

TOTALLY FREE

FREE Mobile Phone + UNLIMITED Talk & Text

For Qualifying Applicants of California LifeLine. Only one California LifeLine service per household regardless of type of phone.

MONTHLY SERVICE

No Gimmicks
No Contract
No Credit Check
No Hidden Fees
No Bills

Surelink[®]
MOBILE
POWERED BY TELSCAPE

Unlimited use does not include unreasonable use or use inconsistent with the terms and conditions of Telscape Communication, Inc.'s Wireless Terms and Conditions. Please visit our website at www.telscape.com for complete details.

Unlimited Talk & Text
Caller ID, Call Waiting and Voicemail Included
Free Activation and Shipping

SEE BACK TO FIND OUT IF YOU QUALIFY



Phone model may vary

www.Surelinkmobile.com

Two Ways to Qualify for California LifeLine Service

See Details below

Telcape California LifeLine Wireless Service Addendum – Important Terms and Disclosures

METHOD ONE

“PROGRAM BASED” ELIGIBILITY:

You qualify for the California LifeLine discount if you OR another member of your household is currently enrolled in any one of the following public assistance programs:

- Medicaid/Medi-Cal
- Supplemental Security Income (SSI)
- Low Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Women, Infants and Children Program (WIC)
- National School Lunch Program (NSLP)
- Temporary Assistance for Needy Families (TANF)
- California Work Opportunity and Responsibility to Kids (CalWORKs)
- Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKs)
- Welfare-to-Work (WTW)
- Greater Avenues for Independence (GAIN)
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)
- Food Distribution Program on Indian Reservations (FDPRI)

METHOD TWO

“INCOME BASED” ELIGIBILITY:

You may also qualify if your total annual household income is at or less than the following income guidelines:

HOUSEHOLD SIZE ANNUAL INCOME LIMITS

1-2 members	\$25,500
3 members	\$29,700
4 members*	\$35,900

* Add an additional \$6,200 for each additional member of your household.
Effective from 06/01/14 to 5/31/15

Pre-Paid Only and One LifeLine Service Per Household. Telcape offers California LifeLine wireless service on a pre-paid basis only. Telcape also offers federal LifeLine wireless service on a pre-paid basis. However, you may subscribe to only one LifeLine service. Only one LifeLine service is allowed per household. Service is non-transferable. If you are already receiving the LifeLine discount through another carrier, you will be required to subscribe to service from only one carrier.

Application Required. Free handsets and California LifeLine service activation are subject to your completing an application and being eligible for the CA LifeLine program. If you are not certified for the California LifeLine program or you become ineligible in the future, you will be notified. California LifeLine is a government assistance program.

Telcape's California LifeLine Service. Among other things, your California LifeLine service includes a voice-grade connection that allows you to make and receive calls within the continental United States. Telcape's Schedule of Rates and Charges includes more information about the service and available features. You can view the Schedule at Telcape retail locations or by visiting the Telcape website at: www.telcape.com. Toll Blocking: Toll Blocking limits outbound calls once call volume thresholds have been reached. Toll Blocking does not apply to Unlimited plans, however a customer's access to an Unlimited plan's minutes of use may be restricted due to unreasonable or excessive usage or for the protection of an Unlimited plan subscriber's account and/or secured and/or confidential information. In the event that a customer's Unlimited plan is restricted, the customer will only be able to place 611 and 911 calls until the service is fully restored. Deaf and Disabled: If you're deemed eligible, Telcape will provide access to two California LifeLine discounted telephone lines to Deaf and Disabled Telecommunications Program participants or teletypewriter users. Information about Text Messaging: Telcape includes text messaging but it is not a required feature of California LifeLine service. Telcape will send you free text message alerts if your use of an Unlimited service plan denotes excessive or unreasonable usage, or is indicative of an account security issue. However, if you request to have your text services blocked, you will not receive informational or account security related SMS messages from Telcape. Monthly Renewal: Your prepaid California LifeLine wireless monthly service will renew every 30 days based on your billing cycle for as long as you remain eligible for LifeLine and continue to regularly use your service. Telcape Terms and Conditions: Please review Telcape's California LifeLine Wireless Service Terms and Conditions by visiting the Telcape website at: www.telcape.com.

Limited Coverage Areas. Coverage maps are available on Telcape's website and you can view them by visiting the Telcape website at: www.telcape.com. Our coverage maps provide estimates of coverage areas when the service is being used outdoors and under optimal conditions. Telcape does not and cannot guarantee service is available in the coverage areas and coverage is subject to change without notice. Service coverage depends on numerous factors that are outside the control of Telcape. Service may vary due to circumstances beyond our control, including but not limited to weather conditions and signal strength. Services that rely on location information, such as E911, are dependent on your handset acquiring satellite signals (typically not available indoors) and network coverage. Your handset will not work if wireless towers and related equipment loses commercial power and does not have back-up power and/or your handset is not charged. While your handset is receiving a software update, you may be unable to use your handset until the update is completed. Please be sure to review Telcape Terms and Conditions concerning coverage.

E911. As part of California LifeLine service, Telcape provides access to 911/E911 emergency services in compliance with state and federal regulations. Telcape wireless handsets are compliant with 911/E911 standards to access emergency service networks, which means that you will have access to 911/E911 emergency services even when your account is out of minutes, has been restricted due to excessive or unreasonable use or is suspended for account security purposes. However, it is important to understand that when you are outside of a wireless coverage area, meaning that there is NO cellular service available from ANY provider, you will not have access to 911/E911 emergency services and will not be able to place a call to 911 during an emergency. Please note that traditional wireline service does not always have the same functional access to 911/E911 emergency services as wireless service when there is not an active wireline account at a residence, so removing your wireless cell phone from a residence that does not have active wireline phone service may result in an inability to make 911 calls from that location during an emergency.

911 Disclosure: 911 or Other Emergency Calls: Public Safety Officials advise that when making 911 or other emergency calls, you should always be prepared to provide your location information. Unlike traditional wireline phones, depending on a number of factors (for example, whether your handset is GPS enabled, where you are, whether local emergency service providers have upgraded their equipment, etc.), 911 operators may not know your phone number, your location or the location of your handset. In certain circumstances, an emergency call may be routed to a state patrol dispatcher or alternative location set by local emergency service providers. Enhanced 911 service ("E911") and where enabled by local emergency authorities, uses GPS technology to provide location information. Even when available, however, E911 does not always provide accurate location information. If your handset is indoors or for some other reason cannot acquire

a satellite signal, you may not be located. Some handsets have a safety feature that prevents use of the keypad after dialing 911 – you should follow voice prompts when interacting with emergency service providers employing interactive voice response systems to screen calls.

Important Information About Plans With Unlimited Use Provisions. Telcape offers California LifeLine wireless plans that include unlimited minutes of use per monthly billing cycle. Unlimited use means that there is not a fixed number of minutes available for subscriber use during the monthly billing cycle, however "Unlimited use" does not mean unreasonable and/or excessive use. Telcape monitors Unlimited plan usage for indicators of unreasonable or excessive use, and you will be notified, via text message, in advance of your account being restricted or suspended in the event your usage approaches the Company's benchmark for use that is representative of unreasonable or excessive use, or of a possible account security breach. If usage is not curbed, or if you do not contact Telcape Customer Service in response to such notification text messages, your use of the Unlimited service may be restricted or suspended. In the event that an account is repeatedly flagged, restricted and/or suspended for excessive or unreasonable usage, Telcape has the right, in its sole discretion, to discontinue, diminish, restrict or disconnect a subscriber's Unlimited use plan. If you subscribe to this type of plan, you understand and agree that unreasonable and/or excessive usage is determined solely by Telcape and that if your service is restricted or suspended as a result, you will not be able to receive or dial any voice calls, including but not limited to calls to 800/877 (or other toll-free numbers), 211, 311, 511, 711 or 811. Accounts restricted or suspended for unreasonable and/or excessive use will continue to have access to 911 and 611 until such time as the account is disconnected. Once an account is disconnected, the handset provided will only be able to access 911 services. Additionally, if an account is restricted or suspended for usage related issues, you will not be able to send or receive any text messages except text messages from Telcape. Purchasing Additional Minutes: If your account is suspended or restricted due to unreasonable or excessive usage, you may have the option of purchasing additional minutes of use by calling Customer Service at 1-800-430-0443 or dialing 611 from your Telcape phone, or by visiting any Telcape retail location or authorized payment location. You may purchase minutes in the packages Telcape makes available. Please review Telcape's Schedule of Rates and Charges (at a Telcape retail location or on Telcape's website) for information about charges for purchasing additional minutes. You will still only get your LifeLine discount once each month. Handsets: When you subscribe to California LifeLine Wireless, you will receive a handset. Handset models are subject to availability and may vary. All phones are pre-owned and are sold "as is" without any warranty. You may utilize this handset or purchase any other handset that Telcape makes available. Unlocking your handset: Telcape does not unlock handsets, however, if a customer brings us a handset with an ESN (Electronic Serial Number) allowable on the network that Telcape utilizes then Telcape can utilize that handset to provide wireless service to you.

Additional Charges and Services. While you will receive discounts on your California LifeLine service, you are responsible for any monthly service fees not covered by the discount and any other charges on services you use, including but not limited to any applicable usage charges. Operator Services: As part of California LifeLine service, you may use operator services but fees associated with this service are not included in your monthly LifeLine service fee. When you use operator services, you will be responsible for paying the following charges based on the type of operator service you use: Live Operator \$0.18 per call and \$0.12 per minute; Automated Operator \$0.18 per call and \$0.12 per minute; Person-to-Person Operator Assisted \$0.21 per call and \$0.12 per minute. Directory Assistance: As part of California LifeLine service, you may access directory assistance by dialing 411, but fees associated with this service are not included in your monthly LifeLine service fee. When you use directory assistance you will be responsible for paying the following charges: \$1.50 per call. Other Fees: Roaming, data, international calling and picture messaging are not included in California LifeLine service.

Termination. If at any time your California LifeLine service is terminated, you will be automatically subject to the retail rates that Telcape charges for the same or similar plan. Service purchased on a pre-paid basis is not subject to early termination fees, however, pre-paid fees will not be refunded. If within 14 days of service activation, you do not have voice-grade connection, you may notify Telcape and we will attempt to remedy the problem. If we cannot restore the connection, you may terminate your service without paying any early termination fees and Telcape will refund in full any applicable service connection charges you paid, if any.

Customer Service. Telcape will not assess when you pay your bills in person by cash, check or other form of payment. Telcape will provide free, unlimited access to customer service representatives fluent in English and Spanish by calling Customer Service at 1-800-430-0443.

Customer Notice on Withdrawal of LifeLine Wireless Offering. In the event that Telcape wishes to withdraw a California LifeLine wireless plan that you are subscribed to, Telcape will provide you with thirty days notice prior to doing so.

Rev. 11/2014

SIGN UP NOW

Carla M. Nowlin
Authorized Agent
951-834-8465

Questions about Medicare & Medi-Cal? I can help.



SCAN Health Plan® offers a variety of Medicare Advantage health plans.

I can help answer questions regarding:

- Your Medicare eligibility & options
- SCAN \$0 co-pays and costs for certain benefits
- ESRD & heart disease Special Needs Plans
- Prescription drugs savings
- Enrollment questions
- Medi-CAL eligibility and options
- And more...

If you have questions about your Medicare Advantage health plan options, please give me a call.

Christie Cuellar
(909) 837-0098
License # 0H80560

Calling this number will connect you to a licensed insurance agent/broker.



SCAN Health Plan (HMO) is an HMO plan with a Medicare contract offered in California by SCAN Health Plan and in Arizona by SCAN Health Plan Arizona. SCAN also has a contract with the California Department of Health Care Services (DHCS) Medi-Cal program. Enrollment in SCAN Health Plan depends on contract renewal. You must continue to pay your Medicare Part B premium. The benefit information provided is a brief summary, not a complete description of benefits. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, premium, copayments and/or co-insurance may change on January 1 of each year. For more information, please contact SCAN Health Plan, or you may visit www.scanhealthplan.com. There is no obligation to enroll.

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