

September 1, 2016

**VIA ELECTRONIC FILING**

Public Utilities Commission of Ohio  
Attn: Ambrosia Logsdon, Telecom Division  
180 E. Broad St.  
Columbus, OH 43215-3793

Re: Case No. 14-1595-TP-UNC  
TAG Mobile ETC Application

Dear Ms. Logsdon:

TAG Mobile, LLC ("TAG Mobile"), hereby respectfully submits supplements to its Application for Designation as a Low-Income Competitive Eligible Telecommunications Carrier.

Please contact me directly if you have any questions or if you require any additional information regarding this.

Respectfully Submitted,

*Janet Brown*

**Janet Brown**  
Regulatory Consultant  
GSAssociates, LLC  
678-304-6472

Enclosures

Before the  
**THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of	)	
Tag Mobile, LLC	)	
Application for Designation as a Low-Income	)	Case No. 14-1595-TUNC
Competitive Eligible Telecommunications Carrier	)	

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**TAG MOBILE, LLC ETC APPLICATION**

TAG Mobile, LLC ("TAG Mobile") hereby respectfully submits the following supplement ("Supplement") to its Application filed in the above-referenced docket 14-1595-TUNC. This supplement addresses questions and requests for additional information posed by staff of the Public Utilities Commission of Ohio ("Commission"). TAG hereby supplement its Application to include the following:

1. Supplemental Security Income (SSI) should be removed from the application form in all places. It is no longer a qualifying program. For Wireless Lifeline Service. Tag Mobile will calculate the monthly 9-1-1 surcharge payable to the State of Ohio for its Lifeline customers based on the Ohio Lifeline count that was active during the month at issue. TAG Mobile will determine whether a Lifeline customer was "active" based on the definition of "usage" in the rules and regulations of the Federal Communications Commission ("FCC"). TAG Mobile non-Lifeline wireless service is prepaid, and Tag will bill the monthly 9-1-1 surcharge payable to the State of Ohio at the time the customer is for its monthly service. 9-1-1 fees from both Lifeline and non-Lifeline wireless customers will be remitted to the State of Ohio as part of Tag Mobile's regular tax compliance.
2. TAG Mobile, intends to follow the PUCO's directive of providing the number for access lines or equivalents it held as of the 12/31 of the prior year. Tag will be using the data entered on the FCC Form 497 submitted to the FCC for the prior month of December. Tag Mobile does not currently have any "active" customers in Ohio and at this time only intends to offer Lifeline class of service in Ohio. As a result, the calculation methodology & timing of other classes of service would not apply.
3. At this time, TAG Mobile, LLC currently has no "active" customers in Ohio. TAG Mobile intends to use Verizon, Sprint, T-Mobile carriers to provide its Lifeline services in Ohio.

4. A service area map is not available, however a list of wire centers filed in Exhibit I of TAG Mobile's ETC Application filed on 9/11/2014 is still accurate and available.
5. At this time, TAG Mobile, will be identified as a reseller service provider, as such and only intends to offer Lifeline service.
6. TAG Mobile provides customer service through both U.S based and off-shore call centers. 90 percent of calls are routed to the off-shore call center with technical troubleshooting, sales/dealer support, and Spanish calls routing to the U.S. call center.
7. TAG Mobile currently does not have its own retail store presence location.
8. TAG Mobile, customers could obtain Lifeline service through an outside Sales Agent/Dealer, a store front (long term business plan), TAG Mobile's website or through the U.S. Mail.
9. The TAG Mobile's most recent 4 quarterly customer churn rates are:
  - Q4 2013: 14.24%
  - Q1 2014: 8.72%
  - Q2 2014: 13.76%
  - Q3 2014: 12.07%
10. TAG Mobile, customers can select the Spanish option when calling the customer service Spanish speaking representative in the U.S. based call center. TAG Mobile currently does not provide support for any other languages.
11. The Wireless Landline Replacement Service offers customers a way to replace their traditional landline telephony connect with a modern technology that still provides the feel of the traditional home phone. This is accomplished through providing a wireless terminal (looks similar to a Wi-Fi modem) that has wireless cellular reception technology. This wireless terminal can either be connected to a single home phone unit or plugged directly into a phone jack of the home to enable all of the other phone jacks (results can vary depending on home wiring; uses standard RJ11 connection). Once the system is setup, any time the number associated to the wireless terminal is called or makes a call that call is sent over the wireless carrier's signal associated with the terminal (requires signal just like a cell phone). If the terminal is not in an area of signal, the call forwards to the voicemail just like a traditional landline when there is no answer (at no additional cost) and can be retrieved when the terminal regains signal. The terminal is powered by a wall charger with the option to place batteries in the terminal for backup power

(batteries not included). This service is available to Lifeline customers and is a product that TAG Mobile offers. This setup is better than the traditional landline connect as it is simple to setup and does not require a technician to come to a home location to activate the connection reducing cost to both the carrier and customer. As the connection is through the wireless carrier's network, the end user can actually unplug the terminal and take it with them to remain in contact in situations where the user will be away from the home for extended periods of time like travelling, staying with family, etc. If the customer moves, there is also no need to have a technician come out to deactivate the service at the old location and reactivate it at a new location as the terminal can be moved easily. The cost of this service for a customer includes the price of the terminal (suggested retail of \$99.99), a monthly service plan that varies depending on the needs of the customer based on usage, and applicable local taxes and fees as required by law. There is no setup fee or activation fee for this service.

12. TAG Mobile, customers can obtain free minute balance inquiries by going to the TAG Mobile website ([www.tagmobile.com](http://www.tagmobile.com)) and login with a username and password that he/she creates or call customer service to obtain balance information at no additional cost. The balance is provided in units available split into available airtime and the text messages included in the plan.
13. TAG Mobile customers does not receive a notification that the balance of airtime will expire before it happens.
14. TAG Mobile does not charge any monthly customer service charge or maintenance fee.
15. TAG Mobile potential Lifeline customers do not have to activate service and have an account with TAG Mobile prior to Lifeline benefit approval.
16. All Lifeline plans are restricted automatically to only U.S. calls. Additional blocks of text messages and voicemail are available upon request and applied to the phone within TAG business hours in most cases.
17. If service is terminated, cancelled, suspended or deactivated due to any reason, no termination, reactivation or reconnection fee is charged to the customer. Customers can call within 30 calendar days and reactivate service with TAG Mobile and receive the original telephone number in most cases. Lifeline accounts that are reactivated undergo an account review to ensure the customer is in compliance with state and federal regulations to receive Lifeline benefits. If the customer is outside of the 30 day period, the customer can re-obtain service using the methods provided in Response number 7.
18. TAG mobile will provide free handsets compatible for use for the data features. The free handsets provided have limited capabilities to access the data features. The phones are "2G feature" phones meaning they have limited access to data using a WAP

(wireless access protocol) connection and browser to enable data features like multimedia messaging services (picture messages).

19. If the free handset is not compatible, the customer would need to purchase an upgraded handset to have full access to data and other features available today. TAG does offer a discount on an upgraded handset at activation in place of receiving a free included phone as well as additional promotional discounts throughout the year depending on stock, availability, time of year, and other factors. A customer has the option of using a phone that is already in his/her possession with TAG Mobile as long as the phone meets the requirements of being authorized to operate on the carrier's network, has not been reported as lost or stolen with the carrier, is not currently activated with another number, and is a functional unit. The availability of this option can be verified at the time of activation or through customer service if the caller wishes to switch to a phone in his/her possession after service is activated.
20. Regarding data features, data services are not currently included in the basic Lifeline plan. In order to use these services the customer would need to purchase an additional add-on package of data. Similar to adding additional minutes or texts, data can be purchased as an on-demand, non-reoccurring option good for 30 days. Data services are dependent on the customer being active and have at least one minute of airtime available.
21. The 250 allotment of free minutes gets added on a 30 day reoccurring schedule available between midnight and 2 am EST on the reload day. The minute allotment is good for 30 days and left over minutes do not roll over to the next cycle. The allotment is downloaded in minute increments.
22. The ability for the customer to block incoming calls is available upon request and takes up to 72 hours in most cases to add the account. There is currently no fee for this service and the customer can continue to send messages while the block is on the account.
23. The 250 minute plan is a discounted only plan only available to Lifeline customers.
24. There currently are no additional reoccurring plans available for Lifeline customers to select. If the customer finds the need for additional minutes, text, or data, additional buckets can be purchased at the following rates: \$10 for 250 minutes and 250 text; \$20 for 500 minutes and 500 text; \$30 for 1000 minutes and 1000 text; \$10 for 10MB of data; and \$40 for 500MB of data. Prices do not include tax and any other applicable fees.
25. If a Lifeline customer must pay additional charges to obtain optional service fees, customers can pay by credit or debit card over the phone through the website at no additional fee.

26. There are no additional plans currently offered if a Lifeline customer chooses a plan other than the free minute plan. Customers can purchase additional minutes at any time without the commitment to continue at the additional minute rate and without any additional fee outside of the cost of the top up package.
27. Lifeline customers will never be in default because addition top-up packages are purchased on a prepaid basis.
28. Please see attached Exhibit I Ohio specific Lifeline application form and Income eligibility worksheet.
29. Percentage of TAG Mobile customers that apply for service over the phone, internet, live in-person event and other means:
- |                   |     |
|-------------------|-----|
| Over the Phone:   | <1% |
| Website/Internet: | <1% |
| Live/In-Person:   | 99% |
30. Following the 60 day non-usage period, customers are deactivated and not converted to a regular customer status. All remaining minutes are forfeited at that time. There is no account balance as no services have been paid for. If the customer purchased a top-up, that top-up package is valid for 30 days and the financial transaction would remove the customer from the non-usage status.
31. Data services are not currently included in the basic Lifeline plan. In order to use these services the customer would need to purchase an additional add-on package of data. Similar to adding additional minutes or texts, data can be purchased as an on-demand, non-reoccurring option good for 30 days. Data services are dependent on the customer being active and have at least one minute of airtime available.
32. TAG Mobile's 250 minute plan is a discounted plan only available to Lifeline customers. The 250 allotment of free minutes gets added on a 30 day reoccurring schedule available between midnight and 2 am EST on the reload day. The minute allotment is good for 30 days and left over minutes do not roll over to the next cycle. The allotment is downloaded in minute increments.
33. The ability to block incoming texts is available upon request and takes up to 72 hours in most cases to add to the account. There is currently no fee for this service and the customer can continue to send messages while the block is on the account.

34. There currently are no additional reoccurring plans available for Lifeline customers to select. If the customer finds the need for additional minutes, text, or data, additional buckets can be purchased at the following rates: \$10 for 250 minutes and 250 text; \$20 for 500 minutes and 500 text; \$30 for 1000 minutes and 1000 text; \$10 for 10MB of data; and \$40 for 500MB of data. Prices do not include tax and any other applicable fees. These "buckets" can be purchased at Tag Mobile, retail store fronts, by phone or on the web only. Non-911 calls are automatically forwarded to customer service to purchase additional minutes.

35. TAG Mobile, customers may purchase their additional buckets in store with airfare card, pre-paid debit, or cash. They may also purchase over the phone with customer service and online with credit or debit card for no additional fee. These are the usual methods described, or non-911 calls are automatically forwarded to customer service to purchase additional minutes. These minutes can be purchased at any time without commitment to continue at the additional minute rate and without any additional fees outside of the cost of the top package. Additional top-up packages are purchased on a prepaid basis so customers will never be in default.

36. Below you can see Tag Mobile's averages for the last 12 months:

Over the Phone:	<1%
Website/Internet:	<1%
Live/In-Person:	99%

37. TAG Mobile customers are deactivated and not converted to regular customer status following the 60 day non-usage period, all remaining minutes are forfeited at that time. There is no account balance as no services have been paid for. If the customer purchased a top-up, that top-up package is valid for 30 days and the financial transaction would remove the customer from the non-usage status.

38. At the location, the customer would express interest in signing up for the Lifeline service. The dealer would provide basic information about the service, its benefits, and basic qualifications to prescreen the customer of "do you or anyone you live with have a lifeline phone" and "do you receive any type of government benefit". If the dealer would then proceed signing the customer up for service using an electronic third party application. This application walks the customer through the steps of entering the required personal information and the qualifying benefit that the customer participates in. The dealer then verifies the information and takes a picture using the application of the customer's photo id and proof of participation in the program selected. The third party application then sends this information to the NLAD database to ensure that the customer does not already receive service and that the information entered is valid. If approved, the customer is asked if they agree to the requirements of receiving the Lifeline benefit. If all terms are agreed (each has to be selected with a yes or no), the customer signs the application as well as the dealer that the information entered is correct. The dealer then

enters the device identification number (ESN or SIM card) and the phone number associated with that device. The customer places a test call on the phone to ensure that it is working and leaves the dealer with a working phone which all takes under 10 minutes. Within 72 business hours (on average) of this transaction, the information entered by the dealer and customer is reviewed by an internal compliance team. If the information is accurate and is in compliance with the Lifeline guidelines for the state, the account is approved and the customer continues to receive the benefits. If the information is inaccurate or there is an issue with the application, the phone given to the customer is "soft-suspended" where all outgoing calls are forwarded to customer service. Customer service advises the customer what is wrong with the account and how to resolve the issue either by sending in the requested information or returning to where the phone was received if applicable. If the issue is not resolved within 14 days, the account is closed and no funds are ever requested for the service provided.

39. TAG Mobile will ensure protection of the customer provided including but not limited to income documentation. The information is entered through a third party application provided by CGGM, Inc. which is in compliance with CPNI and PCI regulations. TAG Mobile employees all complete CPNI training as required by the FCC annually. The information is stored in database associated with the CRM service used by TAG Mobile provided by Overgroup, LLC. Which is also secure and PCI compliant.
40. TAG Mobile does not have any outstanding complaints or investigations at any state commissions, the Universal Service Administrative Company (USAC), or at the Federal Communications Commission (FCC).

WHEREFORE, this Supplement and the accompanying Exhibits, as well as the original Application and its accompanying Exhibits, demonstrate that TAG Mobile, satisfies all of the conditions of eligibility necessary for designation as an ETC in Ohio. Accordingly, Tag respectfully requests that the Commission promptly grant this Application and designate TAG Mobile, as a wireless ETC in the state of Ohio.

Respectfully submitted,

TAG Mobile, LLC

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**List of Exhibits**

**Exhibit 1 Ohio Wireless Lifeline Service Application**



## Ohio Wireless Lifeline Service Application

When completed mail or fax form to:  
1330 Capital Parkway  
Carrollton, TX 75006  
Fax 866-867-4415  
Customer Service: 1-866-959-4918



A complete and signed Lifeline Application and Certification Form ("Application") is required to enroll your household in TAG Mobile, LLC's ("TAG's") Lifeline program in your state. This Application is only for the purpose of verifying your eligibility for the Lifeline service program and will not be used for any other purpose. Lifeline is a government assistance program and only eligible consumers may enroll in the program. Lifeline service is a non-transferrable service and therefore may not be transferred to any other individual, including another eligible low-income consumer. All Lifeline subscribers must complete their own Application for service. Service requests will not be processed until this Application has been received and validated by TAG. Applicants must personally activate TAG's Lifeline service by calling 1-866-959-4918 and selecting Option 2 for activations.

Lifeline benefits are federal benefits and Applicants that make false statements in order to obtain the Lifeline benefit can be punished by fine or imprisonment, de-enrollment or can be barred from the program. Only one Lifeline service is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household may not receive multiple Lifeline benefits from multiple providers. A violation of the one-per-household requirement constitutes a violation of the Federal Communication Commission's rules and will result in de-enrollment from the program, and could result in criminal prosecution by the United States government. The Lifeline benefit may be applied to either one landline or one wireless number, but cannot be applied to both. Note that not all Lifeline services are currently marketed under the name Lifeline.

**Each household will be required to verify continued eligibility for Lifeline program participation on at least an annual basis.**

I (Applicant) participate in at least one of the following programs, and am able to verify my identity and participation as required:

**PLEASE CHECK ONE**

- |  |   |
|--|---|
| <input type="checkbox"/> Food Stamps                         | <input type="checkbox"/> TANF/Ohio Works First                            |
| <input type="checkbox"/> Public Housing Assistance/Section 8 | <input type="checkbox"/> Home Energy Assistance Program                   |
| <input type="checkbox"/> Medicaid (not Medicare)             | <input type="checkbox"/> National School Free Lunch Program               |
| <input type="checkbox"/> Supplemental Security Income (SSI)  | <input type="checkbox"/> Income at or below 150% of federal poverty level |

Evidence of program eligibility is required. Where such eligibility cannot be validated through a state and/or federal database or other alternative means, it may be validated in person by a TAG Agent by providing a copy of the Applicant's state issued ID card and a copy of the program identification card or other social service agency documentation showing current participation.

**I (Applicant) certify, under penalty of perjury that [check boxes]:**

- ☐ I have read and understand this Application, and swear and affirm that the information contained in this Application is true and correct, to the best of my knowledge and belief. I understand that I must meet certain eligibility qualifications as described above to receive Lifeline assistance, and I further understand that providing false or fraudulent information to receive Lifeline benefits is punishable by law.
- ☐ I meet the income-based eligibility criteria for Lifeline service or am a current recipient of the above designated program(s) and will notify TAG within thirty (30) business days (1) if I am no longer participating in any of the above designated program(s); (2) if I am receiving another Lifeline benefit or another member of my household is receiving a Lifeline supported service; or (3) if for any other reason my household no longer satisfies the criteria for receiving Lifeline support. I have provided documentation of eligibility if required.
- ☐ The residence address provided below is my primary residence, and not a second home or business. I understand that if I move from the address included on this Application that I am required to notify TAG of my new address within 30 days. Further, I understand that if I provided a temporary residential address to TAG, I will verify my temporary residential address every 90 days.
- ☐ I understand the notification requirements described above with respect to both program eligibility and current address information, and I further understand that I or my household may be subject to penalties if these requirements are not followed.
- ☐ I understand that I may be required to re-certify the continued eligibility of my household for participation in the Lifeline program at any time, but will be required to provide such recertification on at least an annual basis. I understand that failure to re-certify as required will result in the termination of Lifeline benefits. I further understand that I may be subject to the same penalties for providing false or fraudulent information at the time of recertification as are applicable to the initial application.
- ☐ I authorize TAG to access any records required to verify my statements on this form and to confirm my eligibility for the TAG Lifeline credit. I give permission to the duly authorized official(s) administering the above programs to provide to TAG my participation status in any of the above program(s).

- ☐ I authorize TAG to release any records required for the administration of the TAG Lifeline credit program (including my name, telephone number and address), including to the Universal Service Administrative Company, to be used in a Lifeline database and to ensure the proper administration of the Lifeline Program. Failure to consent will result in denial of service.
- ☐ My household will receive only one Lifeline benefit and, to the best of my knowledge, **my household is not currently receiving a Lifeline-supported service from any other provider.**
- ☐ I am entitled to complete this Application, and am not listed as a dependent on another person's tax return (unless over the age of 60).

Full Name: \_\_\_\_\_ D.O.B.: \_\_\_\_\_ Last 4 Digits of SSN: \_\_\_\_\_

Residence Address (*May not be a PO Box*): \_\_\_\_\_

- ☐ The address provided above is a temporary address. I will validate this address with TAG every 90 days until I obtain a permanent address.
- ☐ The address provided above is a Multi-Household residence. (Requires completion of the multi-family worksheet.)

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Billing/Mailing Address (if different than residence address): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

If Qualifying for Lifeline by Income, the Number of Individuals in My Household: \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**In order for your TAG Lifeline account to remain active, we require that you use your TAG Lifeline supported wireless service at least once per month.**

You can use the service by completing an outbound call, purchasing minutes from TAG to add to your plan, answering an incoming call from someone other than TAG or responding to a direct contact from TAG confirming that you want to continue receiving the service.

I, \_\_\_\_\_, hereby attest that the Applicant's ID and supporting documentation checked below were presented and verified.  
(Agent/Company Representative Name)

Agent/Company Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**For Agent Use Only (check the appropriate boxes for the proof of eligibility viewed and provide information requested; do not copy or retain documentation):**

**Documents Acceptable Proof for Income-Eligibility (check 1):**

- ☐ Current income statement from an employer or paycheck stub,
- ☐ A Social Security statement of benefits,
- ☐ A Veterans Administration statement of benefits,
- ☐ A retirement/pension statement of benefits,
- ☐ An Unemployment/Workmen's Compensation statement of benefits,
- ☐ A divorce decree, child support award, or other official document containing income information for at least three months time.

**List B - Choose 1:**

- ☐ Program participation card/document
- ☐ Prior year's statement of benefits
- ☐ Notice letter of participation
- ☐ Other official document evidencing participation \_\_\_\_\_

**Documents Acceptable Proof for Program-Eligibility (choose 1 from each list A and B below):**

**List A - Choose 1**

- ☐ Food Stamps
- ☐ Medicaid
- ☐ Public Housing Assistance/ Section 8
- ☐ Supplemental Security Income (SSI)
- ☐ TANF/Ohio Works First
- ☐ Home Energy Assistance Program
- ☐ National School Free Lunch Program
- ☐ Income at or below 150% of federal poverty level

Last 4 digits of Document from List B \_\_\_\_\_

Date of Proof Document: \_\_\_\_/\_\_\_\_/\_\_\_\_

Expiration Date of Proof Document: \_\_\_\_/\_\_\_\_/\_\_\_\_

Applicant Account Number	Rep/Agent Signature

# OHIO APPLICATION FOR LIFELINE ASSISTANCE PROGRAM

Provide only correct personal information. It will be validated against Public Records; any discrepancies will result in rejection of service. Fields with (\*) are mandatory.

A household may be eligible for the Lifeline program participation, if any household member is a "qualified participant" of any assistance program or the total household income equals the guidelines below (section 2).

If you are the "qualified participant" in your household – Complete Section 1 (Part 1 only), Section 2, and Section 3

To apply using a child or dependent in your household as "qualified participant" – Complete Section 1 (Part 1 and Part 2), Section 2, and Section 3

## PART 1: APPLICANT PERSONAL INFORMATION. You must be 18 or older to fill out this application.

*Legal Last Name															*Legal First Name															MI
*Home Street Address/Apartment No. (No P.O. Box)																														
*City															*State					*Zip Code					Select if address is temporary <input type="checkbox"/>					
*Last Four Digits of Social Security #										*Birth Date (Month/Day/Year)					*Contact Phone Number															
Email Address																														

Add Full Mailing Address If different from above: Address, City, State and Zip Code (P.O. Box Allowed)

## PART 2: ONLY COMPLETE THIS PART IF APPLYING VIA PROGRAM AND YOUR CHILD OR DEPENDENT IS THE PARTICIPANT OF THE QUALIFYING PROGRAM.

*Child or Dependent Legal Last Name															*Child or Dependent Legal First Name															MI
*Child or Dependent Last Four Digits of Social Security #										*Child or Dependent Birth Date (Month/Day/Year)																				

Select ONE of the subsidy programs listed below. Proof of participation is required for all programs. In the event such eligibility cannot be validated through a state and/or federal database, it may be validated in person by a TAG Mobile Sales Representative by providing a copy of the Applicant's state issued ID card and a copy of the program identification card or other social service agency documentation showing current participation. Select ONE of the two options below from section A or B.

**A** Subsidy programs listed below with (\*) will be validated real-time by a State Agency. Remaining programs require an award letter stating that you receive the benefit, or a similar official document for state approval.

### Provide Copies ONLY

- ☐ Supplemental Nutrition Assistance Program (SNAP)
- ☐ Medicaid (not Medicare)
- ☐ Temporary Assistance for Needy Families (TANF) / Ohio Works First
- ☐ Section 8 Federal Public Housing Assistance (FPHA)
- ☐ Supplemental Security Income (SSI)
- ☐ Low Income Home Energy Assistance Plan (LIHEAP)
- ☐ National School Free Lunch Program (NSLP)

**B** Or you may qualify by checking the number of people in your family and providing proof of income such as last year's Federal or State Income Tax return, or 3 consecutive months of pay check stubs, an Unemployment or Workmen's Compensation statement of benefits, a Retirement/Pension statement of benefits or a divorce decree, child support award, or other official document containing income information.

### Provide Copies ONLY

Household Income MUST be at or below the guidelines in table below:

Person in Family or Household	Maximum Annual Income	Please Select
1	\$17,655	
2	\$23,895	
3	\$30,135	
4	\$36,375	
For each additional person add:	\$6,240	

TAG Mobile offers Lifeline supported service. Lifeline benefits are federal benefits and only eligible subscribers may enroll. Customers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. Lifeline is available for only one line per household. A household is defined as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household rule constitutes a violation of FCC rules, and will result in the Customer's disenrollment from Lifeline. Lifeline is a non-transferable benefit, and a Customer may not transfer his or her benefit to another person.

- ☐ I agree to receive promotional messages from TAGMobile, which may include but are not limited to emails, calls, SMSs & understand consent is not a condition of purchase.

(You **MUST** check off all statements, then Sign and Date application.) I certify under penalty of perjury to each of the following:

- ☐ I participate in the above designated qualifying program OR have income at or below the level specified above.
- ☐ I understand that I must notify TAG Mobile within 30 days if I no longer participate in the qualifying program or meet the income eligibility threshold, if I or another member of my household obtains Lifeline supported service from another carrier, or, for any other reason, I no longer qualify for Lifeline support.
- ☐ The residence address provided is my primary residence, & not a second home or business. I understand that if I move from the address included on this Application that I am required to notify TAG of my new address within 30 days. I further understand that if I provided a temporary residential address to TAG, I will verify my temporary residential address every 90 days.
- ☐ My household will receive only one Lifeline benefit and to the best of my knowledge, my household is not already receiving a Lifeline service.
- ☐ The information contained in this application is true and accurate to the best of my knowledge, and I acknowledge that providing false or fraudulent information to obtain Lifeline benefits is punishable by law.
- ☐ I understand I may be required to recertify my continued eligibility for Lifeline at any time, and failure to do will result in termination of my Lifeline benefits.
- ☐ If applying for Lifeline Benefits using eligibility linked to my residence on Tribal lands, I certify that I live on Tribal lands and am eligible to receive the Tribal Lifeline benefit.

I authorize TAGMobile or its duly appointed representative to: (1) access any records required to verify my statements herein; (2) to confirm my continued eligibility for Lifeline assistance; (3) to update my address to a proper mailing address format; (4) to provide my name, telephone number, & address to the Universal Service Administrative Company (USAC) (the administrator of the program) &/or its agents for the purpose of verifying that I do not receive more than 1 Lifeline benefit & (5) authorize social service agency representatives to discuss with &/or provide information to TAGMobile verifying my participation in benefit programs that qualify me for Lifeline assistance. TAGMobile service is offered pursuant to TAGMobile Terms & Conditions, which can be found at [www.tagmobile.com](http://www.tagmobile.com).

By signing below, I separately affirm and agree to each of the above statements.

Applicant Signature :

Date:

For questions please call 1-866-959-4918 Fax application to: 1-866-286-4134 Mail application to: TAGMobile • 1330 Capital Parkway • Carrollton, TX 75006

**LIFELINE BASE PLAN**

Talk Minutes	500
Global Text Messages	Unlimited

**LIFELINE PLUS**

Plan Level	T-Mobile / Sprint		Verizon			
	\$20	\$30	\$25	\$35	\$30	\$40
Minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Messages	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Data*	1GB LTE	2.5GB LTE	1GB 3G	2.5GB 3G	1GB LTE	2.5GB LTE

**TOP-UPS TALK & TEXT**

Lite	Plus	Premium	Platinum
\$4	\$8	\$14	\$18
100 Minutes	100 Minutes	250 Minutes	500 Minutes
100 Messages	1000 Messages	Unlimited Messages	Unlimited Messages

**HIGH SPEED INTERNET**

Data	\$3	\$12	\$20
3G/4G/LTE	100MB	500MB	1000GB

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**9/1/2016 8:51:02 AM**

**in**

**Case No(s). 14-1595-TP-UNC**

Summary: Amended Application 14-1595-TP-UNC TAG Mobile Record Supplement  
electronically filed by Mrs. Janet Brown on behalf of TAG Mobile, LLC