

KELLEY DRYE & WARREN LLP

A LIMITED LIABILITY PARTNERSHIP

WASHINGTON HARBOUR, SUITE 400

3050 K STREET, NW

WASHINGTON, D.C. 20007-5108

(202) 342-8400

FACSIMILE

(202) 342-8451

www.kelleydrye.com

DIRECT LINE: (202) 342-8544

EMAIL: jheitmann@kelleydrye.com

NEW YORK, NY
LOS ANGELES, CA
CHICAGO, IL
STAMFORD, CT
PARSIPPANY, NJ
BRUSSELS, BELGIUM

AFFILIATE OFFICES
MUMBAI, INDIA

April 17, 2013

VIA ECFS

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Re: TAG Mobile, LLC Notice of *Ex Parte* Presentation; WC Docket No. 11-42

Dear Ms. Dortch:

TAG Mobile, LLC (“TAG”) is aware of the current criticism of the Lifeline Program, much of which is uninformed and based on a lack of understanding of the program and the actual low-income individuals and families that it supports. Recently, other Lifeline providers have provided the Commission with a snapshot of their Lifeline customers to demonstrate the intense need for Lifeline services in the low-income community. TAG hereby provides information about its Lifeline customers, based on a survey conducted recently of 1,041 customers.

- Over 47% of respondents are 50 or older and nearly 16% are 60 or older.
- Over 43% of respondents have at least 3 children.
- Nearly 13% of respondents are veterans.
- Less than 26% of respondents are employed and 62% of those are only employed on a part-time basis.
- Nearly 86% of respondents indicated that having Lifeline-supported phone service enabled them to pursue job opportunities and/or to remain employed.

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- Over 97% of respondents indicated that having Lifeline-supported phone service enabled them to remain in contact with work, school, family and important contacts such as doctors and friends.
- Over 97% of respondents indicated that their wireless Lifeline service is more useful to them than would be wireline service at their home.

These statistics demonstrate that Lifeline-supported communications services, and wireless services in particular, are critical for low-income Americans to seek and retain employment and keep in contact with family, schools and health care providers. A large percentage of recipients of TAG's Lifeline-supported services are unemployed or employed only on a part-time basis, many are veterans, many are older Americans and many are supporting at least three children. Further, this survey demonstrates what we already know – that all Americans, including low-income Americans, see advantages to mobile wireless communications. Those advantages include the ability to contact public safety/emergency first responders and to be available to employers, schools and family at all times.

This letter is being filed electronically for inclusion in the public record of the above-referenced proceeding. Please feel free to contact the undersigned with any questions.

Respectfully submitted,



John J. Heitmann
Joshua T. Guyan

Counsel to TAG Mobile, LLC

cc: Kimberly Scardino
Jonathan Lechter