

Utah-specific Fact Sheet

IMPORTANT INFORMATION ABOUT YOUR AIRTALK LIFELINE SERVICE

AirTalk Lifeline Service is brought to you by AirVoice Wireless, LLC dba AirTalk Wireless, and includes the provision of a free SIM card or an E911-compliant handset or includes the provision of a free SIM card and an E911-compliant device. This government-sponsored Lifeline telephone service is subject to continuing eligibility and annual recertification. Only one Lifeline subsidy per household is allowed; your participation in this program requires that you do not receive Lifeline subsidy on any other phone, either wireless or wireline. A household, for purposes of the Lifeline program, is defined as any individual or group of individuals who live together at the same address and share income and expenses. Violation of the one-per-household requirement would constitute a violation of the FCC's rules and would result in the consumer's de-enrollment from the program, and potentially, prosecution by the United States government. If you no longer receive the low-income assistance or your income exceeds the qualifying amount, you must notify AirTalk Wireless within 30 days. As a recipient of Lifeline service, you may not transfer your service to any other individual, including another eligible low-income consumer or give away or sell this phone.

- Your enrollment in the program will be for 12 months (unless your eligibility status changes, you select a different carrier, or there is no activity on your phone for thirty (30) consecutive days and you do not cure such non-usage during the following fifteen (15)-day cure period after receiving notice from AirTalk Wireless).
- You will receive unlimited voice minutes, unlimited text messages, and a minimum of 5 gigabytes ("GB") of data usage each month for non-Tribal customers after application of Lifeline and Utah USF support, or the Tribal Lifeline Plan, which provides unlimited voice minutes, unlimited text messages, and a minimum of 16 GB of data per month, at no cost to Tribal customers after application of Lifeline and Utah USF support. All plans include free international calling to over 200 countries and territories. Customers will also be able to purchase additional minutes or data as needed. AirTalk Wireless will inform you of any plan changes.
- Unused minutes and data will not carry over to the following month.
- Minutes will be charged for both outgoing and incoming calls.
 - Emergency calls to 911 will not count against your available minutes.
 - Calls to AirTalk Wireless customer service will not count against your minutes.
- Additional Top-Ups, which provide service for one month, can be purchased through AirTalk's website at <https://airtalkwireless.com/products/topup>. Examples of available Top-Up denominations include:
 - For \$4.99, Lifeline subscribers receive an additional 1 GB of high-speed data.
 - For \$9, Lifeline subscribers receive an additional 2 GB of high-speed data.

- For \$12, Lifeline subscribers receive an additional 3 GB of high-speed data.
- For \$15, Lifeline subscribers receive an additional 4 GB of high-speed data.

High-speed data means data provided at a minimum of 4G speed.

- To contact AirTalk Wireless customer service, please dial 611 from your AirTalk Wireless handset device, or call toll-free at 855-924-7825. You can also contact AirTalk Wireless customer service representatives via the “Contact Us” page on AirTalk Wireless’s website: www.airtalkwireless.com.
- Emergency calls to 911 CAN be made even if you have NO remaining minutes available.
- Before the end of 12 months, the National Verifier will verify your continued eligibility for Lifeline support. If your continued eligibility for Lifeline support cannot be determined by accessing the appropriate eligibility or income databases, the National Verifier may request a signed certification from you verifying that you are still eligible for Lifeline support to continue to receive your discounted service.

YOU ARE ENCOURAGED TO READ YOUR WELCOME KIT CAREFULLY FOR COMPLETE DETAILS REGARDING YOUR AIRTALK WIRELESS LIFELINE SERVICE.