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August 2, 2017

VIA FEDERAL EXPRESS

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850
(850) 413-6770

REDACTED

RECEIVED-FPSC
2017 AUG -3 PM 2:06
COMMISSION
CLERK

Re: 2017 Annual Lifeline Data Request (i-wireless, LLC)
CONFIDENTIAL TREATMENT REQUESTED

To Whom It May Concern:

i-wireless, LLC (herein "i-wireless") hereby files an original and two (2) copies of its responses to the 2017 Annual Lifeline Data Request.

i-wireless hereby requests confidential treatment of certain information identified herein (Exhibit A and Response to No. 11) pursuant to Section 364.183, Florida Statutes, and Rule 25-22.006, Florida Administrative Code. I have enclosed one original copy and two edited copies in which the information claimed as confidential is blacked out.

If you have any questions or need additional information, please do not hesitate to contact me at 678-672-2831 or etc@telecomcounsel.com. Thank you for your attention to this matter.

Sincerely,



Victoria Martin, Regulatory Specialist
Lance J.M. Steinhart, P.C.
Attorneys for i-wireless, LLC

COM _____
AFD _____
APA _____
ECO _____
ENG _____
GCL _____
IDM _____
TEL 2
CLK _____

LIFELINE DATA REQUEST 2017

To assist the Florida Public Service Commission (FPSC) in the development of our Annual Lifeline Report, **staff requests that you provide responses to the following data request by July 31, 2017.** This report is prepared for the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes. **Your response should include your company name, contact person, and email address.**

For items 1 through 8, please provide the data for the fiscal year July 1, 2016, through June 30, 2017.

For those items requesting that the data be reported on a monthly basis, provide the appropriate number as of the last day of each month during the review period.

1. The number of residential access lines in service each month.
Response: See Confidential Exhibit A
2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.
Response: See Confidential Exhibit A
3. The amount of Lifeline credit provided to Lifeline customers on a monthly billing.
Response: \$9.25 federal Lifeline subsidy per customer per month.
4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).
Response: See Confidential Exhibit A
5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.
Response: See Confidential Exhibit A
6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers moved to Transitional Lifeline.
Response: See Confidential Exhibit A
7. The number of customers participating in Transitional Lifeline each month.
Response: See Confidential Exhibit A
8. The number of customers participating in Lifeline under the Tribal Lands provision each month.
Response: See Confidential Exhibit A

9. Description of your company's procedures for enrolling customers in the Lifeline program. Include the following in your response:
- a. Procedures used to process applications received from the Office of Public Counsel.
 - b. Procedures used to process applications received directly from customers.
 - c. Procedures used to process applications received through the PSC on-line process.
 - d. Procedures used to process applications received through the Department of Children and Families coordinated enrollment process.
 - e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.

Response:

- a. **Applications are transferred daily from the Office of Public Counsel into the CGM Enrollment Compliance Platform (ECP) application. The company's internal Review Team verifies the accuracy and consistency of the proof of documentation, including proof of eligibility and proof of valid identification for every application received. The enrollment platform automatically conducts internal and external (NLAD) system validation checks prior to proceeding with enrollment. Based on the results of the documentation and system checks, the Review Team will either approve or deny the application.**
- b. **Applications received directly from a potential customer requesting Lifeline service are immediately provided to the internal Review Team. Upon receipt, the Review Team will enter the customer's demographic information into the CGM ECP application. After completing the internal and external (NLAD) system validation checks, the Review Team will verify the accuracy and consistency of the proof of documentation, including proof of eligibility and proof of valid identification included with the applicant's materials. Based on the results of the documentation and system checks, the Review Team will either approve or deny the application.**
- c. **Applications are received into the enrollment platform daily from the PSC-online process. Once the applications have been received in the enrollment platform, the enrollment platform will perform internal and external (NLAD) system checks. Based on the results of the system checks then the customer will be either be automatically approved or denied.**
- d. **Applications are transferred daily from the Department of Children and Family Services into the CGM Enrollment Compliance Platform (ECP) application. Once the applications have been received in the enrollment platform, the enrollment platform will perform internal and external (NLAD) system checks. Based on the results of the system checks then the customer will be either be automatically approved or denied.**

- c. All applications for in-person distribution are reviewed in real time by the Review Team. All applications taken online are reviewed within 24 hours. A customer's Lifeline benefit will automatically be credited to their account upon successful activation and use of the handset.
- 10. Description of your company's procedures for performing continued certification of customer eligibility after initial certification. Include the method(s) used to verify customer eligibility.

Response:

- a. Per the requirements of §54.416, i-wireless mandates that all Lifeline end-users to recertify their eligibility annually. Recertification begins the year after the customer initially enrolled in the Lifeline Program and continues on an annual basis while the customer is actively enrolled in the Lifeline Program.

Starting with anniversary dates on July 1, 2017, service providers must recertify all subscribers according to their anniversary date. The entire process (including de-enrollment) must be completed by the customer's anniversary date.

No recertifications for the federal Lifeline benefit were required for anniversary dates that fell from January through June, 2017 (the "transition period").

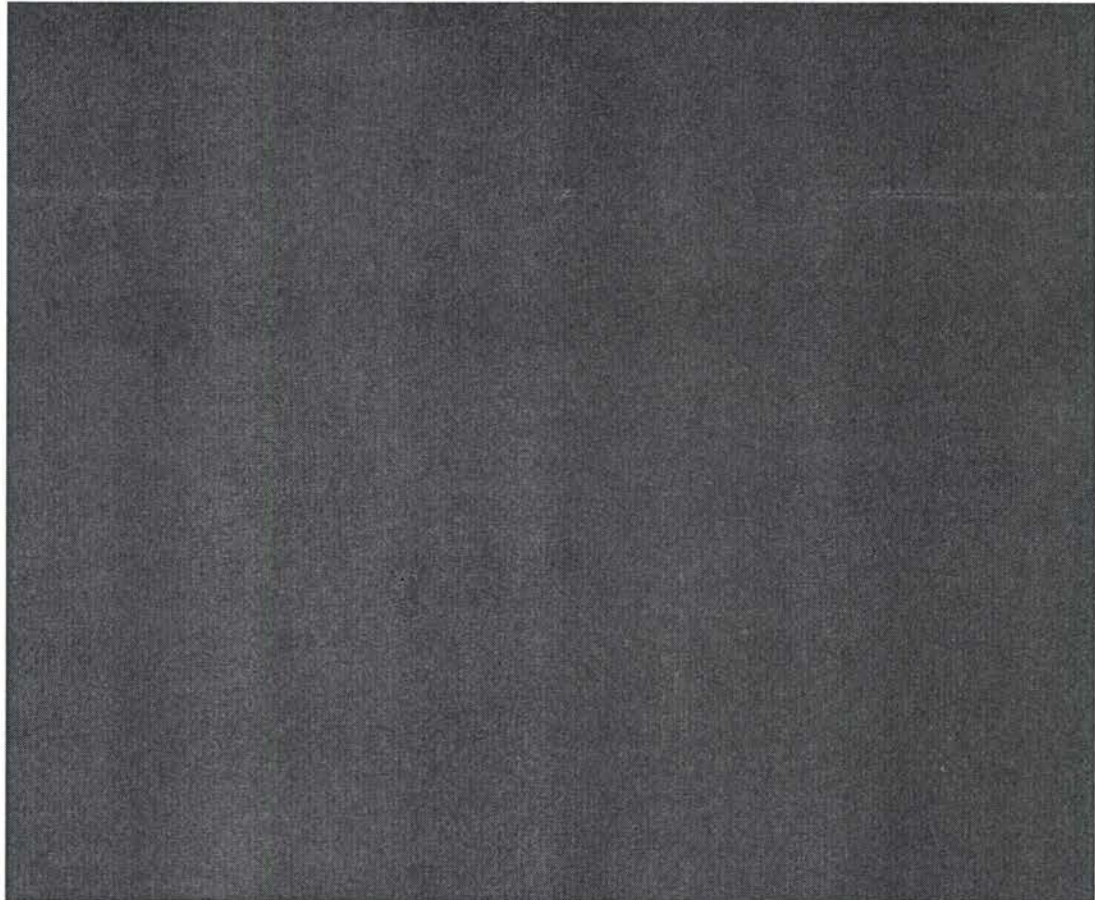
- b. i-wireless customers may complete the recertification process directly from the handset via the WAP (Wireless Application Protocol) deck, by calling an automated Interactive Voice Response (IVR) system, by speaking with a Customer Care agent, by logging into their account on the company's website or by submitting a completed recertification form via US mail.

- 11. Description of your company's procedures for Lifeline. If your response has not changed from last year's response, you may indicate this below. Please include the following in your response:

- a. Internal procedures for promoting Lifeline.
- b. Outreach and educational efforts involving participation in community events.
- c. Outreach and educational efforts involving mass media (newspaper, radio, television).
- d. Copies of Lifeline outreach materials of your company.
- e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

Response: CONFIDENTIAL





12. Please describe the training you provide to your customer service representatives regarding Lifeline and provide the script used by your company's representatives.

Response: i-wireless provides comprehensive training to all of its customer service representatives encompassing the following:

- a. Overview of the Lifeline Assistance Program
- b. Eligibility criteria for participation in the Lifeline Assistance Program by state, including, qualifying public-assistance programs and federal poverty household income requirements
- c. Limit of one Lifeline benefit per household requirement
- d. Annual Certification requirement
- e. Activation and Use requirement
- f. Summary of Lifeline product offering and rate plan options provided by Access Wireless, Customer Care contact information
- g. Step-by-step instructions on the enrollment process using the CGM Electronic Enrollment Compliance Platform application
- h. Acceptable forms of supporting documentation for identification, income verification and qualifying program participation
- i. NLAD validation messages and resolution processes

13. Please provide any link on your website that provides Lifeline information.

Response: www.accesswireless.com

14. Have you experienced any problems implementing the FCC's 2016 Lifeline Modernization Order (FCC 16-38)? If yes, please elaborate.

Response: From a technical standpoint i-wireless has had no issues implementing the modernization order.

15. Does your company offer and seek reimbursement for Basic Internet Access Services in Florida as part of the Lifeline Program? If no, please provide the FCC forbearance order that waives this requirement for your company.

Response: Yes. As permitted by the FCC's new Lifeline Order, i-wireless plans began to offer a Lifeline Broadband service plan effective, December 2, 2016.

16. To the extent you have experienced a decline in Lifeline customers, please list and describe any issues that may have contributed to the decline. Any additional general comments or information you believe will assist staff in evaluating and reporting the Lifeline participation in Florida are welcome.

Response: i-wireless has seen a continued decline in Florida subscribers since December of 2016, primarily due to an intentional slowdown in acquisition of new customers. With the implementing of the FCC's 2016 Lifeline Modernization Order (FCC 16-38), it is becoming increasingly difficult to profitably acquire Lifeline subscribers in a \$9.25 (subsidy) state.

EXHIBIT A

CONFIDENTIAL AND PROPRIETARY

	Total residential access lines in service	Total End of Period Lifeline customers	New Lifeline customers enrolled	Lifeline customers de-enrolled	Transitional Lifeline Participants	Tribal Lifeline customers
7 2016						
8 2016						
9 2016						
10 2016						
11 2016						
12 2016						
1 2017						
2 2017						
3 2017						
4 2017						
5 2017						
6 2017						

Number of customers denied Lifeline service, by category

	NLAD Failures, Invalid Address, Name/DOB Mismatch
7 2016	
8 2016	
9 2016	
10 2016	
11 2016	
12 2016	
1 2017	
2 2017	
3 2017	
4 2017	
5 2017	
6 2017	

EXHIBIT B

Free Smartphone



+ 500 MB Data*
Unlimited Text
350 Minutes

* 3G high-speed data

Stay connected
when you have Access.

The logo for Access Wireless features a stylized signal icon above the word "access" in a light green font, and the word "WIRELESS" in a larger, bold, black font below it.

A government-funded Lifeline Assistance Program.

© 2013 Access Wireless. All rights reserved. Terms and conditions apply. See website for details.

You will need:



YOU WILL NOT QUALIFY
FOR A FREE PHONE WITHOUT
THE FOLLOWING DOCUMENTS:

You may only have ONE LifeLine benefit, consisting of either landline or wireless service.

1.



PROOF OF IDENTIFICATION

Driver's License
Passport
Tribal ID

Additional forms of proof of identification may be accepted.

2.



PROOF OF ADDRESS

Driver's License or Government-Issued ID
Utility Bill or Mortgage Statement
Statement of Benefits or Pay Stub

Additional forms of proof of address may be accepted.

3.



PROGRAM ELIGIBILITY DOCUMENT

Medicaid Card
SNAP Card
Public Housing Voucher
SSI Card

3 months of income verification

Additional forms of qualifying documentation may be accepted.

4.



GOVERNMENT ID NUMBER

Last 4 digits of Social Security Number
or Tribal ID Number

As required by state specifications.

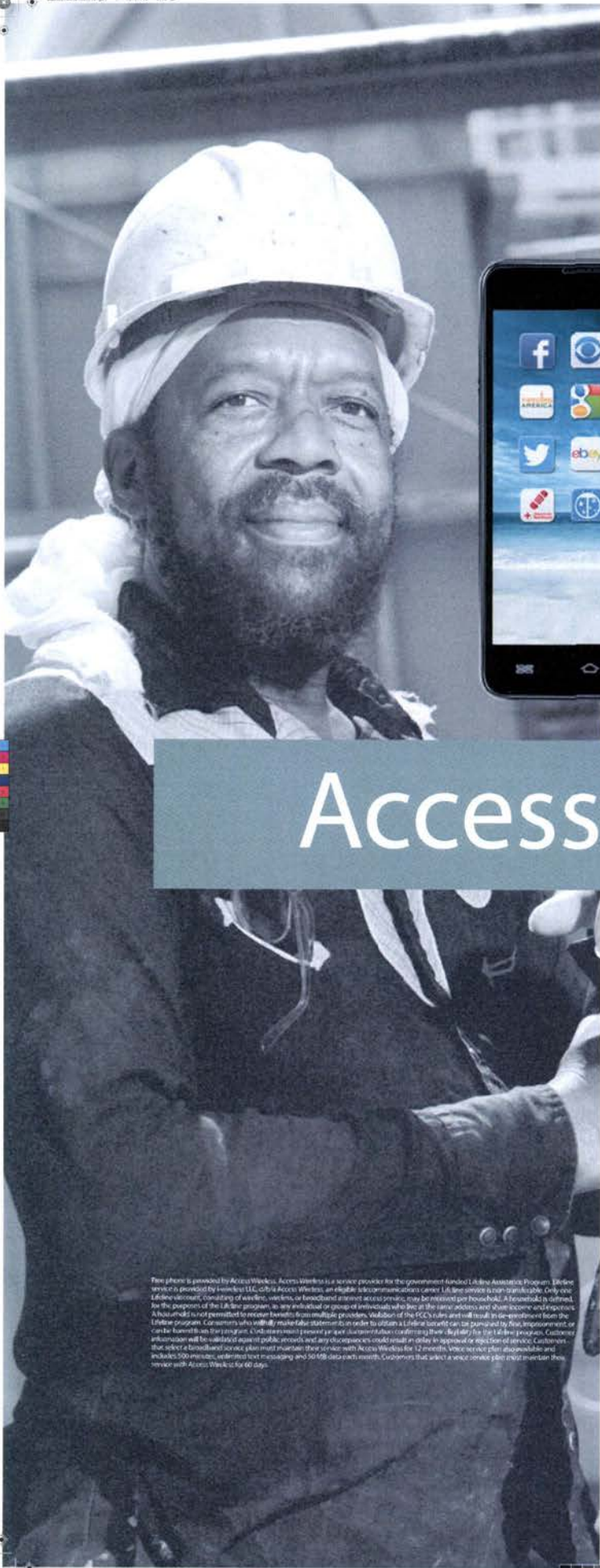


A government-funded Lifeline Assistance Program

QUESTIONS?

Call **888-900-2608**
www.accesswireless.com

Free phone is provided by Access Wireless. Access Wireless is a service provider for the government-funded Lifeline Assistance Program. Lifeline service is provided by i-wireless LLC, d/b/a Access Wireless, an eligible telecommunications carrier. Lifeline service is non-transferable. Only one Lifeline discount, consisting of wireless, or broadband internet access service, may be received per household. A household is defined, for the purposes of the Lifeline program, as any individual or group of individuals who live at the same address and share income and expenses. A household is not permitted to receive benefits from multiple providers. Violation of the FCC's rules and will result in de-enrollment from the Lifeline program. Consumers who willfully make false statements in order to obtain a Lifeline benefit can be punished by fine, imprisonment, or can be barred from the program. Customers must present proper documentation confirming their eligibility for the Lifeline program. Customer information will be validated against public records and any discrepancies could result in delay in approval or rejection of service. Customers that select a broadband service plan must maintain their service with Access Wireless for 12 months. Voice service plan also available and includes 500 minutes, unlimited text messaging and 50 MB data each month. Customers that select a voice service plan must maintain their service with Access Wireless for 60 days.



Free Smartphone

+500 MB Data*
Unlimited Text
350 Minutes

* 3G high-speed data.



Access to jobs.

You may qualify for Lifeline Assistance by Access Wireless® if you participate in public assistance programs such as SNAP/Food Stamps, Medicaid or SSI.

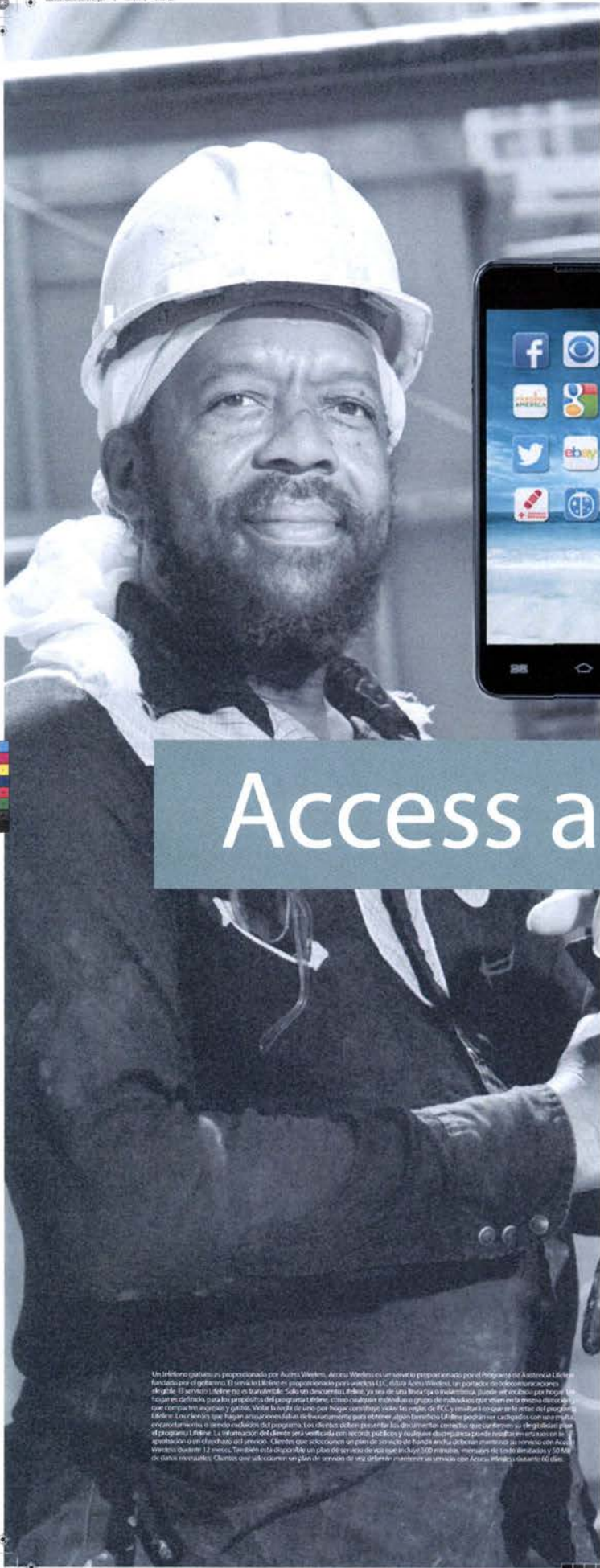
Call
1-888-450-1838

www.accesswireless.com

**access
WIRELESS**

A government-funded Lifeline Assistance Program

Free phone is provided by Access Wireless, Access Wireless is a service provider for the government-funded Lifeline Assistance Program. Lifeline service is provided by Access Wireless LLC, d/b/a Access Wireless, an eligible telecommunications carrier (ETC) for service to eligible jobs. Only one Lifeline service, consisting of wireless, wireline, or broadband internet access service, may be received per household. A household is defined, for the purposes of the Lifeline program, to any individual or group of individuals who live at the same address and share common expenses. A household is not permitted to receive benefits from multiple providers, regardless of the FCC's rules, and will not be re-enrolled from the Lifeline program. Consumers who willfully make false statements in order to obtain a Lifeline benefit can be punished by fine, imprisonment, or can be barred from the program. Civil penalties may be assessed for consumers who knowingly share benefits for 120 days per month. Customer information will be subject to special public records and any consumers could result in delay in approval or rejection of service. Customers that select a broadband service plan must maintain their service with Access Wireless for 12 months. When service plan also available and includes 500 minutes, unlimited text messaging and 50 MB data each month. Customers that select a voice service plan must maintain their service with Access Wireless for 60 days.



Teléfono Gratis

+500 MB de Datos*
Textos Ilimitados
350 Minutos

* Datos de alta velocidad 3G



Access a trabajos.

Usted puede calificar para la Asistencia Lifeline que proporciona Access Wireless® si usted participa en programas de asistencia pública como SNAP/Cupones de Alimentos, Medicaid o el Seguro de Ingreso Suplementario.

Llamada

1-888-450-1838

www.accesswireless.com



A government-funded Lifeline Assistance Program

Un teléfono gratuito es proporcionado por Access Wireless. Access Wireless es un servicio proporcionado por el Programa de Asistencia Lifeline financiado por el gobierno. El servicio Lifeline es proporcionado para usuarios de FCC, el área de servicio, un proveedor de telecomunicaciones elegible. El servicio Lifeline no es disponible. Solo un descuento de línea, ya sea de una línea fija o inalámbrica, puede ser otorgado por hogar. El hogar es definido para los propósitos del programa Lifeline. Como cualquier individuo en grupo de individuos que viven en la misma dirección y que comparten servicios y gastos. Ver la tarifa de línea por hogar disponible desde las reglas de FCC y consultar con el proveedor de servicios Lifeline. Los beneficiarios que hacen acusaciones falsas de fraude o fraude para obtener algún beneficio Lifeline pueden ser castigados con sanciones, cancelamiento o revocación del programa. Los beneficiarios deben presentar los documentos correctos que confirmen su elegibilidad para el programa Lifeline. La información del servicio por servicio con respecto a los beneficios y cualquier discrepancia puede resultar de errores en la aprobación o en el rechazo del servicio. Clientes que solicitan un plan de servicio de línea que incluye 500 minutos, minutos de texto ilimitados y 50 MB de datos inalámbricos. Clientes que solicitan un plan de servicio de voz ilimitado, minutos de texto ilimitados y 50 MB de datos inalámbricos.



Teléfono Gratis

+ 500 MB de Datos*
Textos Ilimitados
& 350 Minutos

Usted puede calificar para la Asistencia Lifeline que proporciona Access Wireless® si usted participa en programas de asistencia pública como SNAP/Cupones de Alimentos, Medicaid o el Seguro de Ingreso Suplementario.

Para aplicar, visite www.accesswireless.com

* Datos de alta velocidad 3G.



A government-funded Lifeline Assistance Program.



Necesita más tiempo?



\$10

500 Minutos
Textos Ilimitados
500 MB de Datos
por 30 días

\$25

Minutos Ilimitados
Textos Ilimitados
1 GB de Datos
por 30 días

\$35

Minutos Ilimitados
Textos Ilimitados
2.5 GB de Datos
por 30 días

\$50

Minutos Ilimitados
Textos Ilimitados
4 GB de Datos
por 30 días

\$5

250 Minutos
Texto Ilimitados
250 MB de Datos
for 30 days

PIN Electrónico solo en tiendas selectas.

Gane Premios Wireless GRATIS



Usted puede recibir Premios Wireless GRATIS al momento de pagar cuando compre en tiendas participantes de la cadena Kroger y use su tarjeta de compras o "Rewards Card". Por cada 100 puntos que acumule, usted recibirá un Premio Wireless GRATIS.**



Llame al 611 desde su teléfono de Access Wireless para registrarse.

Limitado por oferta y disponible sólo en ciertos planes. Tarifas de servicio o características que se describen como ilimitadas, deben tener en cuenta que están basadas en planes "ilimitados" están sujetos a las políticas de Uso Prohibido de Red. Suscripciones con el estado de activación de Límite incluyen un crédito mensual Límite aplicado mensualmente en la misma fecha. La cuenta se restará cada mes cuando se aplique el crédito mensual de Límite. Los minutos o datos en cualquier día de crédito mensual de Límite no serán acumulables para el siguiente mes. Clientes que seleccionen un plan de servicio de banda ancha deben activar manualmente su servicio con Access Wireless durante 11 meses. También está disponible un plan de servicio de voz que incluye 300 minutos, mensajes de texto ilimitados y 50 MB de datos mensuales. Clientes que seleccionen un plan de servicio de voz deberán mantener su servicio con Access Wireless durante 60 días.

Minutos, textos o datos agregados como resultado de un pago complementario serán utilizados después que se agote el crédito mensual de Límite. Los minutos, textos y datos que no hayan sido utilizados tendrán una duración de 30 días a partir de la fecha en que los fondos fueran agregados a la cuenta.

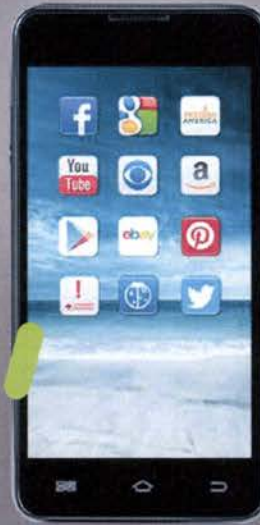
Los suscriptores deberán estar registrados en el programa de Recompensas Wireless para ser elegibles para recibir Recompensas Wireless en compras que califiquen en la familia de tiendas Kroger que participan. Las Recompensas Wireless serán aplicadas en incrementos de 20 minutos de voz o 20 megabits de datos de acuerdo a lo determinado por su tipo de plan de datos para cada 100 puntos ganados en la tienda en compras que califiquen. Las Recompensas Wireless no otorgadas serán acumuladas para el siguiente mes hasta llegar al fondo de minutos de voz o 2000 o de datos de 15 GB. Aplique los términos y condiciones para más detalles sobre el programa de Recompensas Wireless, visite www.accesswireless.com/rewards.

Asociación con el estado de no ganabilidad de los que originan créditos al plan Access Wireless. Los minutos o datos no otorgados del crédito de Límite según políticas de estado. Textos o datos agregados como resultado de un pago complementario y Recompensas Wireless ganadas serán automáticamente acumulables por 60 días contados a partir de la fecha del estado de no ganabilidad.

Access Wireless es un servicio proporcionado por el Programa de Asesoría Límite financiado por el gobierno. El servicio Límite es proporcionado por Wireless LLC, Oficina de Acceso Wireless, un portador de telecomunicaciones elegible. El servicio Límite no es transferible. Sólo en áreas de servicio Límite, ya sea en una línea fija o inalámbrica, puede ser recibido por hacer un pago en efectivo para los impuestos del programa Límite, como cualquier individuo o grupo de individuos que viven en la misma dirección y que comparten ingresos y gastos. Pida la regla de juego por hacer contacto con la regla de juego y resultados en que se refiere al programa Límite, los clientes que hagan un pago en efectivo deben proporcionar algún beneficio. Límite recibirá los datos que son, que multa, escasez de recursos o servicio excluido del programa. Los clientes deben proporcionar los documentos correctos que confirmen su elegibilidad para el programa Límite. La información del cliente será utilizada con fines públicos, y cualquier otro dato puede resultar en un estado de no ganabilidad o en el rechazo del servicio.

Un teléfono móvil es proporcionado por Access Wireless. El estado del teléfono puede variar en función de la disponibilidad de inventario y según el proveedor de servicios de telefonía. Los servicios de red de Access Wireless se proporcionan a través del proveedor de servicios de telefonía móvil que es un servicio registrado de Sprint Nextel. Android es una marca registrada de Google Inc.

** Los clientes Recompensas Wireless GRATIS en compras que califiquen. Las compras Mail Order, compra por teléfono y compras por el programa de recompensas Wireless. Los clientes de Access Wireless deben registrarse para el programa de Recompensas Wireless GRATIS para poder recibir recompensas. Aplique los términos y condiciones. Para más detalles sobre el programa de Recompensas Wireless GRATIS, visite www.accesswireless.com/rewards.



Free Phone

+ 500 MB Data*
Unlimited Text
& 350 Minutes

You may qualify for Lifeline Assistance provided by Access Wireless[®] if you participate in public assistance programs such as SNAP/Food Stamps, Medicaid or Supplemental Security Income.

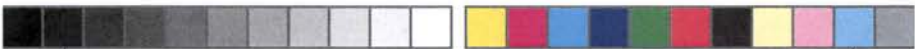
To apply, visit www.accesswireless.com

* 3G high-speed data.



A government-funded Lifeline Assistance Program.





Need More Airtime?





\$10

500 Minutes
Unlimited Text
500 MB Data
 for 30 days




\$25

Unlimited Talk & Text
1 GB Data
 for 30 days




\$35

Unlimited Talk & Text
2.5 GB Data
 for 30 days




\$50

Unlimited Talk & Text
4 GB Data
 for 30 days

\$5

250 Minutes
Unlimited Text *Electronic PIN; at select stores only*
250 MB Data
 for 30 days

Earn FREE Wireless Rewards



You can earn FREE Wireless Rewards in the checkout line when you shop at participating Kroger-owned stores and use your Shopper's or Rewards Card. For every 100 points you earn, you'll receive a FREE Wireless Reward.**



Call 611 from your Access Wireless phone to register.

Intended for use on a non-activated, pay-as-you-go service plan. Service features that are included in a standard plan should be aware that our "wireless" plan are subject to the Prohibited Network Use policy. Subscribers in a prepaid Lifeline state will receive a monthly Lifeline credit applied to the same date each month. The account will reset each month when the monthly Lifeline credit is applied. Any unused minutes or data from the monthly Lifeline credit will not carry over to the next month. Customers that select a discounted service plan must maintain their service with Access Wireless for 12 months. Voice service plan also available and includes 500 minutes, unlimited text messages and 50 MB data each month. Customers that select a voice text or data plan must maintain their service with Access Wireless for 60 days.

Minutes, texts or data added as a result of a top-up payment will be used after the monthly Lifeline credit has been exhausted. Any unused minutes, texts or data will last for 30 days from the date that the funds were applied to the account.

Subscribers must be registered for the Wireless Rewards program in order to be eligible to receive Wireless Rewards on qualifying purchases at participating Kroger family of store locations. Wireless Rewards will be applied in increments of 20 voice minutes or 20 megabytes of data at checkout by the plan type. For every 100 points earned on store or qualifying purchases. Any unused Wireless Rewards will carry over each month until the next month. 2,000 cap on data cap (5 GB) in total. Some restrictions apply. For details on the Wireless Rewards program, visit www.accesswireless.com/rewards.

Subscribers in a non-activated Lifeline state will be moved to the Access Basic plan. Any unused minutes or data from the monthly Lifeline credit will be lost. Minutes, texts or data added as a result of a top-up payment or earned Wireless Reward will automatically carry over for 60 days from the date of funds change.

This phone is provided by Access Wireless. Access Wireless is a service provider for the government-funded Lifeline Assistance Program. Lifeline service is provided by Access Wireless (i.e. Global Access Wireless) an eligible telecommunications carrier. Lifeline service is non-transferable. Only one Lifeline discount (including wireless, landline and internet access service) may be received per household. A household is defined, for the purpose of the Lifeline program, as any individual or group of individuals who live at the same address and share income and expenses. A household is not permitted to receive benefits from multiple providers. Violation of the FCC rules may result in dis-enrollment from this Lifeline program. Customers who willfully make false statements in order to obtain a Lifeline benefit can be punished by fine, imprisonment, or forfeiture from the program. Customers must present proper documentation confirming their eligibility for the Lifeline program. Customer information will be collected against public records and any discrepancies shall result in delay in approval or rejection of service.

Phones may vary by handset manufacturer and model and are dependent on inventory availability. Access Wireless is not available in all areas. For coverage availability, visit www.accesswireless.com. Access Wireless Network service is provided on the nationwide Sprint Network. Sprint is a trademark of Sprint Nextel.

**FREE Wireless Rewards are earned on qualifying purchases only. SNAP food stamp purchases may be eligible for loyalty rewards program. Access Wireless users must be registered for the FREE Wireless Rewards program in order to receive rewards. Some restrictions apply. For details on the FREE Wireless Rewards program, visit www.accesswireless.com/rewards.

BBANDBUCKEN1216



Free Phone

+ 500 MB Data*
Unlimited Text
& 350 Minutes

You may qualify for Lifeline Assistance provided by Access Wireless* if you participate in public assistance programs such as SNAP/Food Stamps, Medicaid or Supplemental Security Income.

To apply, visit www.accesswireless.com

* 3G high-speed data.



A government-funded Lifeline Assistance Program.



Need More Airtime?



\$10

500 Minutes
Unlimited Text
500 MB Data
 for 30 days

\$25

Unlimited Talk & Text
1 GB Data
 for 30 days

\$35

Unlimited Talk & Text
2.5 GB Data
 for 30 days

\$50

Unlimited Talk & Text
4 GB Data
 for 30 days

\$5

250 Minutes
Unlimited Text
250 MB Data
 for 30 days

Electronic PIN; at select stores only

Earn FREE Wireless Rewards



You can earn FREE Wireless Rewards in the checkout line when you shop at participating Kroger-owned stores and use your Shopper's or Rewards Card. For every 100 points you earn, you'll receive a FREE Wireless Reward.*



Call 611 from your Access Wireless phone to register.

Lifetime does not make any warranty. If you subscribe to a plan, service or feature that we or our carrier(s) indicated, you should be aware that such "lifetime" plans are subject to the Prohibited Network Use Policy. Subscribers on approved Lifetime plans will receive a monthly Lifetime credit applied to the same date each month. The account will reset each month when the monthly Lifetime credit is applied. Any unused minutes or data from the monthly Lifetime credit will not carry over to the next month. Customers that select a broadband service plan must maintain their service with Access Wireless for 12 months. Voice service plans also available and include 100 minutes, unlimited text messaging and 50 MB data each month. Customers that select a voice service plan must maintain their service with Access Wireless for 60 days.

Minutes, text or data added as a result of a top-up payment will be used after the monthly Lifetime credit has been exhausted. Any unused minutes, text or data will last for 30 days from the date that the funds were applied to the account.

Subscribers must be registered for the Wireless Rewards program in order to be eligible to receive Wireless Rewards on qualifying purchases at participating Kroger family of store locations. Wireless Rewards will be applied in increments of 20 voice minutes or 20 megabytes of data as determined by rate plan type, for every 100 points earned in-store on qualifying purchases. Any unused Wireless Rewards will carry over each month until the total amount (2,000 cap or data cap) is met. Some restrictions apply. For details on the Wireless Rewards program, visit www.accesswireless.com/rewards.

Subscribers in a non-approved lifetime status will be moved to the Access Basic plan. Any unused minutes or data from the monthly Lifetime credit will be lost. Minutes, text or data added as a result of a top-up payment or earned Wireless Reward will automatically carry over for 60 days from the date of status change.

The phone is provided by Access Wireless. Access Wireless is a service provider for the government-funded Lifeline Assistance Program. Lifeline service is provided by a wireless U.S. carrier Access Wireless, an eligible telecommunications carrier. Lifeline service is not available. Only one Lifeline discount, consisting of wireless, wireless or broadband internet access service, may be received per household. A household is defined, for this purpose, as the Lifeline program, as any individual or group of individuals who live at the same address and share income and expenses. A household is not permitted to receive benefits from multiple providers. Violation of the program household rule constitutes a violation of the FCC's rules and will result in de-enrollment from the Lifeline program. Consumers who willfully make false statements in order to obtain a Lifeline benefit can be punished by fine, imprisonment, or can be barred from the program. Customers must present proper identification confirming their eligibility for the Lifeline program. Customer information will be subject to public records and any discrepancies could result in delay in approval or rejection of service.

*FREE Wireless Rewards are earned on qualifying purchases only. SNAP/Food Stamp purchases may be eligible for loyalty rewards programs. Access Wireless stores must be registered for the FREE Wireless Rewards program in order to receive rewards. Some restrictions apply. For details on the FREE Wireless Rewards program, visit www.accesswireless.com/rewards.

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