inc., the parent company of T-Mobile South LLC, doing business as T-Mobile (“T-Mobile” or the “Company”). I am an officer of T-Mobile and am authorized to provide this affidavit on behalf of the Company. This affidavit is being given to support the certification of the Florida Public Service Commission (“Commission”) as contemplated in 47 C.F.R. §§ 54.209, 54.313 and 54.314.

Company hereby certifies the following:

1. T-Mobile, a commercial mobile radio service provider as defined under 47 C.F.R. §20.3, was recently designated as an Eligible Telecommunications Carrier (“ETC”) and authorized by the Commission on August 18, 2010 and August 19, 2010, in Docket No. 090510-TP (Order No. PSC-10-0478-PAA-TP) and Docket No. 090507-TP (Order No. PSC-10-0475-PAA-TP), and as amended by the Commission on September 29, 2010 in Docket No. 100383-TP (Order No. PSC-10-0597-PAA-TP), to receive high-cost universal service funds in certain non-rural incumbent local exchange telecommunications company ("ILEC") wire centers and rural ILEC study areas (“Service Area”) within the state of Florida.
2. T-Mobile will only use federal high cost support during 2012 for the provision, maintenance and upgrading of facilities and service for which such support is intended consistent with applicable laws.
3. In support of its Petition for Recertification as an ETC, T-Mobile submits to the Commission as Exhibit A, a review of the actual Federal High Cost Universal Service Fund receipts and expenditures in 2010. T-Mobile also submits, as Exhibit B, a five-year service improvement plan (“SIP”) commencing in 2011 and going through 2015, which includes a map detailing the company’s progress toward meeting its plan targets, along with a request for confidential treatment for both documents under Section 364.183(1) of the Florida Statutes. T-Mobile’s SIP details annual expenditures that will greatly exceed projected annual universal service support to improve signal quality, coverage, and capacity within its designated ETC Service Area. In particular, T-Mobile has initiated several projects aimed at increasing its coverage in its ETC Service Area and improving customer experience through signal quality, capacity and other network enhancements.

Florida Public Service Commission
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4. T-Mobile follows appropriate procedures for network outage reporting consistent with 47 C.F.R. Part 4. T-Mobile submits, as Exhibit C, a report detailing the outages incurred in Florida in 2010, along with a request for confidential treatment under Section 364.183(1) of the Florida Statutes. T-Mobile certifies that it will continue to track all reportable network outages and report accordingly in subsequent annual reports. T-Mobile evaluates each network outage on a case-by-case basis to determine the cause of the outage, the impact on customers, T-Mobile's ability to meet its service provisioning obligations, including the availability of 911 services, and the steps that can be taken to prevent future outages. T-Mobile will remain vigilant to prevent outages in the future.
5. T-Mobile tracks customer complaints and requests for service. T-Mobile submits, as Exhibit D, the number of complaints per 1,000 handsets in Florida in 2010 along with a request for confidential treatment under Section 364.183(1) of the Florida Statutes. T-Mobile did not have any unfulfilled requests for service, as defined by 47 C.F.R. § 54.209(a)(3), in unserved or underserved areas from potential customers in Florida in 2010. T-Mobile will continue to report customer complaints and requests for service and the steps taken to respond to them in future annual reports and updates, as necessary.
6. T-Mobile is a signatory to the CTIA Consumer Code for Wireless Service, which is the applicable service quality and consumer protection standard for wireless carriers, and has been certified by CTIA as being compliant with the code.¹ T-Mobile submits, as Exhibit E, a copy of its most recent certification provided by CTIA. T-Mobile hereby certifies that it is complying with applicable service quality standards and consumer protection rules for the areas in which it was designated as an ETC in Florida.
7. T-Mobile advertises its universal service and Lifeline and Link Up offerings in media of general distribution as required. T-Mobile submits, as Exhibit F, a summary and evidence of its advertising and outreach efforts in 2010. T-Mobile is complying with applicable universal service and Lifeline and Link Up requirements for the areas in which it was designated as an ETC in Florida.
8. T-Mobile is able to function in emergency situations as set forth in Section 54.201(a)(2), which includes "a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."² In particular, T-Mobile has the following capabilities to remain functional in emergency situations:

¹ See CTIA Consumer Code for Wireless Service, *available at* http://files.ctia.org/pdf/The_Code.pdf. Signatories to the CITA Consumer Code agree to: (1) disclose rates and terms of service to consumers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6); separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of customer privacy. T-Mobile was certified by CTIA as being compliant with this code on June 22, 2010.

² 47 C.F.R. § 54.202(a)(2).

Florida Public Service Commission

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- Availability of fixed and portable back-up power generators at various network locations throughout T-Mobile's network that can be deployed in emergency situations.
 - Ability to reroute traffic around damaged or out-of-service facilities through the deployment of cell-on-wheels ("COWs"), redundant facilities, and dynamic rerouting of traffic over alternate facilities.
 - A network control center that monitors network traffic and anticipates traffic spikes, and can then (i) deploy network facilities to accommodate capacity needs, (ii) change call routing translations, and (iii) deploy COWs to temporarily meet traffic needs until longer-term solutions, such as additional capacity and antenna towers can be deployed.
 - The majority of sites not equipped with fixed generators have battery back up systems installed to maintain service in the event of a widespread power outage.
9. T-Mobile makes available several different rate plans with varying amounts of local usage and different calling areas that are comparable to the offerings of the ILECs. Attached as Exhibit G is a list of some of T-Mobile's currently offered rate plans. T-Mobile hereby certifies that it is offering a local usage plan comparable to that offered by the ILECs in the areas in which it was designated as an ETC.
10. T-Mobile recognizes that the Commission may require it to provide equal access to long distance carriers in the event that no other ETC is providing equal access within its service area.

H. Cornett
Signature

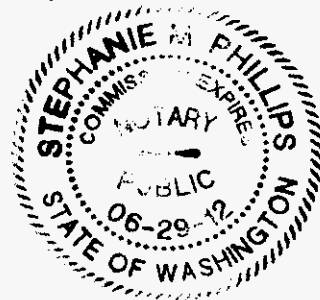
6/8/11
Date

H. Skip Cornett

Business Address:
T-Mobile USA, Inc.
12920 SE 38th Street
Bellevue, WA 98006

Subscribed and sworn to before me this 8th day of June, 2011.

Stephanie M Phillips
Notary Public



EXHIBITS TO ANNUAL CERTIFICATION

Exhibit A (Confidential):	2010 USF Receipts and Expenditures
Exhibit B (Confidential):	Five-Year Service Improvement Plan (“SIP”) and Map
Exhibit C (Confidential):	Network Outage Report
Exhibit D (Confidential):	Complaints Per 1,000 Handsets
Exhibit E:	CTIA Certification
Exhibit F:	Advertising Summary and Evidence
Exhibit G:	T-Mobile Rate Plans

EXHIBIT "A"

IS ENTIRELY CONFIDENTIAL

EXHIBIT "B"

IS ENTIRELY CONFIDENTIAL

EXHIBIT “C”

IS ENTIRELY CONFIDENTIAL

EXHIBIT "D"

IS ENTIRELY CONFIDENTIAL

EXHIBIT E

CTIA CERTIFICATION

Steve Largent
President/CEO

June 22, 2010

Ms. Susan Hacker
Director of Legal Affairs &
Associate General Counsel
Sales & Distribution
T-Mobile USA, Inc.
12920 SE 38th Street
Bellevue, WA 98006

REC'D JUL 08 2010

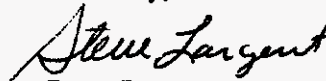
Dear Susan:

Congratulations! This letter is to notify you that T-Mobile USA ("T-Mobile") has completed the recertification process for the CTIA Consumer Code for Wireless Service ("Voluntary Consumer Code") for the period January 1, 2010 – December 31, 2010, and is deemed compliant with the principles, disclosures and practices set forth in the Voluntary Consumer Code. Accordingly, T-Mobile is authorized to use and display the CTIA Seal of Wireless Quality/Consumer Information, subject to the terms and conditions set forth in the attached License Agreement.

Please ensure that the relevant employees of T-Mobile review the License Agreement before using the Seal. Use of the Seal constitutes acceptance of these terms and conditions. Upon request, we will provide two specimens (color and black/white) of the Seal for T-Mobile's use on its website or collateral materials. If you should have any questions concerning the recertification process or use of the Seal, please contact Andrea Williams, CTIA's Vice President of Law and Assistant General Counsel, at (202) 736-3215 or awilliams@ctia.org.

CTIA commends T-Mobile for its ongoing leadership and participation in the CTIA Voluntary Consumer Code, and we look forward to continuing to work with T-Mobile on this important industry initiative.

Sincerely,


Steve Largent

Attachment

cc: Robert Dotson
Dave Miller



EXHIBIT F

UNIVERSAL SERVICE AND LIFELINE ADVERTISING AND OUTREACH

T-Mobile Universal Service and Lifeline
Advertising and Outreach
Exhibit F

Universal Service Advertising

T-Mobile advertised its offerings that include the supported services throughout the calendar year 2010 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. Additionally, after having been designated as an ETC, T-Mobile specifically advertised the supported services in 2010 via newspaper notices that have distribution areas that cover T-Mobile's ETC designated service area using the notice included as Attachment 1.

Lifeline Advertising and Outreach

After being designated an ETC, T-Mobile began advertising the availability of Lifeline and Link Up services. Additionally, T-Mobile identified opportunities to perform targeted outreach regarding Lifeline and Link Up services within weeks of designation as an ETC. Specifically, in 2010, T-Mobile:

- Created, printed and distributed, throughout its retail stores in its designated ETC area, brochures about Lifeline in both English and Spanish
- 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
- Participated in the 2010 National Lifeline Awareness Week, co-hosting a community event in Broward County that targeted local senior citizens
- Advertised the availability of Lifeline through newspapers distributed throughout its designated ETC area
- Mailed more than 150 poster quality notices to offices where consumers likely to qualify for Lifeline would seek service, including social security and employment offices

Included as Attachment 2 are examples and evidence of these efforts.

T-Mobile Universal Service and Lifeline
Advertising and Outreach
Exhibit F

Attachment 1

T-Mobile Universal Service Notice

T-Mobile offers several different rate plans that include all of the following services (or their functional equivalent) supported by the Federal Universal Service fund:

- **Voice grade access**
- **Local usage in varying amounts**
- **Dual tone multi-frequency signaling**
- **Single-party service**
- **Access to emergency services**
- **Access to operator services**
- **Access to interexchange service**
- **Access to directory assistance; and, for qualified Lifeline subscribers, toll limitation or toll control.**

T-Mobile customers may be eligible to receive discounted wireless telecommunications service of \$6.49 per month plus applicable taxes and fees (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 if they satisfy certain eligibility requirements. Lifeline service, including toll limitation or toll control, is only available in certain areas where T-Mobile has been designated as an Eligible Telecommunications Carrier. For more information about T-Mobile's Lifeline and Link Up offerings, visit T-Mobile online at www.t-mobile.com/lifeline or call USLifeline directly at 1-800-937-8997.



See brochures and Terms and Conditions (including arbitration provision) at T-Mobile.com for additional information regarding T-Mobile service and products. T-Mobile and the magenta color are trademarks of Deutsche Telekom AG. © 2010 T-Mobile USA, Inc.

T-Mobile Universal Service and Lifeline
Advertising and Outreach
Exhibit F

Attachment 2

Lifeline Notice

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

Save money with Lifeline

T-Mobile® customers in Florida 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 Florida, 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)

Additionally, residents of Florida might qualify for Lifeline and/or Link Up if their total household income does not exceed 150% of the Federal Poverty Guidelines.

You must complete a T-Mobile Lifeline and Link Up application or enrollment 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.



Aviso sobre Lifeline

Ve si eres elegible para recibir un descuento mensual en tu servicio móvil.

Ahorra con Lifeline

Los clientes de T-Mobile® en Florida podrían ser elegibles para recibir un descuento en su servicio de telefonía móvil de \$6.49 al mes (o de \$1 al mes para los residentes elegibles de los territorios amerindios federales), bajo el programa Lifeline, así como una rebaja en el cargo único por activación, bajo el programa Link Up.

Requisitos para Lifeline y/o Link Up

En Florida, los clientes pueden ser elegibles para obtener ayuda del programa Lifeline y/o Link Up si actualmente reúnen los requisitos para recibir beneficios de alguno de los siguientes programas de asistencia social:

- Medicaid
- Estampillas para comida
- Seguridad de Ingreso Suplementario (SSI)
- Asistencia Federal para Vivienda Pública (incluyendo sección 8)
- Programa de Asistencia de Energía para Hogares de Bajos Recursos (LIHEAP)
- Programa Nacional de Almuerzos Escolares (se debe ser elegible para el programa de almuerzos gratuitos)
- Asistencia Temporal para Familias Necesitadas (TANF)

T · Mobile

estamos
juntos

Además, los residentes de Florida podrían ser elegibles para el programa Lifeline y/o Link Up si el ingreso total por familia no supera el 150% de las Guías Federales de los Índices de Pobreza.

Para poder recibir los beneficios del programa Lifeline y/o Link Up deberás completar una solicitud o un formulario de inscripción para Lifeline o Link Up de T-Mobile en tu estado.

Los clientes que además sean residentes de los territorios amerindios federales, podrían ser elegibles para obtener ayuda de Lifeline/Link Up, bajo los programas de asistencia que figuran aquí, o si actualmente son elegibles para recibir los beneficios de alguno de los siguientes programas de asistencia:

- Asistencia General de la Oficina de Asuntos de los Amerindios
- Asistencia Temporal Tribal para Familias Necesitadas (TTANF)
- Head Start (se debe cumplir con el estándar establecido de ingresos)

Información adicional e inscripción

Para obtener información adicional o inscribirte en el programa Lifeline o Link Up de T-Mobile, llama a USLifeline al número 1-800-937-8997.

Actualmente T-Mobile ofrece el servicio Lifeline/Link Up sólo en aquellas áreas donde la compañía cuenta con la categoría de Proveedor Elegible de Servicios de Telecomunicaciones.

Puedes obtener más información acerca de Lifeline y otros servicios de telefonía móvil que ofrece T-Mobile USA, Inc. en www.T-Mobile.com.



Lifeline Notice

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

Save money with Lifeline

T-Mobile® customers in Florida 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 Florida, 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)

Additionally, residents of Florida might qualify for Lifeline and/or Link Up if their total household income does not exceed 150% of the Federal Poverty Guidelines.

You must complete a T-Mobile Lifeline and Link Up application or enrollment 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.

T-Mobile®

stick together



Lifeline Notice
Check to see if you qualify for Lifeline service.

Special Coverage

Lifeline Notice
Check to see if you qualify for Lifeline service.

T-Mobile®



[Back to Postings](#)

Lifeline and Link Up Information for T-Mobile Customers in Florida

Wireless Service

Lifeline is a government program that offers qualified low income households a discount on their monthly local telephone bill. Each state has its own guidelines to qualify. The application and qualification process differs by state and sometimes by individual phone company.

- **How much can I save?**

You will save up to \$13.50 on your basic monthly bill. These benefits apply to your local telephone service charges that you purchase as part of a service. These benefits will also cover your subscriber line charge.

- **How do I know if I am eligible?**

Program based eligibility:

- [Federal Public Housing Assistance / Section 8](#)
- [Supplemental Nutrition Assistance Program \(SNAP\)](#)
- [Medicaid](#)
- [Low Income Home Energy Assistance Program \(LIHEAP\)](#)
- [Supplemental Security Income \(SSI\)](#)
- [National School Lunch \(free program only\)](#)
- [Temporary Assistance for Needy Families \(TANF\)](#)
- [Additional eligibility criteria may apply to residents of federally recognized tribal lands](#)

Income based eligibility:

- [Total household income at or below 150% of the Federal Poverty Guidelines](#).

- **Are there any restrictions?**

Lifeline can only be used for the primary telephone line in a household. You may purchase additional services available to a non-Lifeline customer except call waiting, caller id, call forwarding, call conferencing and voice mail are included; customers can not purchase data services. The name on the phone bill must match the name of the household member participating on the eligible program with the exception of the National School Lunch free Program.

- **How do I apply?**

To apply for Lifeline call T-Mobile directly at 800-937-8997. You may find more information about Lifeline and other telephone services available from T-Mobile at <http://www.t-mobile.com>. An application can be obtained via phone, or [online](#).

- **What proof of eligibility do I need to provide?**

You will be asked for proof of your eligibility by submitting a form signed under penalty of perjury that you receive benefits from or a copy of any dated document which verifies your participation in one of the qualifying programs listed above. Proof of total household income may be required for income based qualification. Your Lifeline benefits will take effect when proof of eligibility is received.

- **How do I continue to receive Lifeline benefits?**

Eligibility is reviewed periodically. Your benefits will be discontinued when you no longer meet the eligibility requirements or when proof of eligibility is not received. Customers who are no longer eligible for Lifeline benefits must notify their service provider.

- **Other Useful information**

There are other options that can help you save money, including free toll blocking, waived deposit with toll blocking and voluntary limit on long distance calling (toll control).

Link Up helps households reduce the cost of initiating telephone service. This program pays some of the cost of connecting local telephone service to your home or activating wireless phone service. However, Link Up does not cover the cost of wiring inside your home.

- **How much will I save?**

Link Up will pay 50% of your installation charges for total discount of \$17.50. (Maximum benefit \$30.00) An additional discount may apply to residents of federally recognized tribal lands.

- **How do I know if I am eligible?**

If you qualify for Lifeline, you also qualify for Link Up.

- **Are there any restrictions?**

. Link Up can only be used for the charges for activating a primary telephone line or moving existing service to a new address. Charges related to wiring and telephone jacks within your home and wireless handsets are not eligible for the Link Up discount.

- **How do I apply?**

To apply for Link Up you will follow the same application process as Lifeline and the same proof of eligibility as Lifeline.

Being a Lifeline or Link Up customer does not protect you from being disconnected if you fail to pay your telephone bill.

Lifeline and Link Up discounts cannot be applied to an outstanding balance owed to your phone company.

Lifeline can only be applied to one wireless OR wireline telephone per household.

Last modified on 9/28/2009

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Lifeline and Link Up programs

Lifeline and Link Up are programs offering discounted service for qualified low-income customers. Under the Lifeline program, qualified customers receive a discount on their monthly wireless telecommunications service. The Link Up program offers qualified customers a one-time reduction on their activation fee.

Where are Lifeline and Link Up discounts available?

T-Mobile currently offers Lifeline and Link Up in certain areas of Florida, Hawaii, Kentucky, North Carolina, Washington, and Puerto Rico.

Please click the links below for Lifeline and Link Up brochures explaining T-Mobile's offerings, and to get Lifeline and Link Up applications for your state.

Florida	Brochure	Application	You will need the free Adobe Acrobat Reader to view the Lifeline and Link Up brochures and applications.
Hawaii	Brochure	Application	
Kentucky	Brochure	Application	
North Carolina	Brochure	Application	
Washington	Brochure	Application	



Lifeline and Linkup FAQs

How much can I save under the Lifeline and Link Up programs?

The Lifeline program can save qualified T-Mobile customers up to \$13.50 per month. Qualified residents of Federally Recognized Tribal Lands may receive service for as little as \$1 per month. With the Link Up program, qualified T-Mobile customers activating a new line of service can save \$17.50 off of the traditional \$35 activation fee.

How do I qualify for Lifeline and Link Up?

Eligibility requirements vary by state. Please review the Lifeline and Link Up application for your state for qualifications.

Are there any additional restrictions for Lifeline and Link Up?

Yes. Lifeline benefits are limited to one wireless or landline telephone number per household. Lifeline and Link Up benefits cannot be applied to charges you incurred or paid prior to qualifying for Lifeline and Link Up assistance. Link Up assistance cannot be applied to customer facilities (e.g., upgrading antennas or lines on your property) or equipment, including the cost of your wireless phone. Other terms and conditions apply.

Programas Lifeline y Link Up

Lifeline y Link Up son programas que ofrecen servicio con descuento a clientes elegibles de bajos recursos. Con el programa Lifeline, los clientes elegibles reciben un descuento en su servicio mensual de telecomunicaciones móviles. El programa Link Up ofrece a los clientes elegibles una reducción única en el cargo por activación.

¿Dónde están disponibles los descuentos de Lifeline y Link Up?

En este momento, T-Mobile ofrece Lifeline y Link Up en ciertas áreas de Florida, Hawaii, Kentucky, North Carolina, Washington y Puerto Rico.

Haz clic en los siguientes enlaces para ver folletos de Lifeline y Link Up que explican las ofertas de T-Mobile y para obtener las solicitudes de Lifeline y Link Up para tu estado.

Florida	Folleto	Solicitud	Necesitarás Adobe Acrobat Reader gratis para ver los folletos y las solicitudes de Lifeline y Link Up.
Hawaii	Folleto	Solicitud	
Kentucky	Folleto	Solicitud	
North Carolina	Folleto	Solicitud	
Washington	Folleto	Solicitud	



Preguntas frecuentes sobre Lifeline y Linkup

¿Cuánto puedo ahorrar con los programas Lifeline y Link Up?

El programa Lifeline permite a los clientes elegibles de T-Mobile ahorrar hasta \$13.50 al mes. Es posible que los residentes elegibles de Tierras tribales reconocidas federalmente reciban el servicio desde sólo \$1 al mes. Con el programa Link Up, los clientes elegibles de T-Mobile que activen una nueva línea de servicio podrán ahorrar \$17.50 en el cargo por activación tradicional de \$35.

¿Cómo puedo ser elegible para Lifeline y Link Up?

Los requisitos de elegibilidad varían según el estado. Por favor revisa la solicitud de Lifeline y Link Up de tu estado para ver los requisitos.

¿Existen otras restricciones para Lifeline y Link Up?

Sí. Los beneficios de Lifeline están limitados a un número de teléfono móvil o de línea fija por familia. Los beneficios de Lifeline y Link Up no pueden aplicarse a cargos incurridos o pagados antes de ser elegible para la asistencia de Lifeline y Link Up. La asistencia de Link Up no puede aplicarse a equipos o instalaciones de los clientes (por ej., la actualización de antenas o líneas en tu propiedad), incluyendo el costo de tu teléfono móvil. Se aplican otros términos y condiciones.

EXHIBIT G

RATE PLANS

Even More™ Plans
Individual

Available June 2011

	Talk	Text	Data	Monthly Cost
TALK	500 Whenever® Minutes, Unlimited Nights and Weekend Minutes, Unlimited T-Mobile to T-Mobile Calling, \$0.45 per additional minute	None	None	\$39.99
	1000 Whenever® Minutes, Unlimited Nights and Weekend Minutes, Unlimited T-Mobile to T-Mobile Calling, \$0.45 per additional minute	None	None	\$49.99
TALK + TEXT	500 Whenever® Minutes, Unlimited Nights and Weekend Minutes, Unlimited T-Mobile to T-Mobile Calling, \$0.45 per additional minute	Unlimited domestic messages (text, picture and video)	None	\$49.99
	Unlimited Nationwide Calling, Unlimited Nights and Weekend Minutes, and Unlimited T-Mobile to T-Mobile Calling	Unlimited domestic messages (text, picture and video)	None	\$59.99
TALK + TEXT + DATA	500 Whenever® Minutes, Unlimited Nights and Weekend Minutes, Unlimited T-Mobile to T-Mobile Calling, \$0.45 per additional minute	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 200 MB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$59.99
	Unlimited Nationwide Calling, Unlimited Nights and Weekend Minutes, and Unlimited T-Mobile to T-Mobile Calling	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 200 MB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$69.99
	500 Whenever® Minutes, Unlimited Nights and Weekend Minutes, Unlimited T-Mobile to T-Mobile Calling, \$0.45 per additional minute	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 2 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$69.99
	Unlimited Nationwide Calling, Unlimited Nights and Weekend Minutes, and Unlimited T-Mobile to T-Mobile Calling	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 2 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$79.99
	500 Whenever® Minutes, Unlimited Nights and Weekend Minutes, Unlimited T-Mobile to T-Mobile Calling, \$0.45 per additional minute	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 5 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$79.99
	Unlimited Nationwide Calling, Unlimited Nights and Weekend Minutes, and Unlimited T-Mobile to T-Mobile Calling	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 5 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$89.99
	500 Whenever® Minutes, Unlimited Nights and Weekend Minutes, Unlimited T-Mobile to T-Mobile Calling, \$0.45 per additional minute	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 10 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$109.99
	Unlimited Nationwide Calling, Unlimited Nights and Weekend Minutes, and Unlimited T-Mobile to T-Mobile Calling	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 10 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$119.99

Limited time offer; subject to change.

Whenever Minutes® are minutes that can be used at any time on T-Mobile's nationwide network.

Weekend minutes are currently defined as midnight Friday to midnight Sunday, and nights are currently defined as 9:00 p.m. to 6:59 a.m. Monday-Friday, based on the start time of the call.

For additional terms and conditions, please see the T-Mobile Terms and Conditions available online at www.t-mobile.com.

Even More™ Plans
Family

Available June 2011

Plans include two lines to start. You can add up to three more lines (subject to credit approval). Additional lines on 1000 and 2000 minute plans are \$10/month per line. Additional lines on Unlimited nationwide calling plans are \$10/month per line for 500 Whenever Minutes or \$30/month per line to share Unlimited Talk and Unlimited Text.

	Talk	Text	Data	Monthly Cost
TALK	1000 Whenever® Minutes to share between all lines, Unlimited Weekend and Weeknight Minutes, Unlimited T-Mobile to T-Mobile Minutes, \$0.45 per additional minute	None	None	\$59.99
	2000 Whenever® Minutes to share between all lines, Unlimited Weekend and Weeknight Minutes, Unlimited T-Mobile to T-Mobile Minutes, \$0.45 per additional minute	None	None	\$79.99
TALK + TEXT	1000 Whenever® Minutes to share between all lines, Unlimited Weekend and Weeknight Minutes, Unlimited T-Mobile to T-Mobile Minutes, \$0.45 per additional minute	Unlimited domestic messages (text, picture and video)	None	\$79.99
	Unlimited Nationwide Calling, Unlimited Nights and Weekend Minutes, and Unlimited T-Mobile to T-Mobile Calling	Unlimited domestic messages (text, picture and video)	None	\$99.98
TALK + TEXT + DATA	1000 Whenever® Minutes to share between all lines, Unlimited Weekend and Weeknight Minutes, Unlimited T-Mobile to T-Mobile Minutes, \$0.45 per additional minute	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 200 MB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$99.99
	Unlimited Nationwide Calling, Unlimited Nights and Weekend Minutes, and Unlimited T-Mobile to T-Mobile Calling	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 200 MB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$119.98
	1000 Whenever® Minutes to share between all lines, Unlimited Weekend and Weeknight Minutes, Unlimited T-Mobile to T-Mobile Minutes, \$0.45 per additional minute	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 2 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$119.99
	Unlimited Nationwide Calling, Unlimited Nights and Weekend Minutes, and Unlimited T-Mobile to T-Mobile Calling	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 2 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$139.98
	1000 Whenever® Minutes to share between all lines, Unlimited Weekend and Weeknight Minutes, Unlimited T-Mobile to T-Mobile Minutes, \$0.45 per additional minute	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 5 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$139.99
	Unlimited Nationwide Calling, Unlimited Nights and Weekend Minutes, and Unlimited T-Mobile to T-Mobile Calling	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 5 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$159.98
	1000 Whenever® Minutes to share between all lines, Unlimited Weekend and Weeknight Minutes, Unlimited T-Mobile to T-Mobile Minutes, \$0.45 per additional minute	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 10 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$199.99
	Unlimited Nationwide Calling, Unlimited Nights and Weekend Minutes, and Unlimited T-Mobile to T-Mobile Calling	Unlimited domestic messages (text, picture and video)	Unlimited high-speed data access (first 10 GB at up to 4G speeds on capable devices); thereafter, speeds reduced for the rest of your billing cycle.	\$219.98

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