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

- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Federal Public Housing Assistance or Section 8
- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid/Medi-Cal (not Medicare)
- National School Lunch Program’s (NSLP) free lunch program
- Supplemental Security Income (SSI)*
- Women, Infants and Children Program (WIC)
- Temporary Assistance for Needy Families (TANF):
  1. California Work Opportunity and Responsibility to Kids (CalWORKS)
  2. Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKS)
  3. Welfare-to-Work (WTW)
  4. Greater Avenues for Independence (GAIN)
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations
- Head Start Income Eligible (Tribal Only)
- Tribally Administered Temporary Assistance for Needy Families (Tribal TANF)
- Federal Veterans and Survivors Pension Benefit Program

*Social Security benefits and/or Social Security Disability benefits are not program-based eligibility qualifiers. Social Security and/or Social Security Disability income may only be used to qualify for LifeLine Program participation under the income eligibility qualification method.

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

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Annual Income Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2 members</td>
<td>$27,500</td>
</tr>
<tr>
<td>3 members</td>
<td>$31,900</td>
</tr>
<tr>
<td>4 members</td>
<td>$38,800</td>
</tr>
</tbody>
</table>

Add an additional $6,900 for each additional member of your household. (Effective 6/1/19 - 5/31/20)

California LifeLine is a government assistance program that subsidizes discounted phone service for low-income consumers, ensuring everyone can stay in touch. This California LifeLine service is provided to you by TruConnect, which is an eligible telecommunications carrier. The service is non-transferable and only eligible consumers may enroll in the program. Only one California LifeLine service, wireless or wireline, is allowed per household. Consumers who willfully make a false statement in order to obtain the California LifeLine benefit can be punished by fine or imprisonment or can be barred from the program. Visit www.truconnect.com for additional information.

See if you qualify today!

Call 1.800.430.0443

Visit www.truconnect.com
1. Agreement to Terms & Conditions. These TruConnect California LifeLine Service Terms & Conditions and the TruConnect Terms and Conditions of Service located at truconnect.com and incorporated herein by reference, apply to the TruConnect California LifeLine Service in California. With regard to the TruConnect California LifeLine Service, if these TruConnect California LifeLine Service Terms & Conditions conflict with the TruConnect California LifeLine Service Terms & Conditions of Service or if these TruConnect California LifeLine Service Terms & Conditions shall control. In interpreting these TruConnect California LifeLine Service Terms & Conditions, TruConnect California LifeLine Service plans shall be treated as prepaid services. In this document, “we,” “us,” and “our” refer to TruConnect Communications, Inc. “FFP” means Free and Plain Language, “Customer” means end user of our Service; “Handset” or “Handsets” means any phone, device, accessory, or other product that we provide you, sell you, or that is active on your account; and “Service” or “Services” means our offers, rates, or service plans. These TruConnect California LifeLine Service Terms & Conditions and the TruConnect Terms & Conditions of Service apply to TruConnect’s service plans offered in connection with the TruConnect California LifeLine Services (“TruConnect California LifeLine Services”). In interpreting these TruConnect California LifeLine Service Terms & Conditions and the TruConnect Terms & Conditions of Service, your principal residence address must be within an authorized area. A primary service address is required to receive the government subsidized services, thus TruConnect will not provide a default PSA to you.

2. Plan Options. California LifeLine Program participants are entitled to a voice-grade connection. You understand and agree that TruConnect may change the TruConnect California LifeLine Services (including any rates and fees) at any time by updating plan information on TruConnect’s website, subject to notice requirements in accordance with current state and federal regulations (i.e. 30 days’ prior notice). If you change your choice of plans, your changes will not be effective until the subsequent month. If you choose a TruConnect California LifeLine Services plan which includez data, your data plan will automatically be switched to the free plan upon any failure to timely make a payment.

3. Government Subsidized. The TruConnect California LifeLine Services are supported by subsidies from the Federal government and the California state government. The California LifeLine program is administered by the California Public Utilities Commission and the California LifeLine administrator. You acknowledge and agree that TruConnect may modify or terminate its TruConnect California LifeLine Services in the event that there are any changes to the applicable governmental programs and subsidies, upon prior notice to you if required by state and federal regulations.

4. Program Availability. TruConnect California LifeLine Services are only available in areas where TruConnect has been authorized by the applicable state and/or federal agency. To enroll in the TruConnect California LifeLine Services, your principal residence address must be within an authorized area. A primary service address is required to receive the government subsidized services, thus TruConnect will not provide a default PSA to you.

5. Customer Eligibility. To be eligible for the TruConnect California LifeLine Service, you must meet the applicable eligibility standards in effect at the time of application (i.e. based upon your household income or your enrollment in a qualifying program), and the TruConnect California LifeLine Service account must be in your name. Program eligibility includes participation in one of the following LifeLine qualifying programs: (1) Medicaid/Medi-Cal; (2) California Energy Effiency Assistance Program (EEAP); (3) Supplemental Security Income (SSI); (4) Federal Public Housing Assistance or Section 8; (5) CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP); (6) Women, Infants, and Children Program (WIC); (7) National School Lunch Program (NSLP); (8) Temporary Assistance for Needy Families (TANF); (9) California Work Opportunity and Responsibility to Kids (CalWORKs); (10) Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKs); (11) Welfare-to-Work (WWT); (12) Greater Avenues for Independence (GAIN) Tribal TANF; or (12) Bureau of Indian Affairs General Assistance. You are eligible to receive California LifeLine Service, under applicable Federal and State regulations, if your combined household income is at or below 150% of the Federal Poverty Guidelines. An income worksheet containing the Federal Poverty Guidelines is available at enrollment. You are responsible for notifying the California LifeLine Administrator if you no longer meet the applicable eligibility standards for the applicable program, including: (1) changing or losing your income; (2) becoming unemployed; (3) losing or gaining children and the increase or decrease of any income supports; (4) losing enrollment in a qualifying program; and (5) if you are on a joint account, a household member ceasing to meet the applicable eligibility standards.

6. Application. The California LifeLine Administrator will determine whether or not you are eligible for the California LifeLine Program. Proof of eligibility is required, such as an eligible program card, statement of benefits, or income statements showing qualifying household income. If you submit your application for TruConnect’s California LifeLine application to the California LifeLine Administrator, you may, at TruConnect’s sole discretion, receive a free handset from TruConnect (“TruConnect Handset”), selected by TruConnect, that is preloaded with free minutes and texts for use until your California LifeLine application is approved or denied by the California LifeLine Administrator. Your California LifeLine application has been approved by the California LifeLine Administrator. You understand that by signing up for TruConnect California LifeLine Services, you may not have a LifeLine plan with any other carrier (wireless or landline), and you further agree to comply with any and all onerous or TruConnect procedure necessary to confirm that you qualify for California LifeLine.

7. Acceptance of Customer Application. Your submission of an application to the California LifeLine Administrator does not constitute automatic enrollment in the California LifeLine Program. You are not longer eligible for the TruConnect California LifeLine Services upon acceptance of your application or upon notice to you that you have been placed on the waiting list, or that your application has been placed on the waiting list. You will be notified in writing of your approval or denial by the California LifeLine Administrator. Further, you acknowledge and agree to pay us the additional amount you would have been charged under the most favorable rate plan for which you are eligible. Further, you acknowledge and agree that California LifeLine application and acceptance by TruConnect may be limited by TruConnect’s inventory of TruConnect Handsets.

8. TruConnect LifeLine Service Handset; Returns and Unblocking. If TruConnect submits your California LifeLine application to the California LifeLine Administrator, you may, at TruConnect’s sole discretion, receive a free TruConnect Handset, selected by TruConnect, that is pre-loaded with free minutes and texts for use until the California LifeLine Administrator approves or denies your application. For example, you may not be eligible to receive a TruConnect Handset if you previously received a free TruConnect Handset. Contact TruConnect customer service to purchase an upgraded phone. If you lose or damage your TruConnect Handset, you may not receive a replacement handset. TruConnect Handsets are provided ‘as is’ and without warranty. Notwithstanding the foregoing, if the TruConnect Handset is defective within 90 days of first use, it is returned to TruConnect at the customer’s own cost within 10 days of the expiration of the 90 day period, and is not defective due to physical abuse or water damage as determined by TruConnect; then TruConnect will send a comparable replacement handset to the customer at TruConnect’s cost. Due to availability, the same handset model may not be provided. Before sending in a defective handset, customer must contact TruConnect customer service for the appropriate return address. TruConnect, upon request, will unlock pre-paid mobile wireless devices no later than one year after initial activation, consistent with reasonable time, payment or usage requirements. TruConnect reserves the right to decline an unlock request if they have a reasonable basis to believe the request is fraudulent or the device is stolen. Removing the handset from the home may prevent other household members from making and receiving calls. Coverage limitations, including service interruptions due to terrain, signal strength, and weather, may affect the ability to make or receive calls, including 911 service. TruConnect may, at its sole discretion, not activate a handset for you if it is not reasonable to expect it will be used in your household.

9. Maximum of One California LifeLine Account per Household. California LifeLine is a government assistance program, and only eligible consumers may enroll. The California LifeLine Program is limited to one discount 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. If you or any member of your household receives California LifeLine supported service from another telephone company at the time you are applying for LifeLine service with TruConnect, you are obligated to first cancel your existing LifeLine service with the other provider. Failure to comply with the one-per-household requirement is a material breach of these General LifeLine Program Terms & Conditions and a violation of state and federal regulations and will result in your immediate de-enrollment from the TruConnect California LifeLine Program.

10. Annual Re-certification Requirement. To remain qualified for the California LifeLine Program, you must successfully complete the annual renewal process authorized by the California LifeLine Administrator. If you fail to complete the annual renewal process by the required date, you will be de-enrolled from the TruConnect California LifeLine Services.

11. Change of Address. If you move, you agree to notify TruConnect within 30 days of moving. TruConnect will notify you of changes that have occurred with your account or new account information.

12. Non-transferrable. Your TruConnect California LifeLine Services are non-transferrable and you may not transfer your benefit to any other person. You agree not to give away, resell, or offer to resell your California LifeLine benefit. Removing the handset from the home may prevent other household members from making and receiving calls. Coverage limitations, including service interruptions due to terrain, signal strength, and weather, may affect the ability to make or receive calls, including 911 service. UnAUTHORIZED MANIPULATION, MODIFICATION, ADJUSTMENT, OR REPAIR made to your phone to allow the making of blocked calls shall constitute a violation of these General LifeLine Program Terms & Conditions and a material breach of such agreement.

14. No Rollover. Unused minutes will not be rolled over to subsequent months. Contact TruConnect to set up customer service for details.

15. Usage Requirement. Under the LifeLine rules, you must use your LifeLine services at least once per month, either for making and receiving calls or using data, including calls to 911 in the event of an emergency. Coverage limitations, including service interruptions due to terrain, signal strength, and weather, may affect the ability to make or receive calls, including 911 service. Removing the handset from the home may prevent other household members from making and receiving calls. Coverage limitations, including service interruptions due to terrain, signal strength, and weather, may affect the ability to make or receive calls, including 911 service. UnAUTHORIZED MANIPULATION, MODIFICATION, ADJUSTMENT, OR REPAIR made to your phone to allow the making of blocked calls shall constitute a violation of these General LifeLine Program Terms & Conditions and a material breach of such agreement.

16. Termination for Breach. In the event that you breach these TruConnect California LifeLine Terms & Conditions, TruConnect reserves the right to immediately de-enroll you from the TruConnect California LifeLine Services.

17. Discontinuance of the TruConnect California LifeLine Service. TruConnect reserves the right to discontinue its TruConnect California LifeLine Services without prior notice in accordance with current state and federal regulations (i.e. 30 days’ prior notice).

18. Cancellation. You may cancel your TruConnect California LifeLine Services by calling customer service at 1-800-430-0414. Upon de-enrolling, you will not receive your LifeLine application is approved by the California LifeLine Administrator. Further, you acknowledge and agree to pay us the additional amount you would have been charged under the most favorable rate plan for which you are eligible. Further, you acknowledge and agree that California LifeLine application and acceptance by TruConnect may be limited by TruConnect’s inventory of TruConnect Handsets.

19. Activation Fee. A one-time activation fee of $39 will be charged to all new or transferred accounts. The California LifeLine Fund will pay for no more than two activation fees per year per eligible California LifeLine household. If the California LifeLine Fund does not pay for your activation fee, you will be charged the activation fee of $39. TruConnect California LifeLine Services Terms & Conditions, TruConnect California LifeLine Services shall be treated as prepaid Services. By using your TruConnect California LifeLine Service plan or phone, you accept these TruConnect California LifeLine Service Terms & Conditions.

Customer Order Number

PIN

QC01