

EXHIBIT A

Lifeline Rates, Terms and Conditions

	STANDUP WIRELESS LIFELINE PLANS	VOICE	TEXT (SMS)	DATA High Speed	LIFELINE PRICE	TRIBAL LIFELINE PRICE
1a	Lifeline-Only Broadband	1,000	Unlimited	4.5 GB	\$0.00	N/A
1b	Lifeline-Only Tribal	Unlimited	Unlimited	6.5 GB	N/A	\$0.00
2	Lifeline/ACP Bundle \$30	Unlimited	Unlimited	5 GB **	\$0.00*	N/A
3	Lifeline/ACP Bundle \$40	Unlimited	Unlimited	10 GB **	\$0.00*	\$0.00*
4	Lifeline/ACP Bundle \$50	Unlimited	Unlimited	12 GB **	\$10.00*	\$0.00*
5	Lifeline/ACP Bundle \$60	Unlimited	Unlimited	16 GB **	\$20.00*	\$0.00*
6	Lifeline/ACP Bundle \$75	Unlimited	Unlimited	25 GB **	\$35.00*	\$0.00*
7	Lifeline/ACP Bundle \$110	Unlimited	Unlimited	60 GB **	\$70.00*	\$0.00*

*Reflects application of Lifeline discount as well as federal Affordable Connectivity Program (ACP) discount and any company discount.

**ACP bundles include unlimited throttled data after the high-speed allotment has been used.

ADDITIONAL AIRTIME "TOP-UPS"	VOICE	TEXT (SMS)	DATA
\$5.00	250	250	250 MB
\$10.00	None	None	1.5 GB
\$10.00	Unlimited	Unlimited	1 GB
\$20.00	Unlimited	Unlimited	3 GB
\$30.00	Unlimited	Unlimited	8 GB

Top-Ups expire after 30 days

All packages include:

- Free calls to STANDUP Customer Service
- Free calls to 611 services
- Free calls to 911 emergency services
- Free access to Voicemail, Caller-ID, and Call Waiting features
- Voice minutes may be used for Domestic Long Distance at no extra cost
- Free SIM Card

Terms & Conditions attached and also maintained at <https://standupwireless.com/terms-conditions/>

StandUp Wireless

Lifeline Terms & Conditions

Please read these StandUp Wireless (“StandUp”) Lifeline Program Terms and Conditions of Service carefully. StandUp Wireless is a service of Global Connection Inc. of America ("GLOBAL"). (StandUp and GLOBAL may be used interchangeably herein of which shall have the same implication). These StandUp Wireless Lifeline Program Terms and Conditions of Service are a legally binding agreement between you and StandUp Wireless and become effective upon activation of StandUp Wireless Lifeline service, using your StandUp Wireless Lifeline service, or after you make a change to your account. These terms and conditions contain important information about your legal rights and require that certain disputes be resolved through Arbitration instead of a court trial. StandUp Wireless reserves the right to change or modify any of these StandUp Wireless Lifeline Program Terms and Conditions of Service at any time and at its sole discretion. Any changes or modifications to these StandUp Wireless Lifeline Program Terms and Conditions of Service will be binding upon you, once posted on the StandUp Wireless website at www.StandUPWireless.com. You should regularly check the StandUp Wireless website for updates to these terms and conditions.

By enrolling in the StandUp Wireless Lifeline Program and by using the StandUp Wireless Service, you, the participant, acknowledge and agree to the following terms and conditions:

The Service Agreement: In addition to the StandUp Wireless General Terms and Conditions of Service and these Terms and Conditions of Service relevant to the Lifeline Program, there are several parts of the Agreement, which includes but is not limited to, the StandUp Wireless Lifeline Application. It is important that you carefully read all of the terms of the Agreement.

Nature of Service: The StandUp Wireless Lifeline Program is designed to provide subsidized voice and/or Broadband service to qualified low-income consumers and is funded, in part, by the Universal Service Fund Lifeline program, administered by the Universal Service Administrative Company (USAC). To qualify for enrollment in the StandUp Wireless Lifeline Program, a person must meet certain eligibility requirements. These requirements are based on a person's participation in a qualifying federal support program(s) or by meeting certain income requirements based upon the poverty guidelines updated periodically in the Federal Register by the U.S. Department of Health and Human Services under the authority of 42 U.S.C. 9902(2). This discount is received each month the customer maintains service and eligibility within the StandUp Wireless Lifeline Program.

Eligibility: To qualify for enrollment in the StandUp Wireless Lifeline program, a person applying for lifeline service, or “applicant,” must meet specific eligibility requirements and have a service address in a location where StandUp Wireless is authorized to offer Lifeline service as an approved Eligible Telecommunications Carrier (“ETC”). Eligibility requirements are based on a person’s participation in a state or federal support program(s) or by meeting certain income requirements based upon the Income Poverty Guidelines as defined by the Office of Management and Budget.

Application Process: Applicants for the StandUp Wireless Lifeline Program must complete a certification form and may need to provide supporting documentation verifying they meet the eligibility requirements to participate in the Lifeline program and certify under penalty of perjury, that:

I understand this service is a prepaid service and I must personally activate the service. To keep my account active, I must use the service at least once during any 30 day period by completing an outbound call, sending a text message, using my mobile broadband connection (use data), purchasing additional service from the company, answering an in-bound call from someone other than StandUp Wireless, or by responding to a direct contact from StandUp Wireless confirming that I want to continue receiving Lifeline service from StandUp Wireless. If my service goes unused for 30 days, I will no longer be eligible for Lifeline benefits, and my service will be suspended (allowing only 911 calls and calls to the StandUp Wireless's customer care center) subject to a 15-day cure period during which I may use the service (as described above) or contact StandUp Wireless to confirm I want to continue receiving Lifeline service.

I understand I have the right to enroll in Lifeline service using non-electronic methods. I further understand that I have the right to withdraw this consent at any time prior to the activation of my service. StandUp Wireless has advised me that I may request a paper copy of my contract and associated fees by calling 611 using my StandUp Wireless service or calling 1-800-544-4441.

I hereby authorize the company to send my notifications via text messages, emails, and phone calls (by automated telephone dialing system, manually, or with pre-recorded/artificial voice messages) regarding my Lifeline benefit, marketing messages, and promotional offers. I may withdraw my consent to receive some of these messages by dialing 611 from my StandUp Wireless phone number. Opting out will not affect StandUp Wireless's ability to contact me with messages regarding the Lifeline program and/or service functionality via the methods listed herein.

I acknowledge that I am providing the information I have included in this application to CGM, LLC and further authorize CGM, LLC to receive and use my information for enrollment verification and waste, fraud, and abuse mitigation purposes. Additionally, I authorize CGM, LLC to receive and use my historic Lifeline enrollment information for enrollment verification and waste, fraud, and abuse mitigation purposes.

If I am found to already be receiving a Lifeline discount benefit from another Lifeline provider, I understand my current benefit will be transferred to StandUp Wireless. I consent to the transfer of my Lifeline discount benefit from my current Lifeline provider to StandUp Wireless.

I hereby certify, under penalty of perjury, that the information included in my certification form is true and correct to the best of my knowledge.

I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

Applicants who qualify and are enrolled in the StandUp Wireless Lifeline Program will receive one (1) SIM Card enabling the user to access the StandUp Wireless network with a compatible GSM device. Applicants in select areas may receive one (1) free broadband enabled device provided by StandUp Wireless in accordance with its Handset Policy. All qualifying StandUp Wireless Lifeline Program participants will receive service that meets or exceeds the minimum service standards as outlined in Title 47, Chapter 1, Subchapter B, Part 54, Subpart E, Section 54.408 of Electronic Code of Federal Regulations each month

while the applicant remains and maintains eligibility in the Lifeline program. StandUp Wireless, the National Verifier, and/or a State Administrator will determine at its sole discretion whether or not an applicant meets the eligibility requirements (as determined by USAC and/or State authorities) to participate in the StandUp Wireless Lifeline Program. The monthly airtime minutes provided by the StandUp Wireless Lifeline Program may vary from state-to-state as described in either this document or in StandUp Wireless tariff filings on file with your state Public Service Commission or Public Utility Commission or other agency administering the Lifeline Program in your state. Please call StandUp Wireless at 1-800-544-4441 or dial 611 from your StandUp Wireless service or visit our website at www.StandUPWireless.com for further information.

One Lifeline Discount Per Economic Unit Rule: Lifeline Assistance is limited to one economic unit per household and can consist of a landline or wireless Voice and/or Broadband service. An economic unit is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. An economic unit is not permitted to receive Lifeline benefits from multiple providers. Violation of the one benefit per economic unit rule constitutes a violation of the federal rules and will result in de-enrollment from the Lifeline program and potentially prosecution by the United States government.

You consent to have your personal identification information, including name, telephone number and address shared with the Universal Service Administrative Company (USAC) and/or its agents to confirm that neither you nor your household receive more than one Lifeline benefit. If you or any member of your family unit receives Lifeline Assistance from any other telephone company or broadband internet provider, you are responsible for notifying your current service provider that you have been approved for Lifeline Assistance through StandUp Wireless.

Consent to Disclosure of Information: By completing the StandUp Wireless Lifeline application, you consent to the release of your information, (including financial information) to our designated agent for the administration of your service with StandUp Wireless. This consent survives the termination of this Agreement. You further authorize StandUp Wireless to discuss with or access information from state or federal agency representatives concerning your eligibility for and participation in the Lifeline Assistance program. StandUp Wireless reserves the right to review your eligibility status at any time and require you to provide StandUp Wireless with written documentation of either your household's income or your participation in a qualifying federal program or state program.

National Lifeline Accountability Database (NLAD): Applicants who apply for Lifeline benefits will be automatically submitted to the NLAD database upon enrollment in any state that requires the use of the NLAD database. Applicants' name, address, date of birth, and social security number will be submitted to NLAD during the application process. Applicants' address will be confirmed as valid. Applicants' personal identity will be checked. Applicants will be screened to determine if they are already receiving a Lifeline benefit through another provider.

Activation of Service: Upon enrollment in the StandUp Wireless Lifeline Program, you will receive a StandUp Wireless SIM card, delivered to your home address noted in the application if you apply online, or if you applied in person, the SIM card will be given to you at some point during or after the enrollment and approval process (timing of SIM card distribution in relation to the approval process varies by state). Insert the StandUp Wireless provided SIM card into your compatible device and power on the device. Make a call to 611 immediately to activate service with the StandUp Wireless Lifeline Program. You must accept the

StandUp Wireless telephone number assigned to your StandUp Wireless account at the time of activation, and you will acquire no proprietary interest in any number assigned to you. The number assigned to your StandUp Wireless account at the time of activation will not be changed for any reason unless required by a carrier. You may not select a number to be assigned to your StandUp Wireless service unless otherwise specified in the StandUp Wireless General Terms & Conditions.

Account Activity Requirement: You must make or answer a voice call (from someone other than StandUp Wireless), send a text message, use data, or purchase minutes at least once during any 30-day period. If you do not, StandUp Wireless will send you a notice of inactivity. To keep your service, you must make or answer a voice call (from someone other than StandUp Wireless), send a text or use data at least once within 15 days after the notification or contact us to confirm that you would like to continue receiving Lifeline service.

Annual Recertification: As a Lifeline participant, you must recertify annually that you remain eligible for the program. If you do not complete the recertification process by your Anniversary Date, StandUp Wireless is required to de-enroll you from the Lifeline program.

Maintaining Eligibility and Service: You will receive Lifeline service from StandUp Wireless if you meet and continually verify the Lifeline eligibility requirements. If StandUp Wireless believes you are not eligible for Lifeline service, we will notify you that your Lifeline service will be cancelled. You will have 30 days to respond to the termination notice. If you do not confirm or we independently confirm you are ineligible, service will be cancelled, you will lose any free remaining services and will no longer receive the free service. If you no longer qualify for a Lifeline discount, you must notify StandUp Wireless within thirty (30) days of this fact to be removed from the program.

Lifeline is Non-Transferrable: Eligibility for StandUp Wireless is personal to you. You may not transfer, to any third party, any of your rights or benefits received under the StandUp Wireless service, including but not limited to, any voice minutes or broadband data received under StandUp Wireless service funded by Lifeline.

Monthly Service Period: The period in which usage of your service is authorized lasting for a period of up to one (1) month beginning on (i) the date your StandUp Wireless account became active; (ii) the date you placed or received the initial service transaction on your StandUp Wireless account; (iii) the receipt of the monthly allotment of StandUp Wireless rate plan airtime; (iv) the purchase or addition of StandUp Wireless airtime, or (v) the date you were determined to be eligible for the StandUp Wireless plan, whichever can be conclusively determined by StandUp Wireless at its sole discretion, and concluding on your Monthly Service End Date. StandUp Wireless airtime will be added to your account on the first day of each Service Period, also known as your Anniversary Date, in accordance with your rate plan as long as the subscriber maintains eligibility for Lifeline service.

Monthly Service End Date: The last day of your StandUp Wireless Monthly Service Period, occurs up to one (1) month from your Anniversary Date. An airtime transaction can include, but is not limited to, per minute voice cellular call, incoming or outgoing text message, and/or the use of any data. Service End Date can be calculated from (i) the date your StandUp Wireless account became active; (ii) the date you placed or received the initial airtime transaction on your StandUp Wireless account; (iii) the receipt of the monthly allotment of StandUp Wireless airtime; (iv) the purchase or addition of a StandUp Wireless airtime card; (v) the date you were determined to be eligible for the StandUp Wireless Lifeline Plan, or (vi)

the date your Lifeline benefit was removed by you, or due to de-enrollment from Lifeline rules which ever can be conclusively determined by StandUp Wireless at its sole discretion.

Airtime Rates, Usage, and Included Monthly Airtime: While you are enrolled in the StandUp Wireless Lifeline Program, you will receive an allotment of airtime provided by the StandUp Wireless Lifeline Program. Airtime will be added on your Anniversary Date as long as you remain eligible for the Lifeline Program.

Rate Plan Options: Each plan offers different benefits, features, carryover options and pricing. The Plans that are currently available are:

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\$10.00	Unlimited	Unlimited	1 GB
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\$30.00	Unlimited	Unlimited	8 GB

Top-Ups expire after 30 days

Termination Rights Reserved by StandUp Wireless: StandUp Wireless reserves the right to cancel the enrollment of any customer and/or permanently deactivate any customer's StandUp Wireless service for fraud, misrepresentation, or other misconduct as determined solely by StandUp Wireless. While participating in the StandUp Wireless Lifeline Program, a customer shall not be permitted to sell, rent, give away or in any way allow another person to use their StandUp Wireless Lifeline Service provided to him/her by StandUp Wireless. IT IS A VIOLATION OF FEDERAL AND STATE LAW TO SELL OR GIVE AWAY THE STANDUP WIRELESS LIFELINE SERVICE PROVIDED TO YOU BY STANDUP WIRELESS. Any violation of this prohibition will be reported to the appropriate legal authorities for prosecution. In addition, if StandUp Wireless determines, in its sole discretion, that a StandUp Wireless customer has violated these prohibitions, StandUp Wireless will permanently de-enroll the customer from the StandUp Wireless Lifeline Program, their service will be permanently deactivated, and the customer's account information will be permanently flagged so that the customer may not re-enroll in the StandUp Wireless Lifeline Program in the future. If you have any questions, concerns, comments, or complaints regarding the StandUp Wireless Lifeline Program or Service, offerings, or products, please call StandUp Wireless Customer Care at 1-800-544-4441 or 611 from your StandUp Wireless service. You may also contact your State's Public Service Commission/Public Utility Commission.

Cancellation: You are free to cancel Service at any time. After your first use, however, you will receive no refunds on any equipment, including purchased devices or any unused funds in your account. Monthly Service Fees are non-refundable. You may cancel your account or change your rate plan by logging into MyAccount, dialing 611 from your StandUp Wireless service, or calling 1-800-544-4441. You will lose access to your phone number immediately after your account has been de-enrolled from the Lifeline program and your StandUp Wireless account is deactivated.

Unresolved questions or complaints: Unresolved questions or complaints may be directed to your local Public Utilities Commission or customers in the states listed below may direct unresolved questions or complaints to the following organizations: **Colorado:** External Affairs Section, Consumer Affairs: Colorado Public Utilities Commission: 1560 Broadway, Suite 250, Colorado 80202: Phone 303-894-2070 or 800-456-0858 Fax 303-894-2532 or E-mail: dora_puc_complaints@state.co.us. **Georgia:** Georgia Public Service Commission's Consumer Affairs Unit: 404-656-4501 or 1-800-292-5813. **Kansas:** Kansas Corporation Commission: Office of Public Affairs and Consumer Protection: KCC-Consumer Protection: 1500 SW Arrowhead Road, Topeka, KS 66604 or toll-free 800-662-0027 or in Topeka 785-271-3140. Hearing or speech impaired TDD Kansas Relay Center 800-766-3777. **Massachusetts:** Massachusetts Consumer Division: Department of Telecommunications and Cable Consumer Division: 1000 Washington Street, Suite 820, Boston, MA 02118-6500: 617-988-8288 (Fax) Or by calling: 617-305-3531 1-800-392-6066 (Toll free) consumer.complaints@state.ma.us. **Pennsylvania:** Pennsylvania Utility Commission Bureau of Consumer Services – 800-692-7380 or for FDD PA Relay Center 800-682-8706 (voice) or 800-682-8786 (TTY). **Puerto Rico:** For unresolved questions or complaints and to seek revision of any adverse decision contact: Telecommunications Bureau of the Puerto Rico Public Service Regulatory Board, 500 Ave. Roberto H. Todd (Parada 18-Santurce), San Juan, Puerto Rico 00907-3941. **Washington:** Washington State Office of Attorney General, Consumer Protection Division at 1-800-551-4636.

StandUp Wireless California Lifeline Program

Additional Terms and Conditions for the California Lifeline Program

The following are Global Connection Inc. of America d/b/a StandUp Wireless' California Lifeline Terms and Conditions. All applicable terms and conditions of service contained herein apply to the Company's California Lifeline service.

In California, the California Lifeline Program is administered by the California Public Utilities Commission and its designee, the California Lifeline Administrator. The California Lifeline program is funded by California ratepayers. The California Lifeline Program is subject to all applicable California and federal laws.

Wireless Service Elements: StandUp Wireless' California Lifeline service provides the following wireless service elements:

1. Ability to place and receive voice-grade calls over all distances utilizing the public switched telephone network or successor network.
2. Calls within a local exchange or over an equivalent or larger-sized local calling area. The Company offers its California Lifeline customers the ability to send and receive voice-grade calls within a nationwide coverage area, currently using the Sprint, Verizon, or T-Mobile wireless network. Domestic voice calls are not distance sensitive; a customer does not pay more for making a domestic long-distance call than for a call within their local exchange area. Coverage Maps showing where StandUp Wireless service is generally available can be found on our website at www.standupwireless.com. These maps depict approximate domestic coverage and roaming coverage applicable to our service plans. These maps are generated using generally accepted methodologies and standards to depict outdoor coverage. All maps will contain or link to an appropriate legend concerning the limitations and/or variations in wireless coverage and map usage, including any geographic limitations on the availability of any services included in your plan, including roaming. These maps will be periodically updated as necessary to keep them reasonably current.
3. Voice grade connection to the public switched telephone network. Through its underlying carriers, the Company offers its California Lifeline customers the ability to send and receive voice-grade calls over all domestic distances (local and long distance) via a wireless voice-grade connection to the public switched telephone network.
4. **Disclosures regarding voice-grade connection:** Each StandUp Wireless California Lifeline participant is entitled to a voice grade connection. As such, a participant may terminate service without penalty if a voice-grade connection cannot be provided. Further, since there is no service contract, StandUp Wireless customers are free to discontinue service at any time without penalty.
5. **Response to notification of no voice-grade connection:** If, at any time, a participant fails to receive a voice-grade connection and notifies StandUp Wireless, the Company will (1) promptly restore the voice-grade connection, or if not possible, (2) provide telephone service to that participant using different technology if offered by the Company and agreed to by the participant; or (3) allow the participant to discontinue service without penalty. The Company is committed to prompt and effective responses to customer notifications.
6. Free unlimited access to 911/E-911. The Company does not charge for calls placed to 911/E-911, nor do 911/E-911 calls utilize available minutes. In addition, 911/E-911 service is available for all activated services, regardless of whether there are minutes available for use under the plan.

Billing: The Company will abide by the following billing provisions:

1. **Service Elements:** The Company will offer at least one California Lifeline plan that meets or exceeds the California Lifeline service elements and is not bundled with any video or data services. (See Schedule of Rates.)
2. **California Lifeline Discount:** Only eligible consumers may enroll in the California Lifeline Program to receive a California Lifeline discount. The California Public Utilities Commission develops the eligibility requirements for qualified households to receive the California Lifeline discount; current eligibility requirements can be found online at <http://www.cpuc.ca.gov/lifeline/> and https://www.californialifeline.com/en/eligibility_requirements. The Company will apply the applicable California Lifeline discount to each participant's selected plan. The California Lifeline discount is limited to one per household. A "household" is defined as any individual or group of individuals who live together at the same address as one economic unit. An "economic unit" is defined as "all adult individuals contributing to and sharing in the income and expenses of a household". Your California Lifeline discount is personal and cannot be transferred to any third party, including any rights or benefits received under StandUp Wireless service, which includes and is not limited to any voice minutes received under StandUp Wireless service.
3. **Pre-Paid Plans:** The Company will offer California Lifeline-eligible plans on a pre-paid basis.
4. **Non-Discrimination:** The Company will offer California Lifeline discounted services on a nondiscriminatory basis to any customer residing within the service territory where the Company offers retail wireless telephone services. The Company will only provide California Lifeline discounts to participants that are approved by the California Lifeline Administrator.
5. **Contracts:** The Company will not require contracts lasting more than two years for participants. The Company offers service on a pre-paid basis, and currently does not require its customers to enter into a service contract. Any required contract terms will be comparable to those offered to the Company's retail customers for the same service, except as needed to comply with California Lifeline rules.
6. **Added Features and Enhanced Services:** If the Company adds features and/or enhanced services as a part of its California Lifeline offerings, the offerings will meet or exceed minimum standards set by the CPUC. As set forth in the Schedule of Rates, the Company offers a California Lifeline plan that meets or exceeds the minimum service elements and is not bundled with any video or data services.
7. **Additional Voice Minutes:** StandUp Wireless will notify you via text message if you have a low balance of minutes, text messages or data remaining. The Company will allow participants to purchase additional voice minutes at the lowest rate that is offered to its retail customers for comparable plans with similar services and/or features.
8. **Completion of Allotted Minutes:** Upon completion of allotted minutes, the Company will provide participants an option to purchase additional minutes and will prominently disclose the charges, terms, and conditions associated with the purchase of additional minutes.
9. **Form of Payment Fee:** The Company will not assess a fee to participants for paying their bills (i.e. paying for service) in person by cash, check or other form of payment. All fees are disclosed in the Schedule of Rates, and there is no Form of Payment Fee.
10. **No Restocking Fee:** The Company will not assess a restocking fee to participants for provided or purchased devices returned within three days of service activation or purchase.
11. **Handsets:** The Company will offer all devices to participants on the same basis as the Company's retail customers.

12. Access to telephone relay services as provided for in Pub. Util. Code §2881 et seq. Through its underlying carrier(s), the Company will provide access to California Relay Service for deaf or hearing-impaired persons or persons with speech disabilities.
13. 900/976 Information Services. The Company will provide participants free blocking for 900/976 information services and a one-time free billing adjustment for 900/976 information services related charges inadvertently or mistakenly incurred, or without authorization.
14. Access to operator service. The Company provides access to operator services for its California Lifeline customers commensurate to its retail customers, via 611 and 411

Disclosures: The Company makes the following disclosures in accordance with the California Lifeline Rules. The Company makes this information available in print during instances of in-person enrollment where consumers can review them and/or request a copy; via its website, www.standupwireless.com; and upon request via its customer service department:

1. California LifeLine Service Plan Offerings – Rates and Fees. See California Lifeline Plans Chart. Each plan is subject to a one-time \$39.00 retail activation fee when initiating service with the Company or changing service from another provider to the Company. The one-time fee will be charged to the customer's account at activation; however, if the customer is approved for California Lifeline by the California Lifeline Administrator, the California Lifeline participant may be eligible to receive a \$39.00 discount (the California Lifeline fund will pay for no more than two activation fees (whether with the Company or any other wireless service provider) per household per year pursuant to D. 17-01-032. If the Company confirms during the enrollment process that the customer has already received Lifeline service from two (2) providers since December 24 of the prior year, then the consumer will be responsible for the \$39 activation fee. Otherwise, StandUp Wireless will be responsible for the fee). See also Schedule of Rates document available on our website – www.standupwireless.com.
2. Charges, terms, and conditions associated with purchasing additional minutes. The Company allows California Lifeline participants to purchase additional voice minutes at the lowest rate that is offered to its retail customers for comparable plans with similar services and/or features. (See Schedule of Rates.)
3. 911 emergency services location accuracy and reliability standards as required in basic service element number 1.2.(d) in Appendix A of Decision 12-12-038. Your handset will be able to place calls to 911 even if you have no minutes available. It is advised by Public Safety Officials, that you should be prepared to provide information about your location when making a 911 or other emergency call. Wireless service, unlike landline phones, uses less reliable methods to place calls and to determine your phone number and location. Network coverage can be adversely affected by weather, structures, buildings, geography, etc. Because of these factors, emergency operators may not be able to determine your location or your phone number, or you may not be able to complete a call at all. Occasionally, callers may attempt to call 911 in areas where there is no wireless coverage. If there is no wireless coverage, your call to 911 may not go through and you should dial 911 from the nearest landline phone. Enhanced 911 service, also known as E911, relies on GPS technology to obtain location information. This service is dependent on a number of factors such as the abilities of the local emergency authorities, GPS ability of your device, whether your GPS enabled handset has GPS turned on, and your device's ability to obtain a GPS Satellite signal which can be impaired by being indoors, weather, etc. Even when available, E911 does not always provide accurate location information.

4. Potential service coverage and service quality issues, and Safety related considerations when handsets are removed from the home and when there is poor mobile reception - Service is subject to transmission limitations caused by certain equipment and compatibility issues, atmospheric, topographical and other conditions, as well as proximity. Service can only be available when in range of a transmission source, which you should be aware of when leaving your home area. Service is dependent on radio towers which require electricity to operate and could become non-functional in the event of a power outage if backup power is not available or runs out. Further, service may be temporarily refused, limited, interrupted or curtailed due to system capacity limitations, technology migration or limitations imposed by the Carrier, or because of equipment modifications, upgrades, repairs or relocations or other similar activities necessary or proper for the operation or improvement of the Carrier's radio telephone system. Neither The Company, nor any of its Network Providers, shall have any liability for service failures, outages or limitations of Service. If the mobile handset is the only phone in your home, residents will not have access to call 911 when the handset is removed from that location.
5. Access to 800 or 800-like toll-free services. The Company provides its customers with access to 800 or 800-like toll-free services. Under the Company's business model, there is no toll charge for these calls. Although there is free access to 800 or 800-like toll-free services, such calls are treated the same as regular outgoing calls with respect to minute usage. (See Schedule of Rates).
6. Handsets sold and distributed in accordance with the company's Handset Policy may be refurbished; refurbished handsets will be industry standard grade "A" or "B" stock. Upgraded handsets are available for purchase.
7. StandUp Wireless SIM cards and devices provided by or purchased from us are intended for use on our networks and in other coverage areas that we may make available to you. However, StandUp Wireless' handsets are or can be "unlocked" prepaid mobile wireless devices. "Unlocked" devices refer only to disabling software that would prevent you from attempting to activate on another carrier's network. However, "unlocking" a device will not necessarily make your device interoperable with other networks because a device designed for one network is not made technologically compatible with another network merely by "unlocking" it. If you attempt to use a different carrier's network, your StandUp Wireless handset may not have full functionality.
8. The charges or fees associated with using operator services. The Company provides access to operator services to all its customers, California Lifeline or otherwise, free of charge. Although no charge is assessed for calls made by its California Lifeline or non-California Lifeline customers for operator assisted calls, such calls use the minutes of the California Lifeline or non-California Lifeline customer making the directory assistance call. (See Schedule of Rates.)
9. Access to local directory assistance/411. The Company provides access to directory assistance to all its customers, California Lifeline or otherwise. Although no charge is assessed for directory assistance/411 calls made by its California Lifeline or non-California Lifeline customers, such calls use the minutes of the California Lifeline or non-California Lifeline customer making the directory assistance call. (See Schedule of Rates.)
10. Schedule of rates and charges. The Company's Schedule of Rates and charges for California Lifeline service are included herein as the "Schedule of Rates".
11. Free, unlimited access to customer service for information about California Lifeline, service activation, service termination, service repair, and bill inquiries. The Company's California Lifeline customers are provided free, unlimited access to StandUp Wireless customer service either by

dialing 611 or by dialing the toll-free customer service number. Calls to the Company's customer service do not count against the California Lifeline customer's allotted voice minutes or number of calls. (See Schedule of Rates.)

12. Free, unlimited access to customer service representatives fluent in the same language in which California Lifeline was originally marketed and sold. At this time, the Company markets and sells California Lifeline service in English and Spanish. The Company therefore provides English and Spanish speaking customer service operators through its customer service department, which may be accessed as described above.
13. Free access to toll-blocking and toll-control services. The Company is a prepaid service provider, which means that customers pay for their service in advance and can use only the amount of service for which they have already paid. Furthermore, the Company provides uniform pricing for both local and domestic long-distance telephone calls. International Calling can be accessed only through an international operator service and requires an alternate payment method. Therefore, the prepaid nature of the service, along with the fact that voice calls are not distance sensitive, acts in effect as a toll-blocking service. (See Schedule of Rates.)
14. Access to two California Lifeline telephone lines to Deaf and Disabled Telecommunications Program participants or teletypewriter users. The Company will provide access to two California Lifeline discounted telephone lines to Deaf and Disabled Telecommunications Program participants or teletypewriter users.
15. Free access to the California Relay Service via the 711 abbreviated dialing code. The Company will provide free access to California Relay Service through the 711 abbreviated dialing code. Note: for 711 calls, only the call to the 711 relay service for the deaf or speech-disabled will not be counted against California Lifeline plan minutes, while the relayed call itself may count toward applicable plan minutes. (See Schedule of Rates.)
16. Access to Public Safety N11s. All of StandUp Wireless' California Lifeline plans will provision access to special service N11 numbers. D.14-01-036 requires free, unlimited access to public safety N11s (211, 311, 511, 711, and 811) for California Lifeline eligible plans with 1,000 or more voice minutes, and notes that "Wireless providers may meet this obligation by offering these features on plans with 1,000 or more minutes, or by offering at least one plan with unlimited voice minutes that conform to this Decision, and which may include text, but not video or data" (see Attachment D of the Decision). Therefore, StandUp Wireless will comply with Wireless Service Element number 19 by offering its Unlimited Talk & Text rate plan option (See Schedule of Rates.)
17. California Lifeline Participant Exemptions. The Commission exempts California Lifeline participants from paying public purpose program surcharges, the Commission's user fee, federal excise tax, local franchise tax, and California 911 tax associated with telephone service. The Company will comply with this exemption. The Company understands that the exemption does not alter the statutory requirement for all telephone corporations in California to assess, collect, and remit public purpose surcharges on revenues collected from end-users for intrastate telecommunications services that are subject to surcharge in compliance with Pub. Util. Code §§ 285 and 710.
18. 30-Day Notice. The Company will provide 30 days prior notice to California Lifeline participants in the event it withdraws from the provision of California Lifeline Service.

California Lifeline Enrollment Limitation.

30-Day Waiting Period for an Enrollment Request for the California Lifeline Discounts for Cell Phone Service (“Enrollment Freeze”).

When a consumer submits an enrollment request to receive the California Lifeline discounts for cell phone service the consumer has to wait up to 30 days to submit another enrollment request. A consumer CANNOT have multiple enrollment requests for the California Lifeline discounts for cell phone service going at the same time. The 30-day waiting period ends when either (1) the California Lifeline Administrator sends the final eligibility decision, (2) the enrollment request is cancelled, or (3) the 30 days have passed since the enrollment request, whichever occurs first. After the 30-day clock stops, a consumer may then submit another enrollment request for the California Lifeline discounts for cell phone service, as applicable. A consumer can independently cancel an enrollment request by contacting the California Lifeline Administrator by phone at 877-858-7463 or going to Check Your Status at www.californialifeline.com. The cell phone company can also cancel an enrollment request.

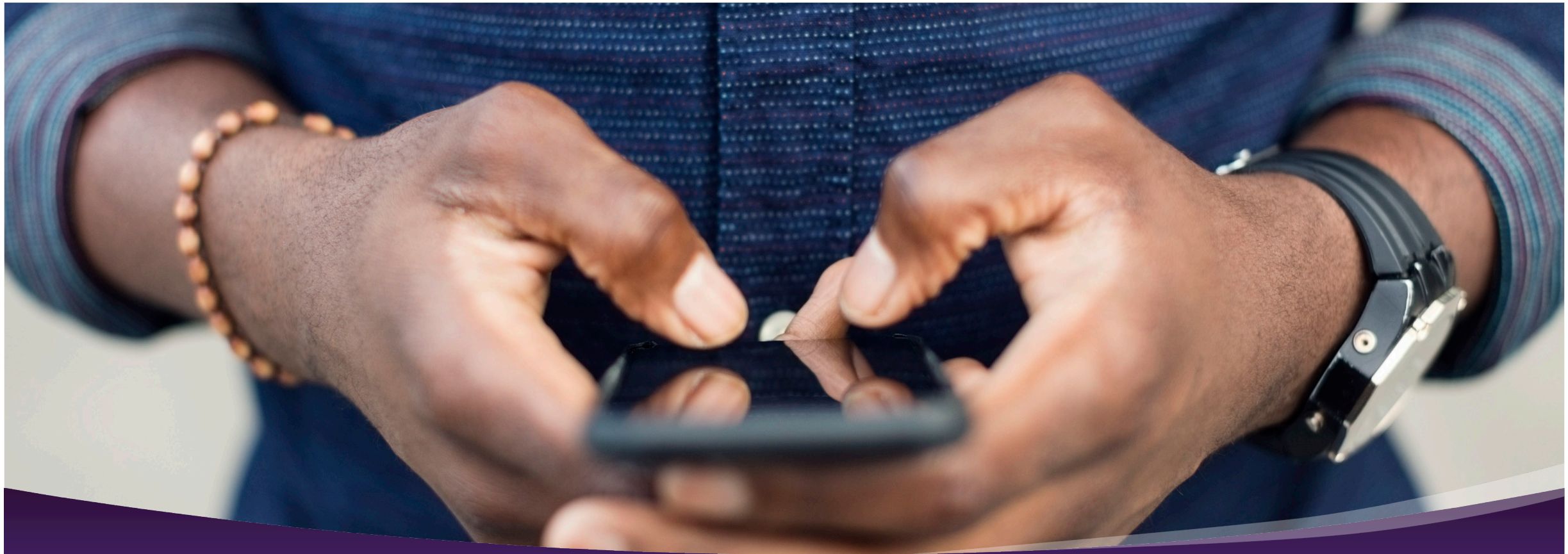
California Emergency Protections

In response to the devastating wildfires of 2018 and 2019, the State of California asked service providers such as StandUp Wireless to put measures in place to assist people impacted by emergency situations. In California’s Decision Adopting An Emergency Disaster Relief Program For Communication Service Provider Customers (D. 19-08-025), issued August 23, 2019 in Rulemaking (R.) 18-03-011, when a State of Emergency is declared by either the Governor of the State of California or the President of the United States, StandUp Wireless will provide additional service credits to existing customers, and handsets to those that qualify.

In response to Decision 19-08-025, StandUp Wireless has implemented ongoing and continuous outreach to ensure its customers are aware of the consumer protection measures available to them before, during, and after emergency situations. StandUp Wireless communicates these emergency protections at the time of enrollment, annually as part of the California Annual Notice StandUp Wireless sends out in compliance with General Order 153, Procedures for Administration of The Moore Universal Telephone Service Act.

EXHIBIT B

Detailed procedures explaining how customers can participate in a particular Lifeline plan



Online Application Process

THE STANDUP WIRELESS ENROLLMENT PLATFORM

stand up[®]
WIRELESS

StandUp Wireless Home Page



ACP / LIFELINE / SUPPORT / OUR STORY / RESOURCES / MY ACCOUNT / APPLY NOW



Lifeline and the Affordable Connectivity Program Government Benefits



Unlimited Talk, Text and Data*

FREE when you bundle your Lifeline and ACP Benefits
(\$40 Savings)

Plan Includes:

- ▶ 10GB of High-Speed Data - 5G/4G LTE
- ▶ Unlimited Additional Data
- ▶ Unlimited Talk & Text
- ▶ Nationwide Coverage
- ▶ Plus a FREE phone*

[Learn More](#)

Enter Your Information
To Begin Application

[Begin Application](#)

Applying Is Easy



Begin the online application



Qualify through the National
Verifier



Get your free Smartphone in
the mail



Activate service by calling
1-800-544-4441 or 611 from
your phone

- Applicant visits www.standupwireless.com.
- The applicant should enter the residential zip code and email address, then click **Begin Application**.

Program Selection

- The applicant is presented with the best plan for their specific service area, or the applicant can choose other options.

The screenshot shows the 'standUP WIRELESS' website interface. At the top right, there are navigation links for 'LOGIN', 'GET STARTED', and 'HOME'. Below the navigation bar, a purple checkmark icon is followed by the text: 'Are you ready for **FREE** monthly service? Select a plan below to get started!'. The main content area features three stacked promotional boxes. The first box is titled 'Best Free Program' and highlights the 'Lifeline + Affordable Connectivity Program' with a benefit of 'Save at least \$40.00 on available plans.' The second box is titled 'Handsets for FREE' and includes a mobile phone icon. The third box is titled 'Tablets for \$10.01' and includes a tablet icon, with a note '(Order through MyAccount upon service activation)'. At the bottom of these boxes is a purple button labeled 'Continue to Plan Selection >'. Below the entire content area is a link that says 'See our other options >'.

The image displays two side-by-side program selection cards. The left card is for the 'Affordable Connectivity Program' and the right card is for 'Lifeline'. Both cards feature a purple header, a white box with a savings offer, and a list of device offers with corresponding icons. Each card ends with a purple button labeled 'Continue to Plan Selection' with a right-pointing arrow.

Program	Savings Offer	Device Offer	Ordering Note
Affordable Connectivity Program	Save up to \$30.00 on available plans.	Handsets for FREE	
		Tablets for \$10.01	(Order through MyAccount upon service activation)
		Continue to Plan Selection ▶	
Lifeline	Save up to \$25.00 on available plans.	Handsets for \$59.99	(Order through MyAccount upon service activation)
		Tablets at retail price	(Order through MyAccount upon service activation)
		Continue to Plan Selection ▶	

Program Selection – Other Options

Plan Selection

- Plans vary by location and program selected.

Plan Name	Price	Minutes	Texts	High-Speed Data	Low-Speed Data	Action
Downgraded Free Plan	\$0/month	Unlimited	Unlimited	5GB	Unlimited	Continue (Free)
Best Free Plan	\$0/month	Unlimited	Unlimited	10GB	Unlimited	Continue (Free)
Discounted Paid Plan	\$10/month	Unlimited	Unlimited	12GB	Unlimited	Setup Payment
Discounted Paid Plan	\$20/month	Unlimited	Unlimited	16GB	Unlimited	Setup Payment
Discounted Paid Plan	\$35/month	Unlimited	Unlimited	25GB	Unlimited	Setup Payment
Discounted Paid Plan	\$70/month	Unlimited	Unlimited	60GB	Unlimited	Setup Payment

Personal Information

- Applicants will enter their demographic information and name exactly as it appears on the **benefit**.
- Note the order number in the top right corner.

The screenshot shows the 'stand up WIRELESS' logo at the top left. In the top right corner, there is a partially visible text 'Need I'. Below the logo is a navigation bar with two tabs: 'Personal Info' (active, highlighted in purple) and 'Confirmation' (greyed out). The main form area contains the following fields and instructions:

Enter your Name exactly as it appears on your Government Issued ID. Only enter a Second Last Name if you have Two Last Names, otherwise

First Name *	Middle Name	Last Name *	Second I
<input type="text" value="First Name"/>	<input type="text" value="Middle Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Secor"/>

Date of Birth * ?

Social Security Number * ?

What is the best way to reach you? *

Email Phone Text Message Mail

Contact Phone Number * ?

Residence Address *

APT/Floor/Other	City *	State	Zip Code
<input type="text" value="APT/Floor/Other"/>	<input type="text" value="City"/>	<input type="text" value="Louisiana"/>	<input type="text" value="70030"/>

My residential address is: * Temporary Permanent

Use another Shipping Address

Please, select a state or federal program you participate in: *



Supplemental Nutrition Assistance Program

Supplemental Nutrition Assistance Program (SNAP/Food Stamps/Food Assistance)

✓ SELECTED



Georgia Medicaid


Member ID #: 123456789012
Member: Joe Q Public
Card Insurance Date: 12/01/02

Primary Care Physician:
Dr. Jane Q Public
200 Main Street
State 2025
Atlanta, GA 30303
Phone: (123) 123-1234 X1234

Plan: Georgia Better Health Care
After Hours: (123) 123-1234 X1234

Georgia Better Healthcare (Medicaid)


SELECT



Supplemental Security Income (SSI)

Supplemental Security Income (SSI)

SELECT



SECTION 8 HOUSING

Federal Public Housing Assistance (FPHA) or Section 8

SELECT

↓ [Click here for more programs.](#)

- I authorize StandUp Wireless and its contracted partners, for the purpose of applying for, determining eligibility, enrolling in and seeking reimbursement of Lifeline benefits, to collect, use, share, and retain my personal information, including but not limited to information required for the purpose of establishing eligibility for and enrolling in the Lifeline program, and including, but not limited to, full name, full residential address, date of birth, last four digits of social security number, telephone number, eligibility criteria and status, the date on which the Lifeline service discount was initiated and if applicable, terminated, usage status and other compliance requirements, the amount of support being sought for the service, and information necessary to establish identity and verifiable address. This information may be shared with Universal Service Administrative Company (USAC) to ensure proper administration of the Lifeline program. Failure to provide consent will result in me being denied Lifeline benefits and service.
- I authorize StandUp Wireless and its contracted partners, for the purpose of applying for, determining eligibility, enrolling in and seeking reimbursement of ACP service and connected device benefits, to collect, use, share, and retain my personal information, including but not limited to information required for the purpose of establishing eligibility for and enrolling in the ACP program, and including, but not limited to, full name, full residential address, date of birth, last four digits of social security number, telephone number, eligibility criteria and status, the date on which the ACP service discount was initiated and if applicable, terminated, usage status and other compliance requirements, the amount of support being sought for the service, and information necessary to establish identity and verifiable address. This information may be shared with Universal Service Administrative Company (USAC) to ensure proper administration of the ACP program. Failure to provide consent will result in me being denied ACP service and connected device benefits.

I acknowledge that the information I have provided on this Consent to Obtain Consumer Reports is true and accurate. I certify that I have been provided with a copy of the Disclosure Concerning Consumer Reports which you may obtain about me in connection with my application. I have also been provided with a copy of the notice entitled "A Summary of Your Rights Under The Fair Credit Reporting Act." I hereby consent to your gathering such information about me from CGM, LLC or any other agent you or CGM authorize, and to receive and use my historic Lifeline enrollment information for enrollment verification and waste, fraud and abuse mitigation purposes.

[Summary of Your Rights under the Fair Credit Reporting Act](#)

I acknowledge that my application may require you to determine my eligibility for a benefit granted by a governmental instrumentality required by law to consider an applicant's financial responsibility or status. As a result, I understand that you may request consumer reports for that purpose from CGM, LLC, located at 104 Sloan Street, Roswell, Georgia 30075, telephone number (888) 594-3860. These reports may include my telephone service enrollment activity and information, which may be used for enrollment verification and waste, fraud and abuse mitigation purposes. Only one wireless or wireline Lifeline benefit is allowed per household. A household means everyone (including children and people not related to you) who lives in your home and shares income and household expenses.

By clicking next immediately below, I hereby certify, under penalty of perjury, that I accept the above Disclosure Concerning Consumer Reports, Consent to Obtain Consumer Report and A Summary of Your Rights Under the Fair Credit Reporting Act.

NEXT

OMB Control Number: 3060-0819 [Paperwork Reduction Act Notice](#) | [Privacy Act Statement](#)

Personal Information Continued

- Applicants will enter the shipping address if different than the residential address – they may use your organization's address.
- Applicants will then select the state or federal program in which they participate.

Disclosures

- The applicant will click all the boxes after reading each disclosure.
- Applicants should then create a four-digit pin to secure the account. They will use it if they call Customer Care.

I hereby certify that I have read and understood the disclosures listed above regarding activation and usage requirements.

Authorizations:

I understand I have the right to enroll in the Lifeline service using non-electronic methods. I further understand that I have the right to withdraw this consent at any time prior to activation of my service. The Company has advised me that I may request a paper copy of my contract and associated fees by calling 611 from my wireless handset.

I hereby authorize the Company to send me notifications, via text messages, emails, and phone calls (by automated telephone dialing system, manually, or with pre-recorded/artificial voice messages) regarding my Lifeline benefit, marketing messages, and promotional offers. I may withdraw my consent to receive some of these messages by dialing 611 from my Company provided wireless number. Opting out will not affect the Company's ability to contact me with messages regarding the Lifeline program and/or service functionality via the methods listed herein.

I acknowledge that I am providing the information I have included in this application to CGM, LLC and further authorize CGM, LLC to receive and use my information for enrollment verification and waste, fraud and abuse mitigation purposes. Additionally, I authorize CGM to receive and use my historic Lifeline enrollment information for enrollment verification and waste, fraud and abuse mitigation purposes.

If I am found to already be receiving a Lifeline discount benefit from another Lifeline provider, I understand my current benefit will be transferred to StandUP Wireless. I consent to the transfer of my Lifeline discount benefit from my current Lifeline provider to StandUP Wireless.

By checking the box immediately below, I hereby certify, under penalty of perjury, that the information included in this certification form is true and correct to the best of my knowledge.

I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

To maintain the security of your account please provide a four digit Personal Identification Number (PIN) that will be used to validate your identity when viewing your account online, retrieving account information via our Interactive Voice Response (IVR) system, purchasing additional minutes or otherwise contacting the Company.

PIN

Confirm PIN

Please enter a Personal Identification Number (PIN) that may be used to confirm your identity should you need to contact a member of our Customer Service Department.



I ACCEPT

National Verifier

- Applicants will be redirected to the National Verifier to complete their application.
- Once the application is complete, the consumer will be redirected back to the StandUp website.

Lifeline National Verifier English | Español

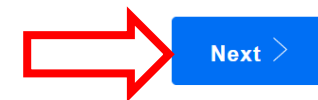
You recently applied for the Lifeline benefit with a phone/internet company. Lifeline is a federal program that lowers the monthly cost of phone and internet for qualified consumers.

We need some more information from you to complete the Lifeline application process.

Name:

Application ID: **Q63991-20162**

By clicking "Next" to continue, I accept the [terms and conditions](#) of the National Verifier system.



Application Submitted – Pending Approval

The screenshot shows the StandUP Wireless application submission confirmation page. At the top left is the StandUP Wireless logo. At the top right, there is a link for help: "Need help? Click the chat icon or call us at 800-544-4441" and an order number: "Order #29422061". Below the logo is a progress bar with three steps: "Personal Info", "Choose Your Plan", and "Confirmation". The "Confirmation" step is currently active. The main content area features a green banner with a checkmark and the text "SUCCESS DONE". Below this, there are three columns of information: 1. "Apply to StandUP Wireless" with the StandUP Wireless logo and the text "Your StandUP Wireless Application is complete." 2. "Complete National Verifier" with a purple icon of a government building and the text "Your National Verifier Application is submitted and is being reviewed by National Verifier." 3. "Claim Free Service" with a blue icon of a mobile phone and the text "If you are having issues with your application please contact us at 800-577-7391." and a link "Preview Application". At the bottom of the page, there is a footer with the text "OMB Control Number: 3060-0819 Paperwork Reduction Act Notice | Privacy Act Statement".

stand up
WIRELESS

Need help? Click the chat icon or call us at 800-544-4441
Order #29422061

Personal Info > Choose Your Plan > Confirmation

You're almost done. SUCCESS DONE
Good news! You've been pre-approved by StandUP Wireless.

Apply to StandUP Wireless
Your StandUP Wireless Application is complete.

Complete National Verifier
Your National Verifier Application is submitted and is being reviewed by National Verifier.

Claim Free Service
If you are having issues with your application please contact us at 800-577-7391.
[Preview Application](#)

OMB Control Number: 3060-0819 [Paperwork Reduction Act Notice](#) | [Privacy Act Statement](#)

Application Completed & Approved



Need Help? Contact us at 1-800-544-4441. We will be happy to assist!

Order #29438470

Personal Info

Choose Your Plan

Confirmation

You're almost done, [redacted]

Good news! You've been pre-approved by StandUP Wireless.

✓ SUCCESS DONE



Apply to StandUP Wireless

Your StandUP Wireless Application is complete.

✓ SUCCESS DONE



Complete National Verifier

Congratulations! You are approved by National Verifier.

✓ SUCCESS DONE



Claim Free Service

Congratulations! Your application is now complete. We will be sending you an email with with next steps on how you can start your free service!

[Preview Application](#)

NEXT

OMB Control Number: 3060-0819 [Paperwork Reduction Act Notice](#) | [Privacy Act Statement](#)



What Happens Next?

- Once the applicant is approved, they will receive an email confirmation
- The applicant's SIM card will be shipped out within 2-4 business days

- Congratulations! You're application has been approved for service with StandUp Wireless.

😊 Reply Reply All →

Tue 3/

stand up
WIRELESS

Order ID Number:
Invoice Number:

CONGRATULATIONS!

Dear ,

You are approved for the with StandUp Wireless!
Everything you need for your FREE monthly service is only a few days away from showing up at your door!

We will be sure to let you know when your package has shipped.



*Example of package



EXHIBIT C

Proposed Lifeline Advertising Language

All advertisements will communicate:

- Lifeline is a government assistance program
- Lifeline service is not transferable
- Only eligible consumers may enroll in the program
- The program is limited to one discount per household
- Direct customers to www.StandUPwireless.com and customer service number for additional information

Additionally, printed collateral and website will explain:

- Eligibility information and documentation necessary for enrollment
- Details of Lifeline plans
- Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program
- “Unresolved complaints concerning Lifeline service can be directed to the Washington State Office of the Attorney General, Consumer Protection Division at 800-551-4636”

Sample language:

This is a Lifeline and Affordable Connectivity Program (ACP) supported service. Lifeline and the ACP are separate federal government assistance programs operated by the FCC. Lifeline benefits may be combined with ACP benefits and applied to the same service plan or different service plans. Lifeline and ACP services may be obtained from different service providers. Eligibility for Lifeline and ACP is based on income or participation in certain government benefit programs and is determined by the National Verifier (documentation may be required). Promotional FREE service offer is subject to eligibility, and you must be eligible to be enrolled in either program. Lifeline benefits are non-transferable and limited to one per household (wireless or wireline). An eligible ACP household is limited to one monthly service discount and a single one-time device discount. Connected device benefits require a co-pay of \$10.01. For more information on available devices, visit www.standupwireless.com/support/devices/. Monthly ACP service benefits may be transferred to another provider subject to applicable regulatory restrictions. For Lifeline and ACP eligibility criteria, applicable terms & conditions, and more information about the different programs, call us at 1-800-544-4441 or visit www.standupwireless.com. When the ACP ends or your household is no longer eligible, customers will be subject to our regular undiscounted rates. To enroll in Lifeline only, ACP only or a service plan that includes both Lifeline and ACP discounts, visit us at www.standupwireless.com. Lifeline plans include 1,000 Minutes, Unlimited Text and 4.5 GB of data. A complete listing of our plans, including plans that are fully covered (no co-pay after application of the ACP discount), is available at www.standupwireless.com/acp/plans. Offers may vary by state and service may not be available in all areas. Service provided by Global Connection Inc. of America d/b/a StandUp Wireless.

See attached sample advertisement.



Unlimited Talk, Text and Data[†]

Free every month when you bundle your Lifeline and ACP Benefits (\$40 Savings)



Tablets available for as low as \$10.01 for those that qualify.

Need Lifeline or ACP not bundled together?

Free Lifeline Only Plan

Includes:

1,000 Minutes, Unlimited Text & 4.5 GB of High-Speed Data

Free ACP Only Plan

Includes:

Unlimited Talk, Text and Data[†] with 5 GB of High-Speed Data

Plan Includes: Unlimited Talk, Text & 10 GB of High-Speed Data – 5G/4G LTE plus Unlimited Additional Data[†]

You can select any available service plan by signing up at standupwireless.com or you can update your existing service plan by logging into My Account at any time.

Retail Price	Price to You*	Plan
\$30	FREE	Unlimited Talk, Text & Data [†] with 5 GB of High-Speed Data
\$40	FREE <small>BEST VALUE</small>	Unlimited Talk, Text & Data[†] with 10 GB of High-Speed Data
\$50	\$10	Unlimited Talk, Text & Data [†] with 12 GB of High-Speed Data
\$60	\$20	Unlimited Talk, Text & Data [†] with 16 GB of High-Speed Data
\$75	\$35	Unlimited Talk, Text & Data [†] with 25 GB of High-Speed Data
\$110	\$70	Unlimited Talk, Text & Data [†] with 60 GB of High-Speed Data

Price to You is applicable when you apply for both Lifeline and ACP. Customer signing up for ACP only will receive \$30.00 off the retail price of the rate plan.

Ask If You Qualify! standupwireless.com 1-800-544-4441

Unresolved questions or complaints may be directed to your local Public Utilities Commission or customers in the states listed below may direct unresolved questions or complaints to the following organizations:

Washington: Washington State Office of Attorney General, Consumer Protection Division at 1-800-551-4636.

[†]After monthly allotted 5G/4G LTE data, next 20 GBs at 512 kbps, and remaining data at 128 kbps. Video typically streams in SD (480p). Lower speeds may affect audio and video streaming, access to certain websites and content, or the use of available applications. 5G access requires a 5G-capable device. 5G is not available in all areas. Data usage is subject to our Acceptable Use Policy (AUP). After 55 GBs of data usage in a month, data service will be placed on hold to confirm usage complies with AUP; customers using data consistent with AUP may receive unlimited additional data in 10 GBs increments for the rest of the month by contacting Customer Care. Available speeds will be determined by your particular service plan and may depend on other factors, including your device and network availability. For additional information about broadband speeds, including network limitations and our AUP, visit www.standupwireless.com/broadbandTD. Promotional offers may be modified or withdrawn at any time. Taxes and fees included. Visit www.standupwireless.com for complete terms and conditions.

This is a Lifeline and Affordable Connectivity Program (ACP) supported service. Lifeline and the ACP are separate federal government assistance programs operated by the FCC. Lifeline benefits may be combined with ACP benefits and applied to the same service plan or different service plans. Lifeline and ACP services may be obtained from different service providers. Eligibility for Lifeline and ACP is based on income or participation in certain government benefit programs and is determined by the National Verifier (documentation may be required). Promotional FREE service offer is subject to eligibility, and you must be eligible to be enrolled in either program. Lifeline benefits are non-transferable and limited to one per household (wireless or wireline). An eligible ACP household is limited to one monthly service discount and a single one-time device discount. Connected device benefits require a co-pay of \$10.01. For more information on available devices, visit www.standupwireless.com/support/devices/. Monthly ACP service benefits may be transferred to another provider subject to applicable regulatory restrictions. For Lifeline and ACP eligibility criteria, applicable terms & conditions, and more information about the different programs, call us at 1-800-544-4441 or visit www.standupwireless.com. When the ACP ends or your household is no longer eligible, customers will be subject to our regular undiscounted rates. To enroll in Lifeline only, ACP only or a service plan that includes both Lifeline and ACP discounts, visit us at www.standupwireless.com. Lifeline plans include 1,000 Minutes, Unlimited Text and 4.5 GB of data. A complete listing of our plans, including plans that are fully covered (no co-pay after application of the ACP discount), is available at www.standupwireless.com/acp/plans. Offers may vary by state and service may not be available in all areas. Service provided by Global Connection Inc. of America d/b/a StandUp Wireless.

EXHIBIT D

Lifeline Customer Application Form

Service providers are required to use FCC Forms 5629 (application & certification form), 5630 (annual recertification form), and 5631 (one-per-household worksheet, if needed).

The attached Form 5629, as well as recertification forms and Spanish versions of all forms, are also available at <https://www.usac.org/lifeline/rules-and-requirements/forms/> .

Lifeline Program Application Form



Universal Service
Administrative Co.

1. About Lifeline

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service.

Rules

If you qualify, your household can get Lifeline for phone or internet service, but not both.

- If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both.
- If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both.
- If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.

Your household cannot get Lifeline from more than one phone or internet company.

You are only allowed to get one Lifeline benefit per household, **not per person**. If more than one person in your household gets Lifeline, you are breaking the FCC's rules and will lose your benefit.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Do not give your benefit to another person

Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

Be honest on this form

You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

If the Lifeline Program Administrator is not able to validate that you or someone in your household qualify using this form and electronic databases, you may need to provide an official document from one of the government qualifying programs or documentation that proves your annual income. You can submit copies of your official documents with this application or wait until the Lifeline Program Administrator asks you for them. To add them now, include the documents in option 1 or option 2 below:

1. If you qualify through a government program, provide a copy of a document such as an approval letter or benefit letter with the name of the person in your household who qualifies, name of the program, and issue date within the past 12 months or future expiration date.
2. If you qualify through your income, provide a copy of the prior year's state, federal, or Tribal tax return or a current income statement from an employer or paycheck stub for 3 consecutive months (or other accepted documents).

Visit lifelinesupport.org to see all acceptable document guidelines.

Apply

To apply for a Lifeline benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 6.

Mail the form to this address:

USAC
Lifeline Support Center
P.O. Box 7081
London, KY 40742

Lifeline Program Application Form



Universal Service
Administrative Co.

2a. Your Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First

Middle (optional) Suffix (optional)

Last

What is your phone number (if you have one)? **What is your date of birth?**

Month Day Year

What is your email address (if you have one)?

What are the last 4 numbers of your Social Security Number (SSN)?
If you do not have a SSN, what is your Tribal Identification Number?

What is the best way to reach you?

email phone* text message* mail

*If I selected the phone or text option, I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service.

If I selected the text message option, message and data rates may apply.

Text STOP to end messages.

Lifeline Program Application Form



2b. Your Information (continued)

*Tribal lands include any federally recognized Indian tribe's reservation, pueblo, or colony, including former reservations in Oklahoma; Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands—areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, et. seq., as amended; and any land designated as such by the FCC for purposes of this subpart pursuant to the designation process in the FCC's Lifeline rules.

What is your home address? (The address where you will get service. Do not use a P.O. Box)

Street Number and Name

Apt., Unit, etc. City

State Zip Code

Is this a temporary address? Yes No **Check if you live on Tribal lands***

What is your mailing address? (Only fill this out if it is not the same as your home address.)

Street Number and Name

Apt., Unit, etc. City

State Zip Code

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2c. Your Information (continued)

Only fill this section out if you are applying through a child or dependent.

Check if you are qualifying through a child or dependent in your household.
If so, answer the following questions:

What is their full legal name?

First

Middle (optional)

Suffix (optional)

Last

What is their date of birth?

Month

Day

Year

What are the last 4 numbers of their Social Security Number (SSN)?

If they do not have a SSN, what is their Tribal Identification Number?

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3. Qualify for Lifeline

Fill out this section to show that you, your dependent, or someone in your household qualifies for Lifeline.

You can qualify through some government assistance programs or through your income (you do not need to qualify through both).

Qualify through a government program:

Check all programs that you or someone in your household have:

- Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Benefit Programs
- Tribal Specific Programs
 - Bureau of Indian Affairs (BIA) General Assistance
 - Tribal Temporary Assistance for Needy Families (Tribal TANF)
 - Food Distribution Program on Indian Reservations (FDPIR)
 - Tribal Head Start (only households that meet the income qualifying standard)

Or

Qualify through your income:

(Only fill this out if you do not qualify through a government program.)

Including you, how many people live in your household? (check one)	Is your income the same or less than the amount listed for your state and household size? (only check yes or no next to your household size)				
	All 48 States, DC, and Territories (not Alaska and Hawaii)	Alaska	Hawaii	Yes	No
1	\$19,683	\$24,584	\$22,640	Yes	No
2	\$26,622	\$33,264	\$30,618	Yes	No
3	\$33,561	\$41,945	\$38,597	Yes	No
4	\$40,500	\$50,625	\$46,575	Yes	No
5	\$47,439	\$59,306	\$54,554	Yes	No
6	\$54,378	\$67,986	\$62,532	Yes	No
7	\$61,317	\$76,667	\$70,511	Yes	No
8	\$68,256	\$85,347	\$78,489	Yes	No
If more than 8, add this amount for each extra person:	Add \$6,939	Add \$8,681	Add \$7,979	Yes	No

135% of the 2023 Federal Poverty Guidelines
 *The Federal Poverty Guidelines are typically updated at the end of January.

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4. Agreement

I agree, under penalty of perjury, to the following statements:

You must initial next to each statement.

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial

I agree that if I move I will give my service provider my new address within 30 days.

Initial

I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

Initial

- 1) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
- 2) Either I or someone in my household gets more than one Lifeline benefit (including more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

Initial

I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline Program benefit. I understand that if this information is not provided to the Lifeline Program Administrator, I will not be able to get Lifeline benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.

Initial

All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

Initial

I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial

My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial

I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of this form.

Initial

Signature	Today's Date
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5. Agent Information

*Answer only if a sales
person submits this form.*

What is the agent's full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First

Middle (optional) Suffix (optional)

Last

What is the agent's ID number? **What is the agent's date of birth?**

Month Day Year



Notice

PAPERWORK REDUCTION ACT NOTICE: Section 54.410 of the Federal Communications Commission's rules requires all Lifeline subscribers to demonstrate their eligibility to receive Lifeline services. This collection of information stems from the FCC's authority under Section 254 of the Communications Act of 1934, as amended, 47 U.S.C. §254. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.). The data provided in response to this information collection will be used by USAC to verify the applicant's eligibility for Lifeline services.

We have estimated that each response to this collection of information will take, on average, between 0.25 and 0.75 hours. Our estimate includes the time to read the questions, look through existing records, gather the required data, and actually complete and review the form or response. If you have any comments on this estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PERM, Paperwork Reduction Project (3060-0819), Washington, D.C. 20554. We also will accept your comments via the Internet if you send them to PRA@fcc.gov. Please DO NOT SEND COMPLETED DATA COLLECTION FORMS TO THIS ADDRESS.

Remember – You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid Office of Management and Budget (OMB) control number. This collection has been assigned an OMB control number of 3060-0819.

The Commission is authorized under the Communications Act of 1934, as amended, to collect the information we request on this form. If we believe there may be a violation or potential violation of a statute or a Commission regulation, rule, or order, your response may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order.

If you do not provide the information we request on this form, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.

The foregoing Notice is required by the Paperwork Reduction Act of 1995, P.L. No. 104-13, 44 U.S.C. § 3501, et seq.

PRIVACY ACT STATEMENT: The Privacy Act is a law that requires the Federal Communications Commission (FCC) and the Universal Service Administrative Company (USAC) to explain why we are asking individuals for personal information and what we are going to do with this information after we collect it.

Authority: Section 254 of the Communications Act (47 U.S.C. § 254), as amended, 47 U.S.C. §254, authorizes the FCC to operate the Lifeline program. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.).

Purpose: We are collecting this personal information so we can verify that you qualify for the Lifeline Program and so we can efficiently provide Lifeline services to you. We access, maintain and use your personal information in the manner described in the Lifeline System of Records Notice (SORN), FCC/WCB-1, is available at <https://www.fcc.gov/managing-director/privacytransparency/privacy-act-information#systems/>.

Routine Uses: We may share the personal information you enter into this form with other parties for specific purposes, such as: with contractors that help us operate the Lifeline program; with other federal and state government agencies that help us determine your Lifeline eligibility; with the telecommunications companies that provide you Lifeline service; and with law enforcement and other officials investigating potential violations of Lifeline rules.

A complete listing of the ways we may use your information is published in the Lifeline SORN described in the "Purpose" paragraph of this statement.

Disclosure: You are not required to provide the information we are requesting, but if you do not, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.