

EXHIBIT C

Total Call Mobile

Customer Service Script

Total Call Mobile - Customer Service Script

Greeting: “Thank you for calling Total Call Mobile. This is (Representative Name). May I please have your name and the state you are calling from?”

**** Representative** “Are you calling about a new application or to check the status of a previous application?”**

- **Make sure state is an approved state**
If not **** Representative** - “I am sorry, we are not currently providing service in your state. You can go to www.usac.org/li to find a provider in your state. Click on the Low Income Households section and then click on find a service provider in your state**
- **If status of application:** ****Representative** - “May I please have your address?”**
 - ✓ locate application
 - ✓ double check address (make sure the address is valid and correct)
 - ✓ relate the status to customer
 - ✓ note the contact on the account
- **If new application:** ****Representative** - “Great! Thank you for calling Total Call Mobile.”** and perform the following validations.
 - a) “Are you the head of household?” If not then, “We can only provide service to the head of household. Please have the head of household call us and we’d be happy to sign them up.” If yes, go to (b).
 - b) “Do you currently have wireless or home phone service?” If no, skip the remaining questions and process application.
 - c) (if yes) “Is that a subsidized service or do you pay full price?”
 - d) (if subsidized) “Is this phone under the Lifeline program? The Lifeline program is only available for one phone per household.” If yes go to (e), if they don’t know go to (f), if no, go to (g).
 - e) “We cannot provide you with a second Lifeline phone. If there is a problem with that service or you want to be on our service, you must first disconnect your service with your other provider and then call back to establish service with us.”
 - f) “Can I ask who your provider is?” Check against the larger Lifeline providers (Exhibit D, updated from time-to-time).
 - g) (if not subsidized) “Can I ask who your provider is?” Check against the larger Lifeline providers (Exhibit C, updated from time-to-time).

If it is evident that they don’t already have Lifeline service then proceed for the application.