

Friday, May 12, 2023

## **Eligible Telecommunications Carrier (“ETC”) Only Information**

### **Advertising**

The attached national advertising post card is sent annually to various service agencies within the 22 states TerraCom serves.

### **Facebook Marketing**

Marketing is done by outreach via Facebook boost ads on a regular basis.  
<https://www.facebook.com/TerracomUSA>

### **Mailers:**

We will also mail the attached brochure upon request.

# DISCOUNTED WIRELESS PHONE SERVICE!

You may be eligible for discounted wireless phone service through the LIFELINE assistance program if you, or a member of your household, are currently receiving low income benefits under certain government assisted programs such as:

- SNAP
  - SSI
  - Medicaid
- or other government programs

Lifeline is a government benefit program limited to one benefit per household. Only eligible consumers may enroll in Lifeline. Lifeline service is non-transferable and limited to one benefit per household. Qualifications for the Lifeline program vary by state. Proper documentation of income or program participation is required for enrollment. Consumers who willfully make false statements in order to obtain the benefit may be punished by fine or imprisonment, or barred from the program.

Call 1-888-716-8880 or  
visit

[www.terracomwireless.com](http://www.terracomwireless.com)



P. O. Box 13006  
Oklahoma City, OK 73113

PRESORTED  
POSTAGE  
USPS  
PERMIT NO. XX

Please post this on your outreach board so that community members may benefit from Lifeline provided service.

For more information call  
888-716-8880 or e-mail  
[regulatory@terracominc.com](mailto:regulatory@terracominc.com)

Social Services Center  
123 Drive  
Suite 456  
Somewhere, US xxxxx-xxxx

Facebook post

**Free wireless phone**  
FREE WIRELESS PHONE and FREE AIRTIME MINUTES  
each month for  
eligible lifeline customers\*

*Limit one  
free phone  
per household*

CALL NOW FOR DETAILS!  
1-888-716-8880

**TerraCom**  
WIRELESS

The advertisement features a central image of a smartphone displaying the TerraCom logo at the top of the screen and various app icons below. The background is a solid blue color with white text and graphics.



## How to enroll in the Lifeline Program

All subscribers must first qualify through the National Verifier. The Lifeline National Eligibility Verifier (National Verifier) is a centralized system that determines whether subscribers are eligible for Lifeline. USAC manages the National Verifier and its customer service department, the Lifeline Support Center.

- Qualify for Lifeline here:  
<https://nationalverifier.servicenowservices.com/lifeline>
- After approval from the National Verifier you can enroll with TerraCom here:  
[www.terracomwireless.com](http://www.terracomwireless.com)
- TerraCom will ship you your free phone after approval. Your phone will arrive between 5 - 7 business days.

## Who We Are

### About Us

Throughout its long history TerraCom has been the Lifeline company cut from a different cloth. We have a wide variety of subscribers - both lifeline and non-lifeline, both wireless and wireline. We have learned in our 25 years that customers and co-workers come first.

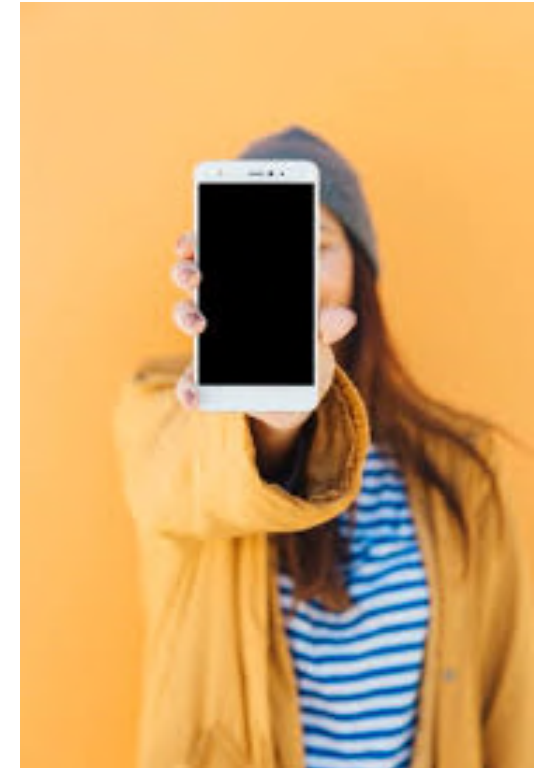
TerraCom was founded to help low-income consumers get the communications services they deserve. TerraCom prides itself on helping people save money and providing top notch customer service. TerraCom uses its expertise to run an efficient operation with the customer in mind, so we can always provide low cost, high quality service.

**We know you, our customer, and we work hard to reach out and bring you the benefits of Lifeline service, so you are not left behind.**

### Contact Us

Phone: 888-716-8880

Email: [customerservice@terracominc.com](mailto:customerservice@terracominc.com)



# TerraCom



TerraCom  
P.O. Box 13006  
Oklahoma City, OK 73113



**Visit**  
**[www.terracomwireless.com/terms](http://www.terracomwireless.com/terms)**  
**for complete terms and conditions.**

Any free cell phone offering is that of TerraCom and not the Lifeline program. This is a Lifeline service provided by TerraCom Wireless. Lifeline is a government benefit program. Only eligible consumers may enroll in Lifeline. Lifeline service is non-transferable and limited to one benefit per household. Qualifications for the Lifeline program vary by state. Proper documentation of income or program participation is required for enrollment. Consumers who willfully make false statements in order to obtain the benefit may be punished by fine or imprisonment or barred from the program. Smart phone model, activation fee and phone pricing may vary by state. Additional terms and other restrictions apply. MMS not available on all devices.

## Our Products and Services

TerraCom has a variety of plan offerings. The following are the most commonly used but you can find other plan offerings on our website at [www.terracomwireless.com/plans.php](http://www.terracomwireless.com/plans.php)

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*“TerraCom Customer Service is always a joy to work with. They provide fast and friendly service.”*

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### Non-Lifeline Plans

If you do not qualify for the Lifeline program, we have non-lifeline voice or data plans available for \$39.99 per month and purchase of mobile device or tablet.

#### Unlimited Talk and Text

Each month you will receive unlimited voice and text message with purchase of mobile device.

#### Unlimited Data

Each month you will receive unlimited data with purchase of tablet.



TerraCom provides Lifeline home phone service in OK and wireless service in AR, AZ, CO, IA, IL, IN, KS, LA, MD, ME, MN, MO, NE, NV, OK, PA, RI, TX, WA, WI and WV.

If you reside on federally recognized tribal lands in Oklahoma and Washington, you qualify for the following:

- 2000 Minute of Use
- 4.5 GB of Data
- Unlimited Text Messaging

Kansas customers qualify for the following:

- 920 Minutes of Use
- 4.5 GB of Data
- Unlimited Text Messaging

Nebraska customers qualify for the following:

- 690 Minutes of Use
- 4.5 GB of Data
- Unlimited Text Messaging

All other states and non-tribal areas of Oklahoma and Washington qualify for the following:

- 500 Minutes of Use
- 4.5 GB of Data
- Unlimited Text Messaging