

# FREE

**PHONE**

*Not a Lifeline supported benefit.  
Provided by enTouch Wireless.*

**INTERNET**

*Supported by Lifeline benefit.  
A government sponsored program.*

**MINUTES!**

*Supported by Lifeline benefit.  
A government sponsored program.*

**YOU MAY BE ELIGIBLE FOR THIS BENEFIT IF YOU PARTICIPATE IN:  
FOOD STAMPS · MEDICAID · FREE LUNCH · PUBLIC HOUSING · SSI · OR MEET INCOME REQUIREMENTS**

**DATE:** \_\_\_\_\_

**PLACE:** \_\_\_\_\_

**TIME: (M-F)** \_\_\_\_\_  
**(Sat)** \_\_\_\_\_



enTouch Wireless  
will provide a  
**FREE  
PHONE**



*(Not a Lifeline supported benefit)*



Lifeline is a government assistance program. enTouch Wireless represents the Lifeline service in your state.

PLEASE NOTE: You have to be eligible to receive Lifeline services. A current government benefit card or income document and your government issued ID is needed to sign up. Lifeline is available to only one person per household. When you receive the service, you cannot transfer it to another person. 911 Emergency Service is available where wireless service is located, which can be reduced by buildings, weather, mountains, etc. If your phone is out of range in an emergency dial 111 from a landline phone.

# 11123

**CALL NOW!**

[www.entouchwireless.com](http://www.entouchwireless.com)

**866.488.8719**





## Eligibility Requirements

Lifeline is a government sponsored benefit. You can receive a discount on your phone service.

**1) You, or one of your dependents, participates in one of these programs:**

Supplemental Nutrition Assistance Program (SNAP)	Medicaid
Supplemental Security Income (SSI)	Food Distribution Program on Indian Reservations
Low-Income Heat & Energy Assistance (LIHEAP)	Tribally Administered TANF
Section 8 Federal Public Housing Assistance	Bureau of Indian Affairs General Assistance
Temporary Assistance for Needy Families (TANF)	Tribally Administered Head Start (meeting the income qualifications of Head Start)
National School Lunch Program (NSL) Free Program Only	

There may be additional programs for various states. See state specific Lifeline application for a full list of applicable programs.

**2) Limit 1 Lifeline benefit per household.**

One Lifeline program (wireline or wireless) per household. Household is defined as an individual or group of individuals living together at the same address as one economic unit. Lifeline service is non-transferable.

**3) If I am not in qualifying program, I may participate if income qualified.**

# Persons in Household	Income	# Persons in Household	Income
1	\$16,038	4	\$32,805
2	\$21,627	5	\$38,394
3	\$27,216	6	\$43,983

Incomes above reflect 135% of the 2016 FPG for Income. See state specific Lifeline application to reflect 150% FPG for income for applicable states.

**4) Must have valid physical address.**

Notify us immediately of any change of address by calling customer service.

**5) Cannot choose phone model or phone number.**

You are not able to choose the free handset, trade free handsets, or choose the phone number on the free handset.

**6) Keep Active.**

Use your phone every 60 days to keep Lifeline benefit active.

**7) Must be truthful in application process.**

**WARNING:** If you make false statements to gain benefits, you can be punished by fine or imprisonment or you can be barred from the Lifeline program.

**8) Complete the application. Personal documents required.**

Complete the application truthfully & accurately.

**Documentation for application process:** Proof of identity (i.e., Government Issued ID).

**Program eligibility documentation:** Current statement of benefits from qualifying program, notice letter of participation, program document (i.e., SSI card), income eligibility documents (i.e., tax return, paycheck stub, VA benefit statements, etc).

**9) Recertify annually that you remain eligible for the Lifeline benefits.**

Once you receive the Lifeline benefit, you must complete the annual recertification process. Learn more in your welcome package.

11125





## DISCLOSURES

**YOU WILL HAVE TO VERIFY AND SIGN THIS DISCLOSURE FORM  
IN ORDER TO RECEIVE YOUR LIFELINE PHONE**

I acknowledge and consent to enTouch Wireless divulging my name, telephone number, address, date of birth, last four digits of SSN or Tribal ID, amount of support being sought, means of qualification for support, and dates of service initiation and termination to the Universal Service Administrative Company (the administrator of the program) and/or its agents for the purpose of verifying that the subscriber does not receive more than one Lifeline benefit. In the event that USAC identifies me as receiving more than one Lifeline subsidy per household, I acknowledge and understand that all carriers may be notified so that I may select one service and be de-enrolled from the other.

I meet the income-based or program-based eligibility criteria for receiving Lifeline service and have provided documentation of eligibility if required to do so.

I understand that Lifeline is a federal government benefit program and that willfully making false statements in order to obtain this benefit can be punished by fine or imprisonment or I may be barred from the program.

My household will receive no more than one Lifeline-supported service. Lifeline service is available for only one subscription per household. A household 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. A household is not permitted to receive Lifeline benefits from multiple providers. I understand that violation of the one-per-household requirement constitutes a violation of the FCC's rules and will result in my de-enrollment from the program, and could result in criminal prosecution by the United States government.

I understand that I must notify enTouch Wireless and provide my new address within 30 days of moving.

If I do not have a permanent address and have supplied instead a temporary address above, I understand that enTouch Wireless will attempt to verify every 90 days that I continue to rely on that address, and that I must notify enTouch Wireless within 30 days of my new address after moving. If I do not respond to enTouch Wireless' address verification attempts within 30 days, I understand that I may be de-enrolled from enTouch Wireless' Lifeline service.

I understand that I must notify enTouch Wireless within 30 days if (1) I cease to participate in a federal or state qualifying program or my annual household income exceeds 135% (150% for AZ, KS, MI, OH, TX) of the federal poverty guidelines; (2) I receive more than one Lifeline supported service; or (3) Another member of my household is receiving a Lifeline benefit or (4) I for any other reason no longer satisfy the criteria for receiving Lifeline support. I understand that I will be subject to penalties if I fail to follow this notification requirement, including being de-enrolled from the Lifeline program.

I understand and acknowledge that Lifeline service is a non-transferable benefit and that I may not transfer my service to any other individual, including another low-income consumer.

I acknowledge that I will be required to re-certify my eligibility for Lifeline benefits annually, and I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of my Lifeline benefits.

I hereby authorize enTouch Wireless to send text messages to my enTouch Wireless number about my Lifeline benefit. Text messages sent by enTouch Wireless will not decrement my available wireless minutes or texts. Standard voice, data and text rates will apply to all messages to and from anyone other than the Company.

I attest under penalty of perjury that the information herein is true and correct to the best of my knowledge.

[www.entouchwireless.com](http://www.entouchwireless.com)

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**Lifeline Self-Certification Form**

To enroll in the Lifeline America program you need to complete this form. The information is used to certify with the Federal Communications Commission that you are participating in Lifeline with us.



**Lifeline Service Disclosure**

Lifeline is a government assistance program and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Only one Lifeline benefit is available per household. A household 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. Violation of the one per household limitation constitutes a violation of the Federal Communications Commission's rules and will result in your de-enrollment from the program, and Lifeline is a non-transferable benefit and you may not transfer this benefit to any other person, regardless if they qualify for Lifeline.

**Certifications: I have proof of participation in one of the following public assistance programs (check one):**

Supplemental Nutrition Assistance Program (SNAP)	National School Lunch Program (NSL) <i>Free Program Only</i>
Supplemental Security Income (SSI)	Food Distribution Program on Indian Reservations
Temporary Assistance for Needy Families (TANF)	Tribally Administered TANF
Section 8 Public Housing Assistance	Bureau of Indian Affairs General Assistance
Medicaid	Tribally Administered Head Start
Low-Income Energy Assistance Program (LIHEAP)	<i>Meeting the income qualifications of Head Start</i>

My household income is at or below 135% of 2018 federal poverty guidelines. I provided documentation confirming my household income level.

# Persons in Household	Income	# Persons in Household	Income
1	\$16,038	4	\$32,805
2	\$21,627	5	\$38,394
3	\$27,216	6	\$43,983

See state specific Lifeline application to reflect 150% FPG for income for applicable states.

**Signature (Read, Initial & Sign)**

\_\_\_\_\_(init) I acknowledge and consent to enTouch Wireless divulging my name, telephone number, address, date of birth, last four digits of SSN or Tribal ID, amount of support being sought, means of qualification for support, and dates of service initiation and termination to the Universal Service Administrative Company (the administrator of the program) and/or its agents for the purpose of verifying that the subscriber does not receive more than one Lifeline benefit. In the event that USAC identifies me as receiving more than one Lifeline subsidy per household, I acknowledge and understand that all carriers may be notified so that I may select one service and be de-enrolled from the other.

\_\_\_\_\_(init) I meet the income-based or program-based eligibility criteria for receiving Lifeline service and have provided documentation of eligibility if required to do so.

\_\_\_\_\_(init) I understand that Lifeline is a federal government benefit program and that willfully making false statements in order to obtain this benefit can be punished by fine or imprisonment or I may be barred from the program.

\_\_\_\_\_(init) My household will receive no more than one Lifeline-supported service. Lifeline service is available for only one subscription per household. A household 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. A household is not permitted to receive Lifeline benefits from multiple providers. I understand that violation of the one-per-household requirement constitutes a violation of the FCC's rules and will result in my de-enrollment from the program, and could result in criminal prosecution by the United States government.

\_\_\_\_\_(init) I understand that I must notify enTouch Wireless and provide my new address within 30 days of moving.

\_\_\_\_\_(init) If I do not have a permanent address and have supplied instead a temporary address above, I understand that enTouch Wireless will attempt to verify every 90 days that I continue to rely on that address, and that I must notify enTouch Wireless within 30 days of my new address after moving. If I do not respond to enTouch Wireless' address verification attempts within 30 days, I understand that I may be de-enrolled from enTouch Wireless' Lifeline service.

\_\_\_\_\_(init) I understand that I must notify enTouch Wireless within 30 days if (1) I cease to participate in a federal or state qualifying program or my annual household income exceeds 135% (150% for AZ, KS, MI, OH, TX) of the federal poverty guidelines; (2) I receive more than one Lifeline-supported service; or (3) Another member of my household is receiving a Lifeline benefit or (4) I for any other reason no longer satisfy the criteria for receiving Lifeline support. I understand that I will be subject to penalties if I fail to follow this notification requirement, including being de-enrolled from the Lifeline program.

\_\_\_\_\_(init) I understand and acknowledge that Lifeline service is a non-transferable benefit and that I may not transfer my service to any other individual, including another low-income consumer.

\_\_\_\_\_(init) I acknowledge that I will be required to re-certify my eligibility for Lifeline benefits annually, and I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of my Lifeline benefits.

\_\_\_\_\_(init) I hereby authorize the Company to send text messages to my Company provided wireless number about my Lifeline benefit. Text messages sent by the Company will not decrement my available wireless minutes or texts. Standard voice, data and text rates will apply to all messages to and from anyone other than the Company.

\_\_\_\_\_(init) I attest under penalty of perjury that the information herein is true and correct to the best of my knowledge.

#11602



## Lifeline Free Monthly Minutes

Choose Your Plan: Choose one of the following plans. This plan will be reloaded to your phone monthly as long as you are eligible & certified.

FEATURE/ DESCRIPTION	250 FREE MONTHLY MINUTES	TRIBAL
		1000 PLUS BUNDLE PLAN
Local Calls	Y	Y
National Long Distance	Y	Y
Voicemail	Y	Y
Nationwide Text	Y - 1 text = 1 min.	Y - 1 text = 1 min.
Free 411	Y	Y
Data Enabled (website and email)	Y	Y
Carry Over Minutes Month to Month	N	N

Plans available may vary by state. See state specific Lifeline application for available plans.

## Top Up with Airfair

*need more talk & text or data?*

Look for these brands at your nearest retailer or call Customer Service to top up.



enTouch Customer Service:  
**866.488.8719**



Find top ups at a Airfair Retailer near you!  
**www.entouchwireless.com**



Price	Talk/Text Units	Data	Days
\$5	0	100mb	30
\$10	0	500mb	30
\$20	1500	0	30
\$30	Unlimited*	0	30
\$50	Unlimited*	4gb	30

1 Unit = 1 Text or 1 Voice Minute  
\* Subject to the 3000 units and Acceptable Use Policy

For the complete Terms of Service go to [entouchwireless.com](http://entouchwireless.com) or call Customer Service at 866-488-8719 or dial 611 free from your Lifeline phone.

Lifeline is a government assistance program. enTouch Wireless represents the Lifeline service in your state.

PLEASE NOTE: You have to be eligible to receive Lifeline services. A current government benefit card or income document and your government issued ID is needed to sign up. Lifeline is available to only one person per household. When you receive the service, you cannot transfer it to another person. 911 Emergency Service is available where wireless service is located, which can be reduced by buildings, weather, mountains, etc. If your phone is out of range in an emergency dial 911 from a landline phone.



## Terms of Service - Summary

**Lifeline is a government sponsored benefit. You can receive a discount on your phone service.**

Terms of Service for Communication Services - Effective as of May 6, 2013 until replaced.  
The Terms of Service are part of your agreement with enTouch Wireless for Mobile Services.

**Use of Services and Equipment:** Services and equipment may not be used for any unlawful, fraudulent or abusive purpose. enTouch Wireless service is for personal use only.

**Phone Number:** We assign telephone numbers and other personal identifiers in connection with the Services. You do not have any property right to your phone number. It may be changed or reassigned.

**Phones and Other Equipment:** The only warranties on the phones or other equipment are any limited warranties extended by the manufacturers.

**Lost or Stolen Equipment:** If your phone or other equipment is lost or stolen, you must notify us by calling enTouch Wireless Customer Service. You are responsible for all charges for Services provided to the Number for the lost or stolen equipment. We will deactivate Services to the Number upon notification to us of any loss or theft. If the equipment is later found, we may require that you exchange it for another phone or other equipment before we reactivate Services (if we do reactivate Services), as well as require you to pay a reactivation or replacement fee of \$25.00.

**Service, Prepaid Services:** Upon certification of eligibility, and continuing eligibility, you will receive free voice services. This positive account balance will be applied every 30 days on the anniversary of your service activation. You must maintain an ACTIVE ACCOUNT every 60 days: by having voice usage (inbound or outbound); by buying additional product; or by responding affirmatively to our queries regarding your desire to continue to receive services. You are required to recertify annually.

**Misuse of Service:** You have certified your eligibility to receive free services under the federally funded Lifeline program. If your eligibility to participate in this program changes, you agree to immediately notify enTouch Wireless at 1.866.488.8719. Lifeline is a non-transferable benefit. You agree not to use the service or modify your handset in any fraudulent, unlawful, harassing, or abusive purpose, or in such a way as to create damage or risk to our business.

**Exchange Policy:** Defective handsets or other defective equipment provided at no cost to you may be eligible for exchange. To exchange a defective handset, please call Customer Service at 1.866.488.8719 to obtain a Return Authorization and shipping instructions.

**Concerns, Complaints or Disputes:** If you have questions, concerns, comments or complaints, please contact enTouch Wireless at [www.entouchwireless.com](http://www.entouchwireless.com) or call Customer Care by dialing 611 from your cell phone (does not use your Lifeline minutes) or dialing 1-866-488-8719 from another phone.

**Termination of Access:** enTouch Wireless may terminate your access without notice, for any conduct that enTouch Wireless, in its sole discretion, believes to be harmful; to individual users; to enTouch Wireless or any of its affiliates; to any rights of enTouch Wireless or any third party; or that violate applicable laws.

### Plan Offerings & Rates:

FEATURE / DESCRIPTION	250 FREE MONTHLY MINUTES	TRIBAL
		1000 PLUS BUNDLE PLAN
Local Calls	Y	Y
National Long Distance	Y	Y
Voicemail	Y	Y
Nationwide Text	Y - 1 text = 1 min.	Y - 1 text = 1 min.
Free 411	Y	Y
Data Enabled (website and email)	Y	Y
Carry Over Minutes Month to Month	N	N

Plans available may vary by state. See state specific Lifeline application for available plans.

Lifeline is a government assistance program. enTouch Wireless represents the Lifeline service in your state.  
PLEASE NOTE: You have to be eligible to receive Lifeline services. A current government benefit card or income document and your government issued ID is needed to sign up. Lifeline is available to only one person per household. When you receive the service, you cannot transfer it to another person. 911 Emergency Service is available where wireless service is located, which can be reduced by buildings, weather, mountains, etc. If your phone is out of range in an emergency dial 911 from a landline phone.

Item # 11598

**Abbreviated Terms of Service for Communication Services**

Effective as of 5/6/13 until replaced.

**The Terms of Service are part of your agreement with enTouch Wireless for Mobile Services.**

**Use of Services and Equipment:** Services and equipment may not be used for any unlawful, fraudulent or abusive purpose. enTouch Wireless service is for personal use only.

**Phone Number:** We assign telephone numbers and other personal identifiers in connection with the Services. You do not have any property right to your phone number. It may be changed or reassigned.

**Phones and Other Equipment:** The only warranties on the phones or other equipment are any limited warranties extended by the manufacturers.

**Lost or Stolen Equipment:** If your phone or other equipment is lost or stolen, you must notify us by calling enTouch Wireless Customer Support. You are responsible for all charges for Services provided to the Number for the lost or stolen equipment. We will deactivate Services to the Number upon notification to us of any loss

or theft. If the equipment is later found, we may require that you exchange it for another phone or other equipment before we reactivate Services (if we do reactivate Services), as well as require you to pay a reactivation or replacement fee of \$25.00.

**Service, Prepaid Services:** Upon certification of eligibility, and continuing eligibility, you will receive free voice services. This positive account balance will be applied every 30 days on the anniversary of your service activation. You must maintain an ACTIVE ACCOUNT every 60 days: by having voice usage (inbound or outbound); by buying additional product; or by responding affirmatively to our queries regarding your desire to continue to receive services. You are required to recertify annually.

**Misuse of Service:** You have certified your eligibility to receive free services under the federally funded Lifeline program. If your eligibility to participate in this program changes, you agree to immediately notify enTouch Wireless at 1.866.488.8719. Lifeline is a non-transferable benefit. You agree not to use the service or modify your handset in any fraudulent, unlawful, harassing, or abusive

purpose, or in such a way as to create damage or risk to our business.

**Exchange Policy:** Defective handsets or other defective equipment provided at no cost to you may be eligible for exchange within 30 days of receiving the device. To exchange a defective handset, please call Customer Support at 1.866.488.8719 to obtain a Return Authorization and shipping instructions.

**Concerns, Complaints or Disputes:** If you have questions, concerns, comments or complaints, please contact enTouch Wireless at www.entouchwireless.com or call Customer Support by dialing 611 from your cell phone (does not use your Lifeline minutes) or dialing 1-866-488-8719 from another phone.

**Termination of Access:** enTouch Wireless may terminate your access without notice, for any conduct that enTouch Wireless, in its sole discretion, believes to be harmful; to individual users; to enTouch Wireless or any of its affiliates; to any rights of enTouch Wireless or any third party; or that violate applicable laws.

For the complete Terms of Service visit [www.entouchwireless.com](http://www.entouchwireless.com).

**State Commission Contact:**

For unresolved questions or complaints you may contact the applicable state commission or contact.

**Arizona Corporation Commission**  
1200 W. Washington St. • Phoenix, AZ 85007  
Local: 602.542.4251 Toll Free: 800.222.7000

**Colorado Public Utilities Commission Consumer Affairs**  
1560 Broadway • Suite 250 • Denver, Colorado 80202  
Toll Free: 800.456.0858 Fax: 303.894.2532  
E-mail: [dora\\_puc\\_complaints@state.co.us](mailto:dora_puc_complaints@state.co.us)

**Kansas Corporation Commission, Office of Public Affairs and Consumer Protection**  
1500 SW Arrowhead Road • Topeka, KS 66604  
Topeka: 785.271.3140 Toll Free: 800.862.0027  
Hearing/speech Impaired at TDD Kansas Relay Center: 800.766.3777

**Minnesota Public Utilities Commission**  
121 7<sup>th</sup> Place E. • Suite 350 • Saint Paul, MN 55101-2147  
Toll Free: 800.657.3782 Fax: 651.297.7073

**Oklahoma Corporation Commission**  
P.O. Box 52000 • Oklahoma City, OK 73152-2000  
Local: 405.521.2331 Toll Free: 800.522.8154

**Washington State Office of the Attorney General**  
800 5<sup>th</sup> Ave, Suite 2000 • Seattle, WA • 98104-3188  
Toll Free: 1.800.551.4636 (in Washington only)  
Local Phone: 206.464.6684  
Washington State Relay Service for the Hearing Impaired: 1.800.833.6388  
[www.olg.wa.gov](http://www.olg.wa.gov)



Contact Us

[www.entouchwireless.com](http://www.entouchwireless.com) | 866.488.8719

#11279 - 11.15.15

Save this information!

Phone #: \_\_\_\_\_

My ESN: \_\_\_\_\_

Anniversary Date\*: \_\_\_\_\_



866.488.8719



\*Your minutes will be added every 30 days from this date.  
\*Sus minutos estaran agregados cada 30 dias desde esta fecha.

What happens now?

**What should I do when I receive my phone?**

When you receive your phone in the mail, follow the instructions below. Once you call to Activate, your Lifeline Minutes will be activated on your phone.

**What features come with my phone?**

You will have excellent coverage with national wireless networks. Free 411 calls, Voicemail, Call Forwarding, Three Way Calling, Data Enabled & other features.

**What do I receive with my service?**

You will receive your free handset that is loaded monthly with your Lifeline Minutes. Every 30 days after your activation date, your balance will automatically reload on your phone as long as you have an ACTIVE ACCOUNT. If you have not used your phone in 60 days your Lifeline service will be deactivated.

**Can I get more minutes, text or data?**

You can add voice minutes, texts, and data at any time. See backside for more talk, text & data plans. Look for these brands to top up with at your local retailers or call Customer Support at 866.488.8719 to top up.



Welcome to enTouch!

Follow these easy steps to get started. We will help you get started, answer questions and give options to purchase more talk, text or data.



1 Welcome to the Lifeline Program.

**Activate Phone:** Call 319.471.4802 before leaving event to activate.

**Phone Number:** Your phone number is located on the inside of the battery door and circled on the outside sticker of the bag you received your phone in.

**Free Minutes:** You get free minutes monthly from Lifeline. (Programs vary by state.) Minutes will automatically reload on your anniversary date.

**Keep Active:** Make a call on your phone regularly to keep plan active. No use in 60 days will deactivate your device.

**Check Balance:** Dial 611 on your Lifeline phone. Press 1 to hear balance.

**Your Phone Company is enTouch Wireless powered by Boomerang Wireless.**

**Questions?** Dial 611 on your Lifeline phone or call 866.488.8719 from a land line phone.

**Active el Teléfono:** Llame al 319.471.4802 antes de salir del evento para activar su teléfono.

**Número de Teléfono:** Su número de teléfono se indica en el interior de la tapa de la batería y también está encerrado en un círculo en la etiqueta exterior de la bolsa en que le entregaron su teléfono.

**Minutos Gratis:** Cada mes, Lifeline le da minutos gratis. (Los programas varían según el estado.) Los minutos se cargan automáticamente cada mes en su fecha de aniversario.

**Manténgalo Activo:** Use el teléfono con regularidad para mantener activo su plan. Su dispositivo se desactivará si no lo usa en 60 días.

**Compruebe:** Marque 611 desde su teléfono Lifeline. Presione 1 para escuchar el balance.

**Su Compañía de Teléfono es enTouch Wireless powered by Boomerang Wireless.**

**Preguntas?** Marque 611 desde su teléfono Lifeline o llame 866.488.8719 desde un teléfono.

2 Questions? Access Information from Your Phone.

Dial 611 from your Lifeline phone or call 866.488.8719.

¿Tiene preguntas? Marque 611 desde su teléfono Lifeline o llame 866.488.8719.

1 Press 1 to hear your air time balance.

Presione 1 para escuchar su balance de minutos.

2 Press 2 to add minutes to your cell phone.

Presione 2 para añadir minutos a su teléfono celular.

3 Press 3 for assistance with your phone.

Presione 3 para obtener ayuda con su teléfono.

4 Press 4 to find out your anniversary date.

Presione 4 para saber su fecha de aniversario.

3 Want More Talk, Text or Data?

¿Necesita más minutos?

Es fácil añadirle minutos a su teléfono. Vea los detalles del plan al dorso.

Follow the directions below to top up through Customer Support or at your local retailer.



Customer Support:

Dial 611 on your Lifeline phone or call 866.488.8719 from a land line phone. Debit or credit card required.

Marque 611 desde su teléfono Lifeline o llame 866.488.8719. Se requiere tarjeta de débito o de crédito.



Retail:

Check our website for a retail location near you | [www.entouchwireless.com](http://www.entouchwireless.com)

Tiendas: Busque las tarjetas de recarga en las siguientes tiendas locales.



Price	Talk/Text Units	Data	Days
\$5	0	100mb	30
\$10	0	500mb	30
\$20	1500	0	30
\$30	Unlimited	0	30
\$50	Unlimited	4gb	30

1 Unit = 1 Text or 1 Voice Minute  
Make an eligible charge within 30 days  
 \*Subject to activation of Lifeline service



Price	Minutes	Texts	Data	Days
\$7	100	200	5mb	7
\$20	500	1,000	20mb	30
\$30	1,000	1,200	30mb	30



955 Kacena Rd, Ste A  
Hlawatha, IA 52233

email: [support@entouchwireless.com](mailto:support@entouchwireless.com)



866.488.8719

[www.entouchwireless.com](http://www.entouchwireless.com)

**Need More Talk, Text or Data?**



**Customer Support:**  
**866.488.8719**

Dial 611 on your Lifeline phone or call  
866.488.8719 from a landline phone.  
*Debit or Credit Card required.*

Price	Talk/Text Units	Data	Days
\$5	0	100mb	30
\$10	0	500mb	30
\$20	1500	0	30
\$30	Unlimited*	0	30
\$50	Unlimited*	4gb	30

**1 Unit = 1 Text OR 1 Voice Minute**

\* Subject to the 3000 units and Acceptable Use Policy



**Retail Stores:**

Look for the following reload  
cards at local retailers. Call  
Customer Support to locate a  
retailer nearest you or visit

[www.entouchwireless.com](http://www.entouchwireless.com)

**Top Up at your local 7 Eleven Store**



Item #11171 - 2.1.16

Airfair Bag Insert - 5.5 x 4.25



Source 12/14. Values based on estimations from confused.com

**FREE INTERNET | 100MB DATA**



**BUY AIRFAIR AT YOUR LOCAL 7-11**

**\$5 | \$10 | \$20 | \$30 | \$50**

Item # 11601

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[www.entouchwireless.com](http://www.entouchwireless.com)



# YOU WILL NEED:



**YOU WILL NOT QUALIFY FOR A FREE PHONE  
IF YOU DO NOT HAVE THESE DOCUMENTS.**



## GOVERNMENT ISSUED PHOTO ID



SAMPLE

- DRIVERS LICENSE
- TRIBAL ID



## PROGRAM ELIGIBILITY DOCUMENT



SAMPLE

- MEDICAID CARD
- SNAP CARD
- FREE LUNCH
- PUBLIC HOUSING VOUCHER
- SSI CARD



## GOVERNMENT ID NUMBER



SAMPLE

**LAST  
4 NUMBERS  
OF SOCIAL  
SECURITY #  
OR TRIBAL ID #**

# WANT MORE?



*Not a Lifeline supported benefit.*

Price	Talk/Text Units	Data	Days
\$5	0	100mb	30
\$10	0	500mb	30
\$20	1500	0	30
\$30	Unlimited*	0	30
\$50	Unlimited*	4gb	30

1 Unit = 1 Text or 1 Voice Minute

Rates are subject to change without notice  
\* Subject to the 3000 units and Acceptable Use Policy

## LOCATIONS WHERE YOU CAN TOP UP WITH AIRFAIR:

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Call Customer Service to Top Up:

**866.488.8719**



Visit us to find your local retailer:  
[www.airfairmobile.com](http://www.airfairmobile.com)



## ACCEPTABLE USAGE POLICY

Applies to all LifeLine products and services.

**PROHIBITED NETWORK USE:** Unlimited Services: Services and equipment may not be used for any unlawful, fraudulent, harassing, or abusive purpose. enTouch Wireless service is for personal use only. By requesting Services, you agree that you will not use Services and equipment in any unlawful, fraudulent or abusive manner. enTouch Wireless reserves the right, without notice or limitation, to limit, deny, terminate, end, modify, disconnect, or suspend Service if any individual engages in any prohibited voice, text, or data uses detailed below, or if enTouch Wireless determines, on a case-by-case basis, that action is necessary to protect its wireless network, business, equipment, or Services from harm or degradation resulting from such prohibited uses.

• **VOICE AND TEXT SERVICES:** enTouch Wireless provides its voice and text Services solely for live dialogue between, and initiated by, individuals for personal use and as otherwise described in this policy. You may not use enTouch Wireless voice and text Services for monitoring services, data transmissions, transmission of broadcasts, transmission of recorded material, telemarketing, broadcast or autodialed calls or texts, other commercial uses, or other connections that do not consist of uninterrupted live dialogue between individuals. This Service may not be used in a manner that interferes with other enTouch Wireless customer's use of the service. Service levels of other customers may be impaired when users place abnormally high numbers of calls, send or receive very high numbers of messages, or repeatedly make calls of abnormally long duration compared with other enTouch Wireless customers.

• **DATA SERVICES:** enTouch Wireless data Services are provided only for personal (i.e., non-commercial) use, which includes web surfing, sending and receiving email, photographs and other similar messaging activities, and the non-continuous streaming of videos, downloading files or online gaming. enTouch Wireless data Services may not be used for any of the following uses: (1) to generate excessive levels of Internet traffic through the continuous, unattended streaming, downloading or uploading of videos, music, or other files or to operate hosting services including, but not limited to, web or gaming hosting; (2) to maintain continuous active network connections to the Internet, for example, through a web camera or machine-to-machine connections that do not involve active participation by a person; (3) to disrupt email use by others using automated or manual routines, including, but not limited to "auto-responders" or cancel bots or other similar routines; (4) to transmit or facilitate any unsolicited or unauthorized advertising, telemarketing, promotional materials, "junk mail," unsolicited commercial or bulk email, or fax; (5) for activities that adversely affect the ability of other people of system to use either enTouch Wireless' or other parties' Internet-based resources, including, but not limited to, "denial of service" (DoS) attacks against another network host or individual user; (6) for an activity that connects any device to Personal Computers (including without limitation, laptops), or other equipment for the purpose of transmitting wireless data over the network (unless customer is using a enTouch Wireless handset designated for such usage); or (7) for any other reason that violates our policy of providing Service for individual use. The prohibited uses in this section also apply to unlimited plans. Unlimited does not mean unreasonable use. If enTouch Wireless finds that you are using an unlimited voice, text, or data Service offering for any of the prohibited uses in this section, enTouch Wireless may at its option terminate your Service or change your plan to one with no unlimited usage components. enTouch Wireless will provide notice that it intends to take any of the above actions, and will give you an opportunity to terminate the Agreement. Unlimited talk and text includes talk and text within the U.S. only.

**MISUSE OF LIFELINE SERVICE:** You have certified your eligibility to receive free services under the federally funded Lifeline program. If your eligibility to participate in this program changes, you agree to immediately notify enTouch Wireless at 1.866.488.8719. Service is provided at our discretion and if terms and conditions are violated we can terminate your wireless service without any further notification or obligation to you.

No refunds for purchased air time.

[www.entouchwireless.com](http://www.entouchwireless.com)

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