



Life Wireless

Testimonials



Medical

“I use my lifeline to make doctor appointments and to help with my 78 year old grandmother who suffers from arthritis. She fell just the other day and she was able to call me on my phone so that I could come over and help her get back up.”

- Shandia S. (Saginaw, MI)



“My husband has blood issues and I am a diabetic. Life Wireless has helped me be able to talk to the doctors and make appointments for me and my husband who has to go to the doctor several times a week.”

- Hilda R. (Gainesville, GA)

“I like Life Wireless because it helps me with my medical issues. Most of my minutes go toward calls for getting medicine and communicating with my doctor. This service helps me a lot.”

- Reginald M. (Darlington SC)

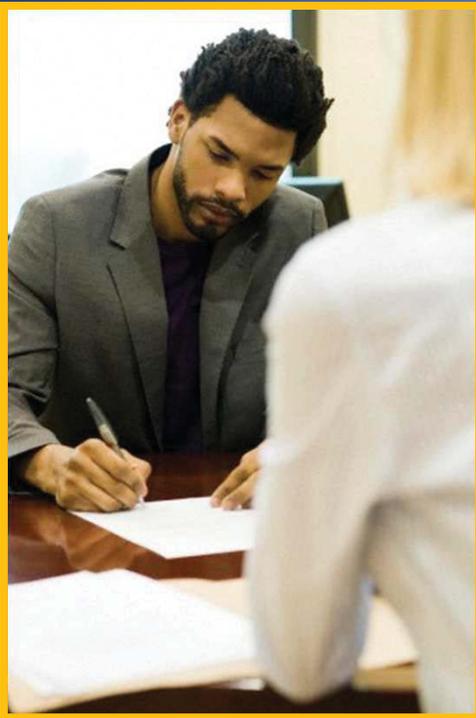
A proud member of the LifeLineConnects Coalition



Employment

“Without my phone I could not make the phone calls to inquire about employment. I just received a call about an hour ago from an employer to schedule me for an interview. Without this phone that would not have been possible.”

- Edward B. (Chicago, IL)



“This phone gives me the stability to be able to network and generate income. Life Wireless has helped me out tremendously.”

- Mark M. (Waynesville, IL)

“Thanks to your company, this program, and the employees that got me this phone, I am now employed! The apartment is coming soon. No more sleeping on friends couches or being completely homeless with no place to sleep. This phone was a life changing thing.”

- Curt D. (Kansas City, MO)

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Safety & Security

“My kids and I were home alone one day and a young man started banging and kicking at my door and windows. He was screaming, “Let me in now!” My kids were scared, crying and upset because he would not stop or go away. I called 911. The police arrived and chased him away. Having my Life Wireless cell phone gives me a sense of comfort and security because I know I will be able to use it to call for help if I need to in the future.”

- Amber M. (Saginaw, MI)



“This phone has saved my life. I am a single mother of three and going to college. Within 48 hours of receiving this phone, I was assaulted. Had I not received this phone I would have never been in the position call 911. There was no one around at the time to help me. I am very grateful for the person at the tent who helped me get this phone. I went back to the tent a few days after my assault and thanked the agent for saving my life.”

- Maria R. (Chicago IL)

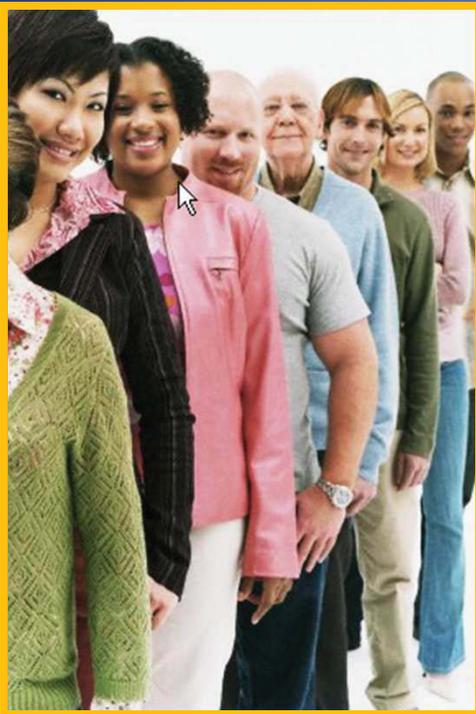
A proud member of the LifeLineConnects Coalition



Community Support

“Thank you for connecting our residents to Life Wireless' cell phone program. It may seem like such a simple thing to be able to place and receive calls, but when you are homeless and desperately trying to stabilize your family's life, having access to a reliable phone service is essential. Thank you so much for partnering with us to support these women.”

- Julianna Janssen, Ascension Place (Minneapolis, MN)



“An aspect we really appreciate about Life Wireless' business is that they are so relational, and that is what we, as a Lutheran organization, are all about: building relationships. We especially like that they show up in person and business is done face-to-face. Representatives are responsible, welcoming and always treat every customer with incredible respect. Working with Life Wireless has been very enjoyable.”

**- Sheila Kvilvang, Lutheran Social Service of Minnesota –
The Center for Changing Lives (Minneapolis)**

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Lifeline Customer Testimonials



"I have three young children and need to provide their schools with an emergency contact number in case they need to reach me. My Lifeline phone gives me peace of mind knowing that I can be reached if anything happens to one of them."

-Darnique J., Ohio



Lifeline Customer Testimonials



“I got laid off from my job and have been looking for employment for the past 7 months. I need to have a phone where potential employers can contact me.”

-Tara G., Kentucky

Lifeline Customer Testimonials



“I’m a young Army veteran and a single father. I joined the service when I was 19 as a way to provide for my family. I’ve served for 6 years including tours in South Korea, Japan, Germany and Afghanistan. I income-qualify for Lifeline service. Since returning home, I’ve settled in a remote area of Nevada. I find occasional work as a freelance mechanic, but am struggling to find full-time employment. I use my Lifeline phone on my resume when applying for jobs and as a way to keep in touch with my family members that live far away.”

-Brian S., Nevada



Lifeline Customer Testimonials



"I don't want to have to rely on this service, but for now anything that can help us save money is a lifesaver. We just moved to Cincinnati from Missouri to live with my Dad. I'm trying to find a job so that we can save some money to find a place of our own. My kids qualify for Medicaid, so I can use this phone to make their doctor's appointments."

-Stephanie F., Kentucky

Lifeline Customer Testimonials



“I used to work in a beauty shop, but I couldn’t afford the rent any longer so now I cut hair out of my apartment. My clients need a way to contact me to schedule appointments. I rely on my Lifeline phone so that they can reach me. If they call and I’m not available, they’ll go somewhere else.”

-Charlene P., Indiana



Lifeline Customer Testimonials



“I am a single Mom with three kids. My ex-husband does not pay child support and I am solely responsible for taking care of our children. I clean houses and offices to make a living, but I need to know where my kids are and that they are okay when I’m working.”

-Samantha L., Ohio

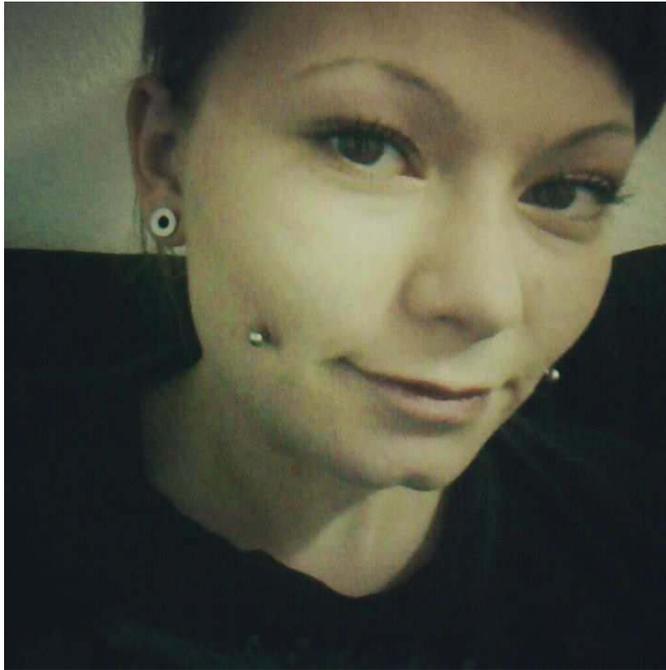
Lifeline Customer Testimonials



“I am a elderly caregiver and am trying to pursue an education while balancing a full-time job and the needs of a family. Having a Lifeline phone allows me to check in to make sure my son got off the school bus okay and made it home safely. I can also check in to make sure that my ailing Mother is doing ok.”

-Charese M., Illinois

Joelle J.



“I have received employment since enrolling in the program. I have also been able to be in contact with my counselor, lawyer, case manager, and many other important persons and appointments. I was unable to do that prior to receiving this service. I take the bus everyday of the week and am able to check with valley metro if the bus is late or when the bus comes after all of my appointments. It has really taken a weight off of my shoulders and I appreciate it greatly!”

Lillian W.



“I was in desperate need of a phone and on the job hunt fiercely. Well my first interview I gave the receptionist my phone number and although I didn’t get the job I got another interview and they were able to call me because of my new phone thanks to StandUP.”



StandUP
WIRELESS



How **StandUP** Helped **Gekiya M.** To Succeed!



I am a domestic violence survivor and I am starting my life over with my two children. I currently have two jobs and pay rent and childcare expenses myself. I feel this phone will help me a lot. Thank you.

StandUP
WIRELESS



How **StandUP** Helped Veronica J. To Succeed!



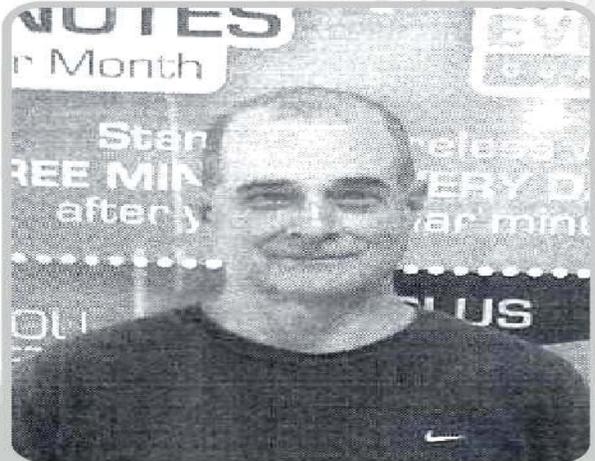
"I am out of work, and cannot afford wireless service at this time. Mainly because I am taking care of my niece and two nephews for my incarcerated sister. StandUP's Lifeline service actually helps to keep me afloat! Since I got my phone with the free minutes I can effectively do an employment search! I now can put my number on applications and my resume which will help me to get the job I need so that I and my niece and nephews can live a better life."

Veronica J. Winters





How **StandUP** Helped **Steven C.** To Succeed!

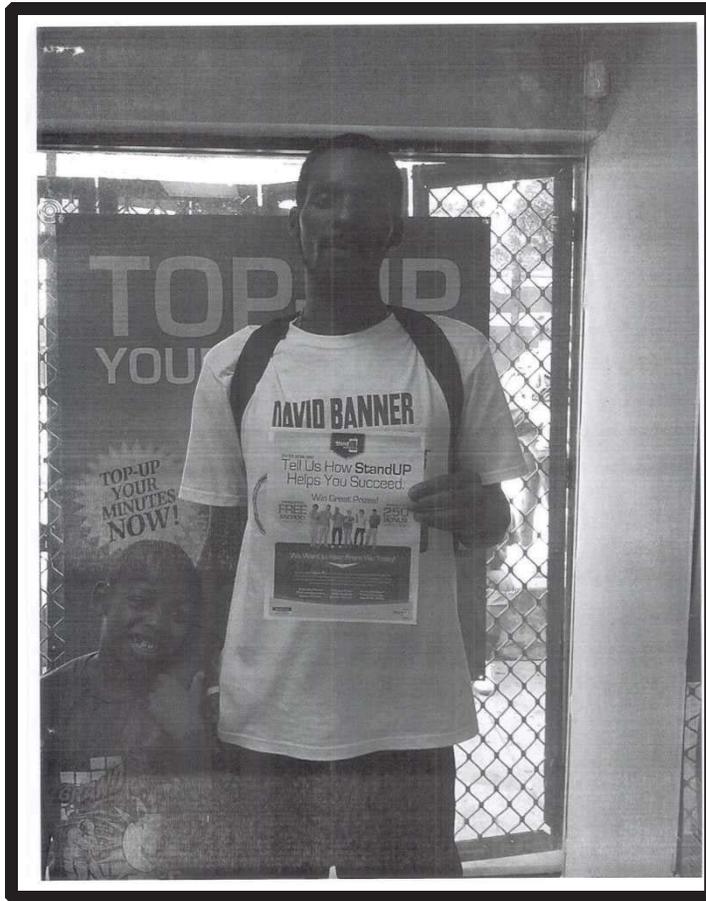


I use my phone for emergency purposes to contact family and relatives. And customer service is excellent at StandUP.



Traditional Wireless

Benjamin O.



“StandUP Wireless has helped me abundantly. With my free minutes I was able to communicate with family and also friends. I was also able to obtain gainful employment and schedule appointments. This service is very helpful and I would recommend it to my friends and family.”

Regina F.



"I became homeless and am now living in a shelter My StandUP Wireless phone has helped me keep in touch with my family during a current time of personal crisis. It has helped them to know that I am in a safe place.

My StandUP phone has helped me keep doctor's appointments at the local Veteran's Association facility and it has helped me to have a phone to receive calls for future employment. Without the StandUP phone I'd have no way of communicating with anyone and therefore get out of this personal crisis. Thank you for being there for me! "



Susan B.



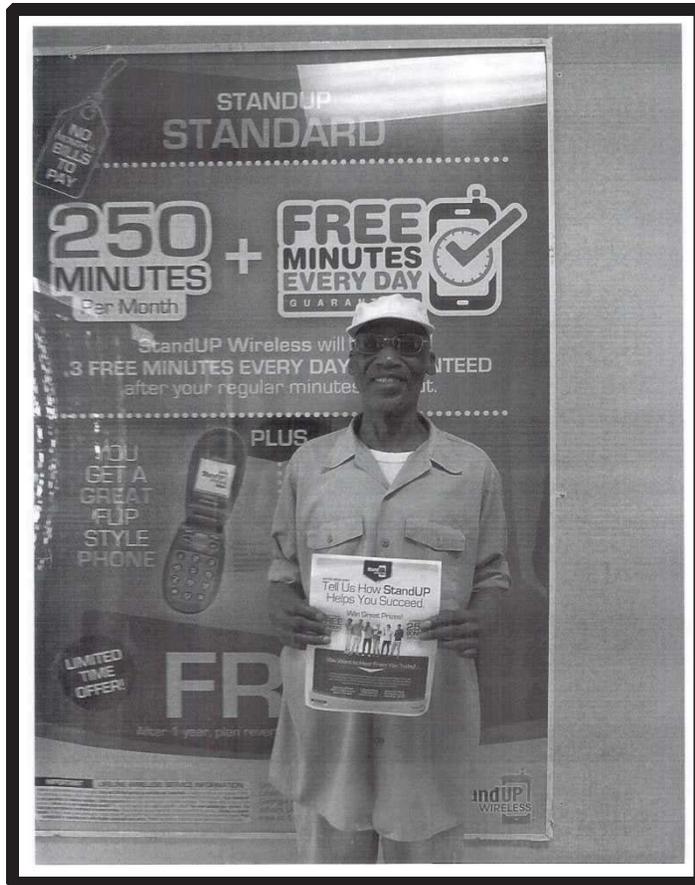
“I became a StandUp customer in February of 2013. I am delighted with the service. My two grandsons have asthma. More than once the pre-K or elementary school has called me on my StandUp phone to alert me that the asthma was acting up so I could take them home to their machine that provides breathing treatments. That would not have been possible in the year before receiving my Lifeline phone as I did not have phone service.”

Laurell H.



“Well, StandUp Wireless has helped me out a lot. I enrolled into school at AIU taking up Criminal Justice and my StandUp phone helped me complete the process. I have also been able to keep up with my children’s doctor, dentist, etc appointments.”

Raymond R.



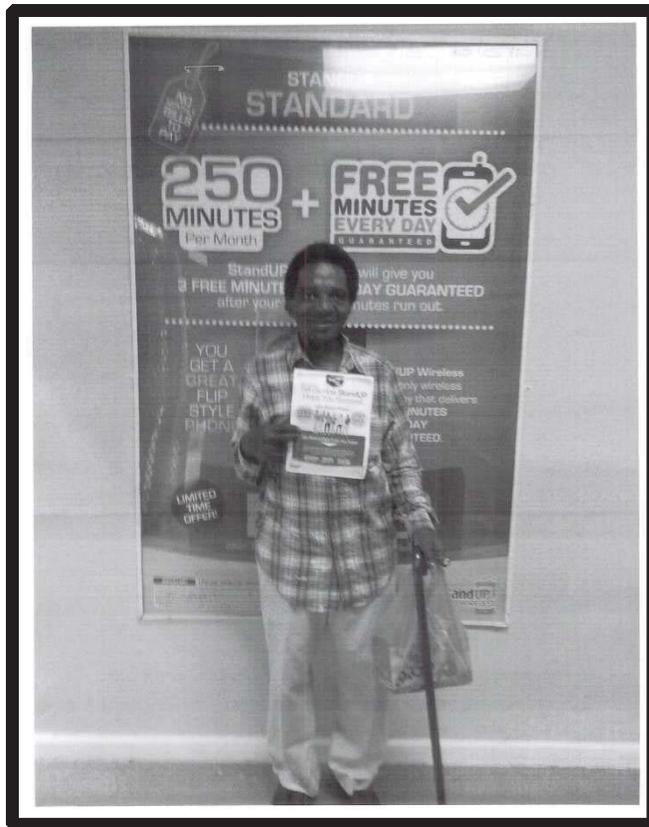
“My story is that StandUP Wireless has helped me to keep in touch with my list of contacts, including my mother and has helped me to keep needed appointments and doctor’s visits, so I am very much thankful for StandUP Wireless and the representatives have been very helpful..”

Rueben K.



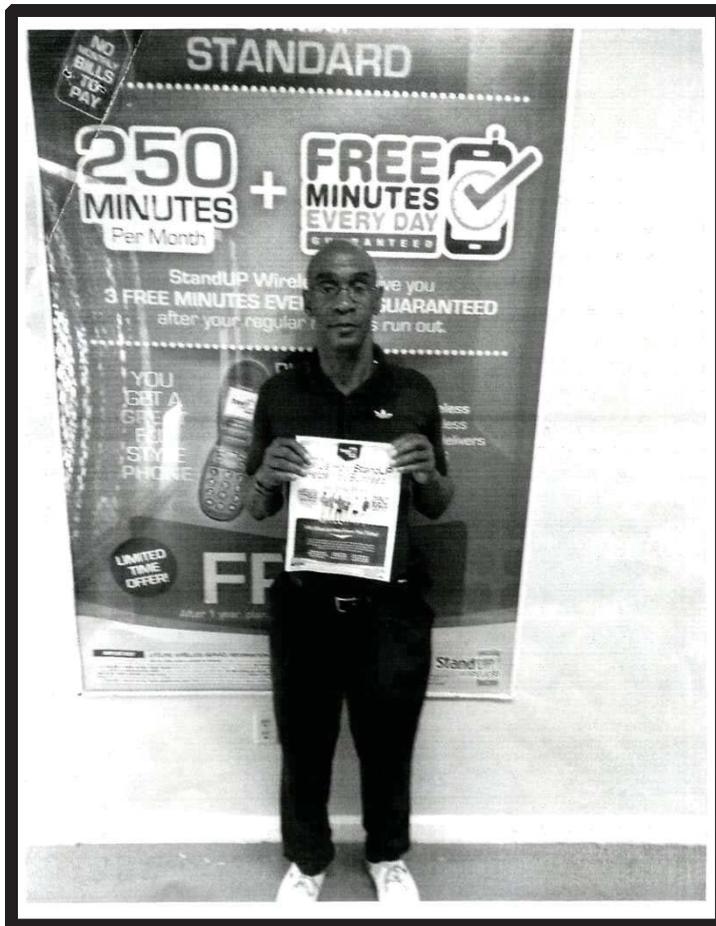
“After being released from prison I struggled finding a job, reporting to parole, and attending substance abuse classes. I was in desperate need of a phone to keep in contact with these obligations. StandUP solved my problems by providing me with the phone and it has helped me fulfill my obligations and finish my parole. August first, I’m done with everything and will have successfully discharged my sentence. Thank you StandUP for providing an excellent service.”

Harold M.



“StandUP Wireless has been a tremendous help in my everyday life. It has assisted and benefitted me in making important contacts and keeping in touch with my family, loved ones and friends. It changed my life for the better. I could not afford one. Thank you StandUP.”

Tony S.



“This phone helped me get a job. Because of this phone now I got my first check. Thank you for the phone and for StandUP Wireless.”





A proud member of the Lifeline Connects Coalition
Responsibly Keeping Americans Connected.

Meet Aesha McCrary from Broken Arrow, Oklahoma. Aesha is a single mom of one with another child on the way. She was in need of a phone to get in contact with her doctors and family during her pregnancy. She was very thankful for our help and told me that having Lifeline service would help her out tremendously in this time of need.

Brandon Stapp
enTouch Team Leader
August 2013



Meet Nathan Sands. Nathan participates in the Food Stamp program.

"This phone & Lifeline service will substantially impact my life in a huge way. Now, I will be able to reach my kids' teachers at their school. If there's an emergency with my elderly parents in South Carolina, they will be able to reach me at all times and vice versa. So thanks for real enTouch!"

Shay Cooper
enTouch Team Lead
August 2013



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Meet James Warner of Tulsa, Oklahoma.

“ I can get better employment than my stand-by personnel job I have now. I want better for myself.”

Dreck Cooper
enTouch Team Member
August 2013



Meet Cheryl Pace. Cheryl participates in the Food Stamp program.

“I have been trying to get a job, but have no phone to be reach at by potential employees. This phone will help me maybe get a job real soon!

Dreck Cooper
enTouch Team Member
August 2013

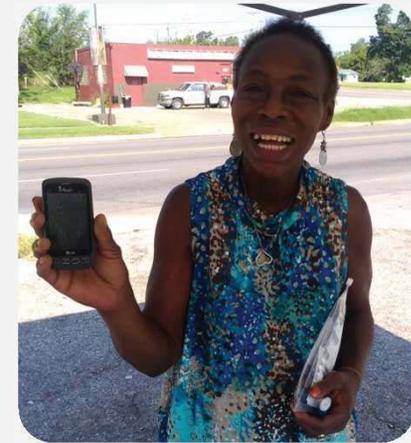


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Meet David and his daughter Sarah. David participates in the LIHEAP program . He is from White Earth, MN.

"The Lifeline program is helping me so much with this phone & service. I can contact emergency services if I need to. Anybody that I need to get a hold of I will be able to now. It means a lot. Thank you."

Chanelle Pennick
enTouch Team Member
August 2013



Meet Ms. Denise. She was very grateful for our help in providing her with a phone & Lifeline services. She had fallen onto some hard times recently with losing her job as a teacher. Her son lives in Virginia. She said this phone will help her son keep in contact with her unlike recently. Ms. Denise thanked me several times for the good that our company is doing to help people in need.

Doug Bryller
enTouch Event Manager
August 2013



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Meet Anne Ewing. She lives in Oklahoma City, OK and participates in the Food Stamp program.

"I chose to get a phone & Lifeline services through enTouch because of their reputation to connect people of limited income to the Internet by providing customers with smart phones with data and wifi capabilities."

Shay Cooper
enTouch Team Leader
August 2013



Meet Jennifer Tackitt. She lives in Oklahoma City, OK and participates in the Food Stamp program.

"I am a recovering addict. Me getting this phone and Lifeline service is going to be a fresh start of a new real life. Having this new phone will be the 1st thing that I will use to start my new life. Thank you so much!"

Shay Cooper
enTouch Team Leader
August 2013



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Responsibly Keeping Americans Connected.

Meet Jeremy Hawkins. Jeremy participates in the Bureau of Indian Affairs General Assistance Program.

"This phone and Lifeline services will help me stay in touch with my kids and my job."

Shay Cooper
enTouch Team Lead
August 2013



Meet Maria. She lives in Mahnoeman, MN and participates in the Food Stamp program.

"Lifeline is going to help me out alot, by saving money. I take care of my nieces and nephews right now, its really going to help a lot, I'm thankful that Entouch Wireless is doing this. Thank you."

Chenelle Pennick
enTouch Team Member
August 2013



A proud member of the Lifeline Connects Coalition
Responsibly Keeping Americans Connected.

Meet Linda Hallet from Red Lake Minnesota.

“Thanks to enTouch wireless I have one of the best birthday presents I’ve had in a very long time. I broke my leg yesterday and my family has been worried about me. Because of this phone and Lifeline services my family can call to check on me and they won’t have to spend money they don’t have to come and check on me. It’s a life saver!”

Meet Duane Feather a 52 year developmentally challenged gentlemen. He received his first ever cell phone. His sister , barely able to hold back tears said ,

“I came with my brother up here because I thought this was some sort of scam, or that it would cost him money but we’re leaving with a phone that works and I have a way of communicating with him in case of emergencies. He’s so happy and It’s such a relief to know we can call each other and that someone is actually helping us.”

Meet Edwina Neadeau.

“I am 77 years old. I am so thankful for this phone and Lifeline services because it will give my family peace of mind. I have had 7 heart attacks and have seven stints. Needless to say my family is concerned about me. I am glad to have this phone because my family can now have peace of mind knowing that they can get in contact with me and that I have a way to call in case of an emergency. Lifeline service means peace of mind to my family and I.”

Meet Carla.

"I felt really good when I got the phone with Lifeline service. I've never had a phone or company that I felt comfortable with. I am a community walker and without a phone, that was not safe. I use the phone to help the community. Now I feel comfortable doing my job and protecting my community.”

enTouch Event Teams
Northern Minnesota
July 2013

EXHIBIT D

Lifeline Reform 2.0

The Federal Communications Commission’s 2012 reforms to the Lifeline program have effectively reduced waste, fraud and abuse while producing significant cost savings. In June, the Commission adopted additional reforms necessary to preserve the program. And yet, there is still more that can be done. To that end, the Lifeline Coalition proposed a comprehensive package of reforms, dubbed “Lifeline Reform 2.0,” and following comments submitted to the Commission, the following proposals have garnered widespread support, especially among wireless Lifeline service providers.

The Coalition proposes **three core measures** that serve as the centerpiece of its reform package, including:

1. **Verifying consumer identity at the time of enrollment;**
2. **Retaining copies of proof of eligibility documentation; and**
3. **Requiring non-commission based review and approval of enrollments prior to activation**

The Coalition’s core reforms are part of a broader package of important rule modifications that the FCC should adopt and implement to reduce (real or perceived) waste, fraud and abuse in the Lifeline program. After consultation with other parties and reviewing the comments filed on the Petition, the **comprehensive package of reforms** includes the following proposed requirements:

1. **Changes to the enrollment process**
 - (a) verify identity through database dip, review of photo identification or other reasonable means
 - (b) retention of copies of proof
 - (c) non-commission-based review and approval of all enrollments
 - (d) greater ETC control over mobile and retail in-person enrollment locations (location tracking and sign-in, photo audits, post-enrollment audits)
2. **Mandatory access to live customer service representatives that can resolve subscriber concerns regarding enrollment, eligibility and service**
3. **De-enrollment upon request without requiring documentation**
4. **Comprehensive biennial compliance audits for all ETCs (not just new ones and big ones)**

The Coalition’s Lifeline Reform 2.0 reform package will complement the FCC’s important and effective 2012 and 2013 reform efforts by eliminating the ability of individuals to exploit gaps that presently exist among ETCs subject to varying regulatory obligations or whose business practices may not reflect current best practices to reduce waste, fraud and abuse.

EXHIBIT E

GOING ABOVE AND BEYOND FCC LIFELINE REQUIREMENTS

1 OUT OF 10 ENROLLMENT ATTEMPTS
BLOCKED...

VOLUNTARY INTERCOMPANY DE-DUPE DATABASE

TOTAL FRAUD

PREVENTION SAVINGS TO USE

\$3,900,000

A MONTH

\$46,800,000

A YEAR

EXHIBIT F

FCC DATABASE

9

December 7, 2009
NASUCA suggests duplicate database

March 2010
National Broadband Plan suggests creation of a database

2010

March 2011
Lumina Ventures suggests creation of a database

2011

February 2012
release of Lifeline Reform Order calling for creation of the NLAD

2012

August 2012
NLAD Request for Proposals released

February 6, 2013
NLAD supposed to have been operational per Lifeline Reform Order

2

April 25, 2013
Julie Velton, Chief of the Wireless Competition Bureau, FCC NLAD "will, by the end of this year, collect and prevent duplicative support before it occurs."

April 19, 2013
Vendor to build NLAD selected

1

September 2013
First set of proposed lines issued by the FCC

November 2013
Second set of Lifeline proposed lines issued by the FCC

December 2013
November 27, 2013
December 5, 2013
Original scheduled date for first subscriber lists to be loaded into DB

December 27, 2013
Original "live" date for first state

January 13, 2014
Original "live" date for first state

February 13, 2014
Revised date for first state to go live

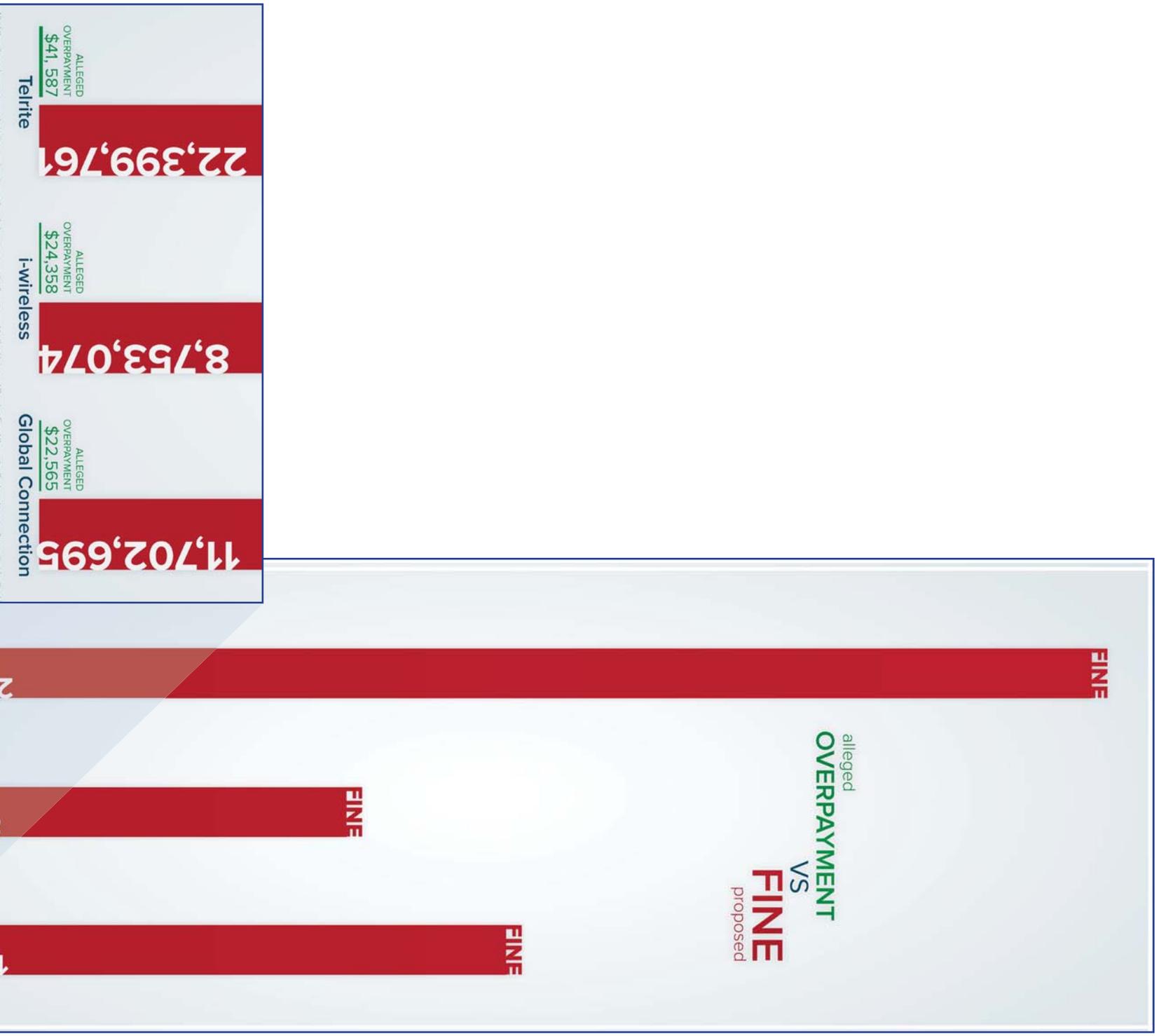
March 5, 2014
Original "live" date for entire country

March 27, 2014
Revised "live" date for entire country

2014

EXHIBIT G

alleged
OVERPAYMENT
VS
FINE
proposed



All of the figures shown in this chart represent the alleged overpayments and the proposed fines for the entities listed. The alleged overpayments are based on the information provided by the entities to the Commission. The proposed fines are based on the information provided by the entities to the Commission. The Commission is not responsible for the accuracy of the information provided by the entities. The Commission is not responsible for the accuracy of the information provided by the entities.

FINE
percent proposed

OVERPAYMENT
compared to alleged



Telrite 538x
Global Connection 518x
i-wireless 359x

- Verizon > 0.5 x
- YourTel/TerraCom 1.2 x
- AT&T 1.6 x