

Free Phone Service

Sign up for California LifeLine with TruConnect and get Unlimited Talk & Text, 3 GB of Data, and Unlimited Calling to Mexico, China, Korea, Vietnam, & Canada every month!

There are two ways you can qualify:

Method 1 Eligibility: Program-based

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.

Method 2 Eligibility: Income-based

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

Household Size Annual Income Limits

1-2 members, \$27,500

3 members, \$31,900

4 members, \$38,800

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



TRUCONNECT CALIFORNIA LIFELINE SERVICE TERMS & CONDITIONS (APPLIES IN CALIFORNIA ONLY)

1. Agreement to Terms & Conditions. These TruConnect California LifeLine Service Terms & Conditions and the TruConnect Terms & Conditions of Service, located at www.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 Terms & Conditions of Service, 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. ("TruConnect"); "you," "your," "customer," and "user" refer to an account holder or 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 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.

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 prepaid wireless plan which is not free, you will automatically be switched to the free plan upon any failure to timely make a prepayment.

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 LifeLine California Services in the event that there are any changes to the applicable governmental programs and subsidies, upon prior notice to you if/as 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) Low Income Home Energy Assistance Program (LIHEAP); (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 (WTW); (11) Greater Avenues for Independence (GAIN) Tribal TANF; or (12) Bureau of Indian Affairs General Assistance. You are eligible to receive California LifeLine benefit, under the income based eligibility criteria, if your total 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 California LifeLine Program. In the event the California LifeLine Administrator determines that you are no longer eligible for the California LifeLine Program, TruConnect will notify you that your TruConnect California LifeLine Services will be discontinued. If you advise TruConnect that you no longer qualify for California LifeLine, TruConnect will deactivate your TruConnect California LifeLine Services.

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 levels. If TruConnect submits your 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 by the California LifeLine Administrator. TruConnect will notify you when 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 documentation or verification procedures 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. If you are no longer eligible for LifeLine, TruConnect may terminate your account and/or change your rate plan to the most favorable rate plan for which you are eligible without prior notice to you. If you misrepresent your eligibility for California LifeLine,

you 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 your LifeLine application is approved by the California LifeLine Administrator. 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, contact TruConnect customer service for replacement handset options and pricing. TruConnect Handsets are provided 'as is' and without warranty. Notwithstanding the foregoing, if the TruConnect Handset is defective within 90 days of first use, is returned to TruConnect at the customer's own cost within 10 days of the expiration of the 90 days 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 prepaid 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 calls to 911 in the event of an emergency.

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 any other 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 rules 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.

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.

13. Blocked Services. TruConnect reserves the right to block calls and services that are not subsidized by the applicable government programs and/or that are not prepaid for by you. Unauthorized manipulation, modification, adjustment, or repair made to your phone to allow the making of blocked calls shall constitute a violation of these TruConnect California LifeLine Service Terms & Conditions.

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

15. Usage Requirement. Under the Lifeline rules, you must use your Lifeline service at least once every 30 days. Usage includes: (1) completing an outbound call or using data; (2) purchasing minutes or data to add to your plan; (3) answering an incoming call from a party other than TruConnect; (4) responding to direct contact from TruConnect and confirming that you want to continue receiving the service; or (5) sending a text message. If we detect 30 days of non-usage, we will give you notice with a 15-day grace period before de-enrolling you for non-usage. If you do not respond to the notice, you will be de-enrolled.

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

17. Discontinuation of the TruConnect California LifeLine Service. TruConnect reserves the right to discontinue its TruConnect California LifeLine Services at any time upon prior notice to you 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 1-800-430-0443. Upon de-enrolling, you will not receive any refund.

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 household is not eligible to receive the \$39 activation fee from the California LifeLine Fund, TruConnect will use its own funds to credit the activation fee.

PIN _____

Customer Order Number _____

