

## **I-WIRELESS, LLC'S NON-USAGE POLICY**

i-wireless has implemented a policy that covers inactive handsets assigned to customers that are enrolled in its Lifeline program. Under the policy, if i-wireless Lifeline customers have 60 days without any usage, i-wireless will notify them that they are no longer eligible for i-wireless Lifeline service, but that they will have a 30 day grace period following such notification in order to show usage on the account and have their eligibility restored. Usage includes, but is not limited to, making calls, receiving calls, sending text messages, receiving text messages, or adding airtime. i-wireless has the ability to monitor call activity, including the number of minutes used, through call detail record reporting platforms.

If a customer has not restored their eligibility by the end of the applicable 30-day period following notification of ineligibility, the customer will lose any free monthly minutes remaining in their account and will no longer receive a monthly allocation of free minutes. i-wireless will, at that point, cease seeking reimbursement from the federal and state Universal Service Funds (USF) for that customer.

For 90 days after the end of this 30-day period, if the customer has a sufficient balance in their account, they will be charged at the retail rate for each additional minute of use. After the end of this 90-day period, their account will expire and service will be deactivated. Once the account expires, the customer will lose their phone number, and i-wireless will assess a termination charge equal to the value of the balance in their account, if any balance exists.

Customers who have been deactivated following the 60 days of non-usage and subsequent 30 day grace period may participate in the Lifeline program in the future by reapplying and reestablishing eligibility.