

Client Logo Here

PROPOSAL

Mobile App I Client Portal

November 18, 2025

MERITAS

Overview

Patriot Mobile has the chance to grow the business and advance its mission through several high-value initiatives. However, their engineering team needs to allocate resources wisely and prioritize completing current programs before starting new ones.

Leadership and investors have clearly expressed the desire to modernize the digital experience and provide top-tier self-service features to customers as quickly as possible. One way to accomplish these goals is to develop a native mobile app that offers customers a seamless hub to manage their accounts, learn about Patriot Mobile's causes, and ultimately connect with other subscribers.

Patriot Mobile's goals are ambitious but within reach with the right strategy, organizational structure, and engineering expertise. Meritas Digital can supply the senior-level engineering, UX/UI support, and Agile leadership needed to turn this vision into a reality.

Opportunity & Business Value

Delivering a world-class mobile application will drive value for Patriot Mobile on multiple fronts:

1. Modernize the Customer Experience

The existing “My Account” experience is limited. Customers struggle with login issues, limited self-service capability, and inconsistent mobile web behavior. A mobile app with clean UI, strong architecture, and frictionless UX will directly improve NPS, retention, and billing compliance.

2. Unite Fragmented Systems

The current digital ecosystem relies on multiple layers of integration, including phones, tablets, and hotspots sold through BeQuick; merchandise sold via Shopify; rewards manually converted; and CMS content spread across various platforms. A modern app enables Patriot Mobile to present all of this as a single, unified, reusable front-end layer, even if the back-end remains distributed.

3. Position in a Competitive Marketplace

All major cell phone carriers offer sophisticated mobile apps for billing, upgrades, roaming, and support. A premium app ensures that Patriot Mobile is not at a disadvantage compared to large MVNO competitors.

4. Reduce Call Center Dependency

Patriot Mobile's 100% U.S.-based support team is a brand strength—but leadership acknowledges it is “*probably not scalable*” in the long term. A robust app with self-serve capabilities will reduce support load while preserving quality of service.

5. Enable Community & Cause-Driven Engagement

Patriot Mobile's key difference is its alignment with core values and a charitable mission. As such, the mobile platform will eventually act as a gateway to engage with supported causes, providing opportunities to expand reach and involvement through donations, volunteering, and personalized subscriptions to content and newsletters. These future features depend on making the right foundational architecture decisions today.

Approach

Meritas Digital adopts a phased, user-centered, engineering-first approach that balances speed with long-term platform stability. Each phase builds intentionally on the last, ensuring clarity, efficiency, and reusable architecture throughout the engagement.

Phase 1 — Discovery, UX, and Technical Architecture (2–4 weeks)

In this phase, we work closely with Patriot Mobile stakeholders to build a shared understanding of requirements, system constraints, user needs, and technical dependencies. We align on what Version 1 should accomplish, define clear user flows, and validate backend capabilities early—removing ambiguity before development begins. This ensures that design, engineering, and business goals are tightly connected from the start and that the proposed solution is realistic, scalable, and strategically sound.

Deliverables:

- Full requirements definition
 - Integration mapping (BeQuick, Shopify, rewards, CMS, identity, future cause-platform systems)
 - User Flows for Version 1
 - Mid-fidelity UX wireframes generated collaboratively with Patriot Mobile Design (Joe Jennings)
 - Technical architecture diagrams
 - API contract definitions for all integration points (10+ expected per Patriot leadership)
 - Validation of backend readiness and gap list
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Phase 2 — UI Design + Design System Foundation (2–3 weeks)

This phase turns early ideas into a unified, high-quality visual experience and creates the design system that will support both mobile and future web platforms. By developing shared design tokens, reusable components, and a Storybook-based UI library, we ensure consistency, speed up engineering, and provide Patriot Mobile with a lasting visual foundation that internal teams can grow over time. Our team works closely with Joe Jennings to ensure the design system stays aligned with Patriot Mobile's changing brand vision.

Deliverables:

- Refined high-fidelity UI (Figma)
- Cross-platform design tokens

- Component library aligned with the Patriot Mobile brand
 - Storybook setup
 - Shared UI system enabling reuse across web + mobile
 - Accessibility standards defined (WCAG 2.2 AA)
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Phase 3 – Engineering & Mobile App Development (8–14 weeks*)

Engineering starts only after requirements, design, and architecture are fully aligned. Using React Native + Expo (or Flutter if preferred), we develop a high-performance, secure, scalable mobile app that addresses Patriot Mobile's immediate needs while laying the groundwork for future community and cause-engagement features. This phase includes front-end development, integration with BeQuick, Shopify, rewards, and CMS systems, as well as core application logic, state management, authentication, and all Version 1 functionality. Work progresses iteratively, with demos and reviews each sprint for complete transparency.

**(Range depends on feature scope for Version 1)*

Sample Version 1 Feature Set:

1. Account & Billing

- View bill, payment history, and download PDF
- Add, edit, or remove payment methods
- Pay bill and set up AutoPay
- View and redeem rewards
- Manage plan and lines
- Update profile details

2. Devices & Upgrades

- Browse phones, watches, tablets, and hotspots
- Purchase devices (BeQuick + Shopify integration)
- Check upgrade eligibility
- Trade-in assessment
- Activate eSIM / transfer number
- Device diagnostics (Phase 2 option)

3. Usage Monitoring

- Real-time data usage
- Alerts and forecasts
- Line-level controls
- Contact support (human and future conversational AI)

- AI knowledge assistant for common flows
- System status and outages

5. Authentication & Security

- Login + MFA
- Patriot Security PIN flow
- Session management
- Account lockout protections (with geo-fencing)

6. Content + Messaging

- Homepage modules (CMS-driven)
- Light content editing permissions for marketing
- Promotional banners
- Personalized messaging

7. Future-Ready Architecture

- Hooks for cause engagement (volunteering, donations, newsletters)
 - Segmentation frameworks (e.g., user aligns with First Amendment, Second Amendment, Pro-Life, Military, etc.)
 - Opt-in communication pathways
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Phase 4 — QA, Automated Testing, CI/CD, and Release Preparation (2–4 weeks)

Once the core functionality is developed, we thoroughly test the application across various devices and platforms. This stage guarantees stability, performance, compliance with accessibility standards, and seamless deployment processes. We set up automated tests, configure GitHub Actions and EAS Build, prepare submissions to the App Store and Google Play, and implement a controlled release plan. By the end of this stage, Patriot Mobile will have a production-ready version supported by repeatable, automated deployment workflows.

Deliverables:

- Vitest unit tests
- Playwright end-to-end tests on real iOS/Android devices
- GitHub Actions + EAS Build CI/CD
- OTA updates enabled
- App Store + Google Play submission
- Release notes + metadata automation
- Phased rollout plan
- Internal beta via TestFlight / Play Store Internal Testing

Phase 5 — Knowledge Transfer & Support

We close the project by empowering Patriot Mobile's internal teams to confidently own, maintain, and extend the new mobile app. Through documentation, walkthroughs, paired programming, and knowledge-transfer workshops, we ensure that your engineers, designers, and support staff have the tools and understanding needed to operate independently. Meritas Digital also offers optional ongoing support to provide continuity and accelerate post-launch enhancements.

Deliverables:

- Documentation (architecture, setup, Storybook, API contracts)
 - Developer handoff workshops
 - Paired programming to enable the in-house engineering team
 - Optional ongoing support model
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Project Management

Our project leader will implement an agile methodology to promote collaboration, transparency, and engagement. This is truly a team effort. We will involve Patriot Mobile in key Agile ceremonies such as sprint planning, daily stand-ups, and retrospectives to align on project goals, adapt to changing requirements, and deliver value in increments. We use detailed metric tracking to support data-driven project management decisions that enhance project velocity. This approach ensures flexibility, quick issue identification, and effective achievement of business objectives.

Success Criteria

Based on client statements during all sessions:

- Feature parity between the mobile app and My Account (web) at MVP
- Ability to self-serve: billing, plan management, purchasing, upgrades, activation
- Faster user task completion compared to current web flows
- Reduced support center call volume
- A flexible platform ready for community + cause engagement
- An app your customers *want* to use—and trust

Functional Requirements

1. Account and Billing Management

- View detailed monthly bills, including itemized charges for data, calls, texts, and add-ons.
- Pay bills instantly via credit/debit card, bank transfer (e.g., Trustly), or carrier billing.
- Set up or edit AutoPay accounts, with options for discounts or scheduled dates.
- Track payment history, download past bill PDFs, and set up payment reminders.
- Manage saved payment methods, edit scheduled payments, or cancel recurring charges.
- Add or remove lines from your account, including family plans or multi-line discounts.
- Change billing addresses or contact information.
- Apply credits or request bill adjustments through in-app chat.

2. Usage Monitoring and Controls

- Track real-time data usage (mobile, home internet, or hotspot) with graphs and alerts.
- Monitor voice minutes, text/SMS counts, and international roaming usage.
- Set data limits or warnings to avoid overages, and view usage forecasts.
- Pause or resume service for specific lines (e.g., for travel or parental controls)..

3. Device and Upgrade Management

- Browse and shop for new phones, tablets, watches, or accessories with carrier deals.
- Upgrade eligible devices, check trade-in values, and track installment plan progress.
- Bring your own device (BYOD): Check compatibility, update plans, or activate eSIMs.
- Swap SIM cards, transfer numbers, or activate new devices remotely.
- Locate lost or stolen devices using built-in GPS tracking (if enrolled in protection plans).
- Back up device data (contacts, photos, messages) to carrier cloud storage.
- **Optimize device performance with diagnostics, battery checks, and software update prompts.**
- Access device-specific tutorials, troubleshooting guides, or how-to videos.

4. Plan and Feature Customization

- Switch plans (e.g., unlimited data tiers, family bundles, or international options).
- Add or remove features like international roaming.
- Enroll in add-on services.
- Manage family controls: Set parental restrictions, screen time limits, or content filters.
- **Activate perks like Disney+, Hulu, ESPN+, Apple Music, or Netflix (with ads or ad-free).**
- Configure voicemail: Set up visual voicemail, reset passwords, or customize greetings.
- **Enable/disable blocks for calls, texts, apps, or web purchases to control spending.**

5. Support and Troubleshooting

- Chat live with customer support, AI assistants, or tech coaches 24/7.
- Run automated diagnostics for connection issues, signal strength, or device errors.
- Schedule technician calls, self-install kits, or store appointments.
- Access FAQs, video tutorials, or community forums for common fixes.
- Report outages, get network status updates, or request service credits for disruptions.
- Manage notifications for service alerts, promotions, or account changes.

- Find and connect with vetted phone repair professionals.

6. Security and Protection Features

- Activate spam call blocking (e.g., Scam Shield, Call Filter) with customizable filters.
- **Enable identity theft protection, credit monitoring, or VPN for secure browsing.**
- Manage device security: Scan for threats, update antivirus, or lock stolen devices.
- Set up roadside assistance for vehicle breakdowns or towing.
- Access tech support for hardware repairs or warranty claims.

7. Entertainment and Perks

- Redeem rewards: use points for purchases.
- **Stream free or discounted content: Live TV channels, sports, news, or on-demand videos.**
- **Shop exclusive deals on travel, events, or merchant eGifts.**
- Access member-only benefits like priority support or status upgrades.

8. International and Travel Services

- Purchase international plans, day passes, or eSIMs for global travel.
- Track roaming usage and enable/disable international features.
- **Use in-flight Wi-Fi or texting perks on supported airlines.**
- Get travel tips, currency converters, or destination guides tied to your plan.

Technical Requirements

1. Mobile Application

- Framework: Expo (managed workflow) + React Native
- Language: TypeScript (strict mode enabled)
- Minimum supported versions:
 - iOS 16.0+
 - Android 10 (API 29)+
- Build tooling: EAS Build (Expo Application Services) for both iOS and Android
- Over-the-air updates: Expo Updates enabled for instant hotfixes and feature rollouts
- App size optimization: Code splitting, lazy loading of screens, and asset compression

2. Shared Component Library

- Tooling: Storybook 8.x for React Native (with native support via `@storybook/react-native`)
- Publishing: Private NPM package (or GitHub Packages) scoped under organization (e.g., `@client/ui`)
- Components: Fully typed with TypeScript, accessible (a11y tested). (Future Scope: themable via React Native Paper + custom ThemeProvider)
- Versioning: Semantic versioning with automated changelog

3. Accessibility (a11y)

- WCAG 2.2 AA compliance
- Tested with VoiceOver & TalkBack
- Dynamic type support (iOS) / scalable text (Android)
- Color contrast checker in CI
- 100% Lighthouse score

4. Internationalization (i18next)

- Library: i18next + react-i18next + i18next-browser-languagedetector
- Supported languages: English (en) and Spanish (es)
- Translation management: JSON files in /locales folder, fallback to English

5. Offline Support

- Local database: TanStack DB (SQLite via `expo-sqlite` + opus driver)
- Data fetching & caching: TanStack Query v5+ with `networkMode: 'offlineFirst'`
- Automatic cache persistence: Official `@tanstack/query-sync-tanstack-db` persister
- **Global app state (auth, settings, UI): Zustand with built-in persist middleware**
- Background sync: Expo BackgroundFetch + TanStack Query's online detection
- Conflict resolution: Optimistic UI updates with server-authoritative rollback when online

6. Code Linting

- Tool: Biome (latest) – replaces ESLint + Prettier

- Configuration: Single biome.json with strict rules (including stylistic)
- Editor integration: Automatic format-on-save in VS Code via Biome extension
- Git hooks: Husky + lint-staged to enforce linting on commit

7. Unit Tests

- Framework: Vitest (Vite-native, extremely fast)
- Testing library: React Native Testing Library + @testing-library/jest-native
- Coverage: Minimum coverage goals set by client on new code (enforced via GitHub Actions)

8. End to End Tests

- Tool: Playwright with @playwright/test
- Device emulation: Real iOS and Android devices via Expo + Playwright's device descriptors
- Test scope: Critical user flows (login, onboarding, checkout/purchase, profile updates)
- Coverage: Minimum coverage goals set by client (enforced via GitHub Actions)

9. CI/CD

- Platform: GitHub Actions
- Pipelines:
 - On push/PR: Run Biome, Vitest, Playwright, build preview apps via EAS, auto submit OTA update to first environment
 - Manual promote: Create and submit a new update via EAS Update Service for the chosen environment/channel
 - On tag (vX.X.X): Publish UI library to NPM registry
- Secrets management: GitHub encrypted secrets + Expo secrets
- Preview environments: preview branches with unique QR codes and links shared in PR comments

10. Containerization (Backend / Supporting Services)

- Container runtime: Docker (multi-stage builds for smaller images)
- Orchestration: Either Kubernetes or serverless app gateway (In cloud provider of client's choice)
- Image registry: image registry of client's choice

11. Infrastructure as Code

- All databases, APIs, and backend services will be managed via IaC using Terraform
- Tool: Terraform executed in GitHub Actions CI/CD workflows
- Pipelines:
 - On any changes to Terraform source:
 - Generate plan for all environments (each plan denotes changes required to bring that environment into spec with code)
 - Auto-apply plan against first environment
 - Manual Apply: Execute latest plan against the chosen environment

12. Documentation

- Project-level: Comprehensive README.md in repository root (setup, scripts, architecture diagram)
- Component docs: Auto-generated via Storybook (published to static site)
- API documentation:
 - Backend: OpenAPI 3.1 spec with Swagger UI (auto-generated from code or maintained in /openapi)
 - Mobile-to-backend contract: Shared OpenAPI spec used by mobile team (via orval or openapi-generator for TypeScript clients)
- Onboarding guide: Step-by-step local development setup

13. Architecture & Code Quality

- Clean Architecture / Modular monorepo (e.g., apps/mobile, packages/*)
- Strict TypeScript (noImplicitAny, strictNullChecks)

14. Performance & Bundle

- Bundle size budget ≤ 15 MB uncompressed iOS / ≤ 30 MB APK (EAS metrics enforced in CI)
- Hermes enabled (enabled by default)
- Code-splitting + lazy-loaded routes

16. Release & Rollout Strategy

- Feature flags
- Staged rollouts (Google Play + App Store Connect)
- Automated changelog + Store listing generation

17. App Store / Play Store

- Fastlane or EAS Submit is fully automated
- Metadata, screenshots, and A/B testing pipeline

18. Logging & Observability

- Structured logs (JSON) + correlation IDs that flow from mobile → backend → DB

Future Scope

NOTE: List everything that was discussed that could potentially be part of a second phase. Start planning ahead early. It is also important to capture anything the client wants that is not part of this proposal even if it would be part of a far future phase of development.

Out of Scope

NOTE: List everything that was discussed that is out of scope for this project. If there are things that are predictable the client may ask for, include them. If something was recommended to the client and they said they didn't want it, include it here.

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Assumptions

- Client will provide and manage cloud hosting for the application and the API.
- Any documentation required is complete and will be provided before the project starts.
- The client will provide access to a developer with knowledge of any proprietary tech.
- Any delays in client responsibilities could increase the timeline and/or costs

Responsibilities

Client Responsibilities

- Maintain all hosting services for the application and API and cover associated costs.
- Provide a Product Owner to attend Agile ceremonies and facilitate strategic decisions.
- Review deliverables and provide timely feedback.

Meritas Digital Responsibilities

- Provide weekly status updates during Agile ceremonies.
- Conduct knowledge transfer sessions and deliver documentation (code comments, architecture overviews, user guides).

Timeline

NOTE: Layout key dates for when the project will start and end along with any phases or milestones. Include any go/no-go decisions and when they will be made. Include anything that needs to be delivered by the client that is required to move forward. For larger projects use the Project Plan template to create an accurate timeline.

Sprint*	Deliverables
Sprint 1	API Design and Documentation Mock API development Set up Dev and Test Environments Set up CICD pipeline React Architecture in place Project Planning and PM setup

Sprint 2	Styles, Fonts, and Colors Component Library (Storybook) Routing including Auth with protected routes
Sprint 3	Login Page Forgot Password Page & Reset Password Page Register Page
Sprint 4	Home Page
Sprint 5	Testing and Refinement Documentation
Sprint 6 (optional)	Testing and Refinement Documentation

* 1 sprint = 2 weeks

Known Risks

NOTE: *Optional* - List out any known risks. Risks should have an owner assigned even if the owner is just the client or Meritas Digital.

- **Design Gaps:** Lack of mobile designs or any gaps in the design prototype will introduce some unknown variables with developing application views.
- **Performance and Scalability Issues:** Unexpected data volumes or user loads could cause performance bottlenecks.
- **Client Resource Availability:** Limited availability of Client's stakeholders for feedback or decisions could delay sprints. Meritas will establish clear communication channels, with clients ensuring stakeholder participation.

Staffing

Resource*	Level	Rate	Hours**	Notes
TBA Principal Front-end Architect	Principle	\$200 / h	5 to 20	
TBA Principal API Architect	Principle		5 to 20	
N/A Project Manager	Senior	\$150-200 / h	0	
N/A UX/UI Designer	Senior	\$175 / h	0	

*Resources listed are based on availability at the date of this proposal.

**Total hours estimated based on best information available

- Meritas Digital is committed to providing the highest level of consulting services. Because of this, all Meritas Digital resources will be supported by the leadership team at no additional cost to ensure that all expectations set out in this proposal are met.
- Any Meritas Digital resource that is not meeting the expectations can be replaced with 30 days written notice for any reason.

Client Contacts

Contact	Role	Contact Info
Sean Tanner Vice President of Product and Fulfillment		Phone: 682-318-5036 Email: sean.tanner@patriotmobile.com
Joe Jennings	Lead UX	Phone: Email: joe.jennings@patriotmobile.com
Scott Frazier		Phone: Email: scott.frazier@patriotmobile.com
Chad Harland		Phone: Email: chad.harland@patriotmobile.com

Estimated Budget

NOTE: Provide a breakdown of how the total was calculated.

8 to 11 Sprints (16 to 22 weeks)

Maximum of \$9,000 per week

About Meritas Digital

Meritas Digital stands as a comprehensive, full-service Engineering Consulting firm dedicated to guiding organizations through every facet of their digital evolution. By choosing to collaborate with Meritas Digital, you gain seamless access to a diverse, highly skilled team of experts across a wide range of crucial digital domains. Our integrated service offerings are designed to provide end-to-end support, ensuring a cohesive and strategic approach to your digital journey.

Our core service areas include:

Application Design and Development: We have deep expertise in crafting innovative, scalable applications tailored to your specific business needs. From initial concept and design through robust development, rigorous testing, and seamless deployment, our team ensures the creation of high-performing, user-centric software solutions.

Data and AI: In today's data-driven landscape, harnessing data's power is paramount. Our Data and AI practice assists you in developing comprehensive data strategies, implementing advanced analytics solutions, and leveraging the potential of artificial intelligence and machine learning to unlock valuable insights, optimize operations, and drive informed decision-making.

Digital Experience Design: Creating exceptional digital experiences is essential for engaging customers and fostering loyalty. Our Digital Experience Design team focuses on understanding your target audience and crafting intuitive, user-friendly interfaces and seamless interactions across all digital touchpoints, ultimately enhancing customer satisfaction and achieving business objectives.

Digital Strategy Services: Navigating the complexities of digital transformation requires a clear and well-defined strategy. Our Digital Strategy consultants work closely with your leadership team to develop a customized roadmap aligned with your business goals. We provide guidance on technology adoption, innovation initiatives, and the creation of sustainable digital capabilities that drive long-term success.

By partnering with Meritas Digital, you are not simply engaging a consulting firm; you are gaining a trusted advisor and an extension of your own team. We are committed to understanding your unique challenges and opportunities, delivering tailored solutions that drive tangible results, and empowering your organization to thrive in the digital age. Our holistic approach ensures that all aspects of your digital journey are expertly managed, allowing you to focus on your core business. At the same time, we provide the technical expertise and strategic guidance necessary for lasting success.