



## NOTICE FROM TERRACOM WIRELESS

**This notice is being sent to you because you have a free or discounted cellphone from TerraCom Wireless.**

To keep your Lifeline cellphone service, you need to recertify every year annually. This means you need to show that you still qualify. This notice may reach you after your recertification date. Some people are automatically updated in the national database. If you are not updated automatically, a form will be sent to your home from the organization, USAC. Be on the lookout for mail from USAC. Fill out the form, attach proof that you still qualify, and return it **within 60 days**. Proof can be something that shows your income or that you are enrolled in a government program. **If you don't do this, you will be taken off the Lifeline program and may lose your cellphone service.**

### How to Contact TerraCom Wireless Customer Service

Telephone: 1-888-716-8880

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

Mailing Address: P.O. Box 13006, Oklahoma City, OK 73113

### How to Get More Help

For help with signing up or staying on Lifeline, contact the Consumer Affairs Office at the Minnesota Public Utilities Commission at 651-296-0406, 1-800-657-3782, or [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us).

### Lifeline Program

Lifeline provides a monthly discount of up to \$9.25 towards your cellphone service, and an additional discount for customers who live on tribal lands. You qualified for Lifeline because of your income or because you qualified for a public program that has income guidelines. For more information about the Lifeline program, go to <https://www.lifelinesupport.org>.

### Customer Responsibilities

- Be honest on your application forms and show proof that you qualify.
- Apply for only one discount per household. Tell your phone company if someone else in your household is using the Lifeline credit.
- To keep your Lifeline service active, you need to use it at least once every 30 days.
- Let your phone company know if your address changes.
- If you receive a recertification form, be sure to respond within 60 days.
- If you receive a bill, pay your bill to make sure your service doesn't stop.
- Know the terms and conditions for opening service, changing service or ending service.

### Customer Rights

- You have the right to:
  - Good quality service.
  - Choose a device that can be used as a hotspot for data plans.
  - Choose to have the Lifeline discount on voice or internet service.
  - Change companies at any time.
  - A clear and correct bill and to ask questions about your bill.
  - Ask questions about your Lifeline service and get answers you understand from your company.
  - Be told by the company if there are any changes to your service.

To get this information by mail, in large print, or audio, call 888-716-8880. If you have a hearing or speech disability call, using your preferred Telecommunications Relay Service or email [customerservice@terracominc.com](mailto:customerservice@terracominc.com) for assistance.