

**Exhibit C**

Sample Sales Training Material

Access Wireless (i-wireless Lifeline)  
Sales Training Materials  
Updated May 26, 2011 for discussions with the FCC

Refer to the state specific one page Sales Information sheet for state specific, program information.

If customer is interested in Lifeline service and is eligible under one of the programs or the income threshold listed in the "Who is eligible to receive an Access Wireless phone and Free Service?" section of the state specific information sheet, please complete the following procedures:

1. Ask the following questions:
  - a) "Do you currently have wireless or home phone service?" (if no, skip (b) – (f))
  - b) **If yes:** "Is that [wireless or home phone] service a subsidized or no-charge service, or do you pay full price?"
  - c) **If subsidized:** "By law, the Lifeline program is only available for one phone per household. Do you know if your current phone is subsidized under the Lifeline program?"
  - d) **If they are unsure:** "Who is your provider for that service?" (Safelink, Assurance, TSI / Nexus Communications, Smith Bagley or DPI only offer Lifeline so go to (e) – if a more ambiguous provider, e.g., Verizon, Pacific Bell or Illinois Bell, try to dig further to determine if they have Lifeline).
  - e) **If it is Lifeline:** "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."

If it is evident that they don't already have Lifeline service, then proceed to 2.:

2. Click on "check customer's address" to perform an address check to insure there isn't already an Access Wireless phone registered to that address.
  - a) If there is an active Access Wireless phone registered at that address, then thank customer for their interest, explain the situation and say "by law, the Lifeline program is only available for one phone per household".
  - b) If there isn't an active Access Wireless phone registered at that address, proceed to 3.
3. Assist customer in filling out the state specific application. Use the application guide/checklist to make sure it is filled out appropriately. Review the documentation for program/income proof closely against the guidelines to make sure the documentation meets the requirements.



# access WIRELESS

## **What is Access Wireless by i-wireless?**

Access Wireless from i-wireless is a part of the Lifeline Assistance program designed to ensure that quality telecommunications services are available to low-income customers at reasonable and affordable rates. Access provides program and income-eligible customers with a free wireless phone and free monthly service. The phone offers in-demand features: voicemail, text, three-way calling, call waiting, caller ID and access to 911.

## **Who is eligible to receive an Access Wireless phone and Free Service?**

Eligibility guidelines vary by state, but in Illinois, individuals qualify if they participate in a public assistance program such as Food Stamps (SNAP), Medicaid, Low Income Home Energy Assistance Program (LIHEAP), National Free School Lunch, Federal Housing/Section 8 Assistance, Supplemental Security Income (SSI; Not the same as Social Security Benefits) or Temporary Assistance to Needy Families (TANF).

**Note:** Lifeline is only available to the head-of-household. Furthermore, there is a limit of only one Lifeline phone per household. Please make sure that the customer does not already receive a Lifeline subsidy from another provider

## **How to Apply?**

In Illinois, applicants must provide proof of program participation and complete an application (attached). Program documents submitted must be "a valid, dated copy of a document issued by a qualifying agency." It also needs to show the individual's name and address. Typically this needs to be a dated enrollment letter showing the name and address of the eligible individual. Submission of a program card typically will not be sufficient because many of the enrollment cards do not show the name, address, or date of eligibility. Many of the state issued cards (i.e. food stamp) only display an ID number similar to the debit card look.

## **What's included with my Access phone service?**

Access offers eligible customers a free wireless phone and free service. The minutes can be used for local or domestic long distance calling. There are no bills, no long-term contracts, no activation fees, and no recurring fees or surcharges for Access Wireless customers. Upon verification, Access Wireless users may renew their service on an annual basis.

## **Customers may choose between 3 plan options:**

- a. **150 FREE MINUTES:** These minutes will be added on the first day of the monthly service cycle, and may be used for making or receiving voice calls. All incoming text messages and calls to Customer Care are FREE. Unused minutes will be carried over to the next month.
- b. **250 FREE MINUTES:** These minutes will be added on the first day of the monthly service cycle, and may be used for making or receiving voice calls. All incoming and outbound text messages will be deducted at a rate of 1 minute per text. All calls made to Customer Care from the handset will be deducted from the monthly minute allocation. All unused minutes expire at the end of the month. If you run out of minutes within the monthly service period and you have money on your account, each minute of talk or text message will cause a deduction of \$0.10 from your account.
- c. **\$15 Credit** - Customers can apply a \$15 credit (free to the customer) to any retail plan of their choice. In this way, Access Wireless customers can opt into the 200 minute, unlimited text messaging and 200 MB of data plan for only \$10 + tax (this plan is normally \$25 less the \$15 credit).