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## Terms and Conditions of Service

*REACHOUT WIRELESSTM* is a service provided by Nexus Communications, Inc., ("Nexus")

Existing *NEXUS COMMUNICATIONS, INC., DBA REACHOUT WIRELESSTM* tariffs govern the Services. Tariffs which are officially on file with the various state public utilities commissions and the Federal Communication Commission ("FCC") supersede any terms related to the Services.

*NEXUS COMMUNICATIONS, INC., DBA REACHOUT WIRELESSTM* may from time to time offer access through its website for users to obtain access to tariffs which are officially on file with the various state public utilities commissions and the Federal Communication Commission ("FCC"). However, users who access tariffs online should be aware that the documents accessible through the website herein may not be the official documents and users assume sole responsibility for any reliance on the tariffs available through this website. *NEXUS COMMUNICATIONS, INC., DBA REACHOUT WIRELESSTM* bears no responsibility or liability for the accuracy of documents available through this website.

The following *REACHOUT WIRELESSTM* Terms and Conditions of Service contains extremely important information about your rights as a subscriber, and by qualifying and/or enrolling in the *REACHOUT WIRELESSTM* service (or Service) and/or by accepting delivery and/or making a call on your *REACHOUT WIRELESSTM* or using your *REACHOUT WIRELESSTM* phone after you make a change to your account, you are agreeing to the following Terms and Conditions of service and the following Terms and Conditions of Service are a legally binding agreement between you as the subscriber and Nexus;

*REACHOUT WIRELESSTM* service requires: (1) eligibility for Lifeline and Link-Up; and (2) residence within the Coverage Area.

**Coverage Area:** The only way to conclusively determine if *REACHOUT WIRELESSTM* provides service in your area is to input your zip code into the *REACHOUT WIRELESS TM* website found at [www.Reachoutwireless.com](http://www.Reachoutwireless.com). The *REACHOUT WIRELESS TM* Map depicts an approximation of outdoor coverage. Actual coverage area may differ substantially from area shown on map, as coverage may be affected by terrain, weather, foliage, buildings and other construction, signal strength, customer equipment and other factors. *REACHOUT WIRELESS TM* does not guarantee coverage or network availability. Charges will be based on the location of the site receiving and transmitting the call, not your location. Rates apply to calls to and from the *REACHOUT WIRELESS TM* Coverage Area.

**Taxes/Surcharges:** *REACHOUT WIRELESS TM* are solely responsible for paying all charges including, but not limited to all applicable surcharges, fees, taxes, and regulatory charges. *REACHOUT WIRELESS TM* subscribers are responsible for all charges applicable to Customer handset service, whether or not Customer was the user of the wireless phone. *REACHOUT WIRELESS TM* will automatically deduct applicable all applicable surcharges, fees, taxes, and regulatory charges from the Customer's available minutes. Changes to a surcharge, fee or tax will become effective as provided by the taxing

authority and change to applicable contribution amounts for the Federal Universal Service Fund ("FUSF"). Other regulatory charges may become effective immediately. Additional taxes and other fees: In many jurisdictions, certain recurring fees or taxes will be debited from your account balance as allowed by law. Other taxes, surcharges and fees apply on top of refill denominations or other airtime purchases.

*REACHOUT WIRELESS*™ subscribers will incur per minute charges and minutes will be depleted for 611 automated customer service, and 611 may not work in all areas. All calls to \*611, any of *REACHOUT WIRELESS*™ toll free customer service numbers and calls to the Customer Service IVR will incur standard airtime charges.

*REACHOUT WIRELESS*™ subscribers have the option of requesting a copy of their paper bill. All requests for a copy of paper bill must be submitted in writing via mail or via fax:

IF BY MAIL:

Nexus Communications, Inc., dba REACHOUT WIRELESSTM  
P.O. Box 247168  
Columbus, OH 43224  
IF BY FAX to: 740-548-1173

If money/value/airtime is added to your *REACHOUT WIRELESS*™ account before the current balance expires, the existing balance will carry over to the new expiration date. Any unused account balance is forfeited upon expiration or termination of eligibility in the *REACHOUT WIRELESS*™ program.

**Per Minute Rates:** Airtime, when used for standard voice usage cellular calls, is valued at and will be decremented at \$0.20 per minute of use. Airtime charges and domestic long distance charges apply to forwarded/transferred calls even in the event the call is sent to a wireline telephone. Airtime charges apply to all calls simultaneously, and airtime charges apply to message retrieval.

**Directory Assistance** is \$1.25 plus standard airtime rates. (effective 2/15/2010)

**Operator Assistance** is available by dialing \*611 and standard airtime rates apply.

*REACHOUT WIRELESSTM* voice usage is deducted in full-minute increments with partial minutes rounded up to the next full minute at the end of each call. No credit is given for dropped calls.

*REACHOUT WIRELESSTM* plan minutes will be depleted for per-minute charges (and/or, where applicable, access fees) apply to calls made using features including Call Waiting, Call Forwarding, Three-Way Calling and voicemail retrievals.

*REACHOUT WIRELESSTM* calling features include Call Waiting, Call Forwarding, Three-Way Calling and voicemail retrievals.

Caller ID: Your billing name may be displayed along with your wireless number on outbound calls to other wireless and landline phones with Caller ID capability. *REACHOUT WIRELESSTM* accounts do not have the ability to block the display of your name and number.

**Monthly Access Fee:** The *REACHOUT WIRELESSTM* plan has an access fee of \$0.99 which is deducted every thirty (30) days and is assessed each month to you use your phone to make or receive voice calls. West Virginia subscribers do not incur an access fee of \$0.99 and are automatically credited back \$0.99.

**Roaming Usage:** Per minute usage on *REACHOUT WIRELESSTM* accounts while Roaming deduct at \$0.59 per minute of use. Roaming charges are applicable in addition to standard usage charges and are automatically deducted from your balance of available minutes. A Roaming occurs when a *REACHOUT WIRELESSTM* subscriber due to the physical location of the handset, uses the facilities of another wireless service provider. Roaming occurs when you make and receive calls outside your home calling area. Availability, quality of coverage and Services while roaming are not guaranteed.

**Domestic Text Messages:** The rates to send or receive a text message to another person's phone using your *REACHOUT WIRELESSTM* handset are \$0.10 per text message for sending, and \$0.10 per text for receiving. If you do not want minutes/units deducted from your *REACHOUT WIRELESSTM* phone, then do not send a text message and/or do not open any incoming text messages. Each message is limited to 160 characters in total length.

**International Text Messages:** The rates to send or receive an international text message to another person's phone using your *REACHOUT WIRELESS*™ handset are \$0.20 per text message for sending, and \$0.20 per text for receiving. If you do not want minutes/units deducted from your *REACHOUT WIRELESS*™ phone, then do not send a text message and/or do not open any incoming text messages.

*REACHOUT WIRELESSTM* subscribers hereby consent to accept/receive incoming text messages from time to time from *REACHOUT WIRELESS.TM* related to certain mandatory aspects of the *REACHOUT WIRELESSTM* program as a condition to remaining eligible for the *REACHOUT WIRELESSTM* program. *REACHOUT WIRELESSTM* subscribers hereby acknowledge that incoming *REACHOUT WIRELESSTM* text messages will be charged \$0.10 per text. *REACHOUT WIRELESSTM* subscribers may opt out of accepting/receiving incoming text messages from *REACHOUT WIRELESS.TM* related to certain non-mandatory aspects of the *REACHOUT WIRELESSTM* program by calling 1-877-870-9444.

**Premium SMS:** Premium SMS is a text message to a designated "short code" or buying or attempting to buy SMS services from anyone other than *REACHOUT WIRELESS.TM* Premium SMS campaigns include activities such as casting a vote, expressing your opinion, playing a game, subscribing to a service, or interactive television programs. *REACHOUT WIRELESSTM* does not generally participate in Premium SMS services or campaigns. You are solely responsible for any charges incurred for Premium SMS services or campaigns. Any text message sent to a "short code" will in all likelihood not go through. Any charges you may incur as a result of any attempts to participate in Premium SMS services or campaigns (not authorized by *REACHOUT WIRELESSTM*) whether you incur charges as deductions from your *REACHOUT WIRELESSTM* minutes or from your credit card, are not refundable.

**Data:** The rates to send or receive Data using your *REACHOUT WIRELESSTM* handset is \$1.25 per megabyte. A \$0.20 minimum account balance on the *REACHOUT WIRELESSTM* plan is required to place or receive a call. 900/976 numbers are not available with *REACHOUT WIRELESSTM*

*REACHOUT WIRELESSTM* standard airtime charges apply to 800, 866, 877 and other toll-free calls

*REACHOUT WIRELESSTM* allows Domestic Long Distance calls to be originated and terminated within the 50 United States.

A fee may be charged for calls to and to add funds using a live customer service representative.

*REACHOUT WIRELESSTM* Mobile to Mobile Minutes: Standard airtime charges apply to all Mobile to Mobile calls (i.e. *REACHOUT WIRELESSTM* to *REACHOUT WIRELESSTM* calls).

Your *REACHOUT WIRELESSTM* handset display does not indicate the rate you will be charged.

**DISPUTES:** YOU MUST NOTIFY NEXUS IN WRITING WITHIN TWO MONTHS OR (90) DAYS, WHICHEVER COMES FIRST, OF THE DATE OF ANY EVENT GIVING RISE TO ANY DISPUTE INCLUDING, BUT NOT LIMITED TO, A DISPUTE OVER ANY CHARGES, ANY SERVICE PROVIDED, OR ANY EQUIPMENT PROVIDED TO YOU, OR YOU WILL HAVE WAIVED YOUR RIGHT TO DISPUTE THE CHARGES (OR SERVICES, OR EQUIPMENT) AND WAIVED YOUR RIGHT TO BRING, OR PARTICIPATE IN, ANY LEGAL ACTION RAISING ANY SUCH DISPUTE. ALL DISPUTES MUST BE IN WRITING AND SENT TO:

IF BY MAIL:

Nexus Communications, Inc., dba REACHOUT WIRELESSTM

P.O. Box 247168 P.O.

Box 247168

Columbus, OH 43224

IF BY FAX to: 740-548-1173

If your *REACHOUT WIRELESSTM* is interrupted for 24 or more continuous hours by a cause within Nexus' control, Nexus will issue you, upon written request, either a credit equal to a pro-rata adjustment of any recurring charge (if applicable) for the time period your *REACHOUT WIRELESSTM* service was unavailable, not to exceed the charges collected for the period of interruption, or an extension of the expiration period. Nexus' liability to any *REACHOUT WIRELESSTM* subscriber for service failures is limited solely to the credit set forth above.

*REACHOUT WIRELESSTM* services excludes all incidental or consequential damages, unless otherwise provided by law. Some states do not allow the exclusion or limitation of incidental or consequential damages.

**DISPUTE RESOLUTION BY BINDING ARBITRATION:** By accepting delivery and making a call on your *REACHOUT WIRELESSTM* handset you are agreeing to the condition that requires that certain disputes that may arise between you the subscriber and Nexus be resolved through Binding Arbitration instead of a court trial or in courts of general jurisdiction. **The sole remedy for any dispute shall be binding arbitration on an individual basis, rather than by a jury trial or class actions. Binding Arbitration limits the remedies available to you in the event of a dispute. Binding Arbitration is on an individual basis exclusively and class arbitrations and class actions are hereby excluded as a remedy.**

By accepting delivery and making a call on your *REACHOUT WIRELESSTM* handset **you agree that the parties** (*REACHOUT WIRELESSTM* and you the *REACHOUT WIRELESSTM* subscriber) **are each waiving the right to a trial by jury or to participate in a class action** and the Federal Arbitration Act governs the interpretation and enforcement of any claim brought by you. This binding arbitration provision shall survive termination of your service with *REACHOUT WIRELESS.TM*

*REACHOUT WIRELESSTM* and you as the *REACHOUT WIRELESSTM* subscriber agree to arbitrate **all disputes and claims** between the parties. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to claims arising out of or based in contract, tort, statute, fraud, misrepresentation, claims relating to advertising, or any other legal theory and claims that are currently the subject of purported class action litigation in which you are not a member of a certified class. The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND REACHOUT WIRELESSTM AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both you and *REACHOUT WIRELESSTM* agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding.

Either party (*REACHOUT WIRELESSTM* or you the *REACHOUT WIRELESSTM* subscriber) who intends to seek binding arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). The Notice to *REACHOUT WIRELESSTM* must be sent to:

Nexus Communications, Inc., dba REACHOUT WIRELESSTM  
P.O. Box 247168  
Columbus, OH 43224

The Notice must (1) contain a description the facts and basis of the claim or dispute; and (2) and the specific relief the party is seeking. If *REACHOUT WIRELESS TM* and you do not reach an agreement to resolve the claim within 30 days after the Notice is received, you or *REACHOUT WIRELESSTM* may commence a binding arbitration proceeding. During the binding arbitration, the amount of any settlement offer made by either party shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which the other party is entitled. The binding arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA") and will be administered by the AAA. The AAA Rules are available online at [www.adr.org](http://www.adr.org), by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by this terms and conditions. The only issues that are outside the scope of the arbitrator are issues, if any relating to the scope and enforceability of the arbitration provision. If the arbitrator finds that either the substance of the filer's claim or the relief sought is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of any fees will be governed by the AAA Rules.

**LIMITATION OF LIABILITY:** NEXUS MAKES NO WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SUITABILITY, OR PERFORMANCE REGARDING ANY SERVICES OR GOODS, AND IN NO EVENT SHALL NEXUS BE LIABLE, WHETHER OR NOT DUE TO ITS OWN NEGLIGENCE, for any: (a) act or omission of a third party; (b) damage or injury caused by the use of service or Device, including use in a vehicle; (c) mistakes, omissions, interruptions, errors, failures to transmit, delays or defects in the service provided by or through us; (d) claim against you by third parties; (e) damage or injury caused by a suspension or termination of service by Nexus; or (f) damage or injury caused by failure or delay in connecting a call to 911 or any other emergency service.

Unless applicable law precludes parties from contracting to so limit liability, and provided such law does not discriminate against arbitration clauses, Nexus shall not be liable for any indirect, special, punitive, incidental or consequential losses or damages you or any third party may suffer by use of, or inability to use, service or Device provided by or through Nexus, including loss of business or goodwill, revenue or profits, or claims of personal injuries.

**INDEMNITY:** To the full extent allowed by law, you hereby release, indemnify, and hold Nexus and its officers, directors, employees and agents harmless from and against any and all claims of any person or entity for damages of any nature arising in any way from or relating to, directly or indirectly, service provided by Nexus or any person's use thereof (including, but not limited to, vehicular damage and personal injury), INCLUDING CLAIMS ARISING IN WHOLE OR IN PART FROM THE ALLEGED NEGLIGENCE OF NEXUS. This obligation shall survive termination or expiration of your service with Nexus.

SOME STATES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES OR LIMITS ON REMEDIES FOR BREACH. THEREFORE, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. YOU MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE.

NEXUS DOES NOT GUARANTEE UNINTERRUPTED SERVICE OR COVERAGE. NEXUS CANNOT ASSURE YOU THAT IF A 911 CALL IS PLACED BY YOU WILL BE LOCATED. Limitations of liability set forth herein govern unless prohibited by applicable law.

Service may be interrupted, delayed or otherwise limited for a variety of reasons, including environmental conditions, unavailability of radio frequency channels, system capacity, priority access by National Security and Emergency Preparedness personnel in the event of a disaster or emergency, coordination with other systems, equipment modifications and repairs, and problems with the facilities of interconnecting carriers.

*REACHOUT WIRELESSTM* service blocks access to certain categories of numbers (e.g. 976, 900 and international destinations) at the sole discretion of *REACHOUT WIRELESS.TM*

*REACHOUT WIRELESSTM* may send you from time to time alert messages via SMS or email however there is no guarantee you will receive them.

Nexus also reserves the right to change or modify any of these *REACHOUT WIRELESSTM* and Conditions of Service at any time and at Nexus' sole discretion.

Your *REACHOUT WIRELESSTM* account is non-transferrable.

*REACHOUT WIRELESSTM* cards and other account refills are nontransferable and nonrefundable.

*REACHOUT WIRELESSTM* Service is available as long as you have a positive account balance.

*REACHOUT WIRELESSTM* Handset Requirements: A compatible phone is required for *REACHOUT WIRELESSTM*. Not all calling features work on all phones and in all areas.

Any changes or modifications to these *REACHOUT WIRELESSTM* Terms and Conditions of Service will be binding once posted on the *REACHOUT WIRELESSTM* website found at [www.Reachoutwireless.com](http://www.Reachoutwireless.com).

**Service Activation Fee:** Your *REACHOUT WIRELESSTM* account requires a Service Activation Fee ("SAF"). A portion of your Service Activation Fee ("SAF") may be paid by your eligibility for Link-Up. However you are solely liable for the remaining balance, if any, to the Service Activation Fee ("SAF") not covered by Link-Up. Your *REACHOUT WIRELESSTM* Service Activation Fee ("SAF") varies per state. For the State of Michigan residents the Service Activation Fee is reduced to \$54.00 effective August 1, 2009 and expires September 30, 2009. Effective October 1, 2009 for the State of Michigan residents the Service Activation Fee is \$72.00. For the State of Wisconsin residents the Service Activation Fee is reduced to \$54.00 effective August 1, 2009 and expires September 30, 2009. Effective October 1, 2009 for the State of Wisconsin residents the Service Activation Fee is \$72.00. For the State of Louisiana residents the Service Activation Fee is reduced to \$54.00 effective August 1, 2009 and expires September 30, 2009. Effective October 1, 2009 for the State of Louisiana residents the Service Activation Fee is \$72.00. For the State of Illinois residents the Service Activation Fee is reduced to \$54.00 effective August 1, 2009 and expires September 30, 2009. Effective October 1, 2009 for the State of Illinois residents the Service Activation Fee is \$72.00. For the State of Arkansas residents the Service Activation Fee is reduced to \$54.00 effective August 1, 2009 and expires September 30, 2009. Effective October 1, 2009 for the State of Arkansas residents the Service Activation Fee is \$72.00. For the State of Tennessee residents the Service Activation Fee is reduced to \$54.00 effective August 1, 2009 and expires September 30, 2009. Effective October 1, 2009 for the State of Tennessee residents the Service Activation Fee is \$72.00. For the State of Missouri residents the Service Activation Fee is reduced to \$54.00 effective August 1, 2009 and expires September 30, 2009. Effective October 1, 2009 for the State of Missouri residents the Service Activation Fee is \$72.00. For the State of Kansas residents the Service Activation Fee is reduced to \$54.00 effective August 1, 2009 and expires September 30, 2009. Effective October 1, 2009 for the State of Kansas residents the Service Activation Fee is \$72.00. Effective December 1, 2009 for the State of West Virginia residents the Service Activation Fee is \$72.00. For residents of the state of West Virginia the balance of the \$72.00 Service Activation Fee not covered by Link-Up is waived. Effective May 15, 2009 for the State of New Jersey residents the Service Activation Fee is \$72.00. For residents of the state of New Jersey the balance of the \$72.00 Service Activation Fee not covered by Link-Up is waived. Effective June 4, 2010 for the State of Maryland residents the Service Activation Fee is \$72.00. Effective June 4, 2010 for the State of Georgia residents the Service Activation Fee is \$72.00. For residents of the state of Georgia the balance of the \$72.00 Service Activation Fee not covered by Link-Up is waived. Effective October 25, 2010 for the State of Mississippi residents the Service Activation Fee is \$72.00. For residents of the state of Mississippi the balance of the \$72.00 Service Activation Fee not covered by Link-Up is waived.

**Optional Deferred Service Activation Fee:** The remaining balance, if any, to the Service Activation Fee ("SAF") not covered by Link-Up will be automatically deferred over a period of twelve (12) months. The amount of the deferred Service Activation Fee ("SAF") not covered by Link-Up will consist of the total dollar amount of the remaining balance divided by twelve (12). For residents of the state of West Virginia the balance of the \$72.00 Service Activation Fee not covered by Link-Up is waived. For residents of the state of New Jersey the balance of the \$72.00 Service Activation Fee not covered by Link-Up is waived. For residents of the state of Georgia the balance of the \$72.00 Service Activation Fee not covered by Link-Up is waived. For residents of the state of Mississippi the balance of the \$72.00 Service Activation Fee not covered by Link-Up is waived.

**Optional Deferred Service Activation Fee Credits:** If any additional airtime is added to your *REACHOUT WIRELESS* account via purchases of

additional airtime, a credit will be applied to the remaining balance, if any, to the Service Activation Fee ("SAF") based upon the dollar amount of the purchase. No Optional Deferred Service Activation Fee Credits will be applied if no balance exists on your Service Activation Fee ("SAF"). Optional Deferred Service Activation Fee Credits applied to any remaining Service Activation Fee balance, if any, will be applied as follows:

\$5.00 Additional Airtime	\$1.50 Credit
\$10.00 Additional Airtime	\$3.00 Credit
\$20.00 Additional Airtime	\$6.00 Credit
\$30.00 Additional Airtime	\$9.00 Credit
\$50.00 Additional Airtime	\$15.00 Credit

**Deferred Service Activation Fee Credit Bonus**

Existing Subscriber Optional Deferred Service Activation Fee Bonus Credits: If you are an existing *REACHOUT WIRELESS* subscriber and any additional airtime is added to your *REACHOUT WIRELESS* account via purchases of additional airtime, an additional credit will be applied to the remaining balance, if any, to the Service Activation Fee ("SAF") will be based upon the actual retail face value dollar amount of the purchase. No Optional Deferred Service Activation Fee Credits will be applied if no balance exists on your Service Activation Fee ("SAF"). Optional Deferred Service Activation Fee Bonus Credits applied to any remaining Service Activation Fee balance, if any, will be applied as follows:

\$3.00 Additional Airtime	\$3.00 Credit plus \$0.00 = Credit \$3.00 Credit
\$5.00 Additional Airtime	\$1.50 Credit plus \$3.50 = Credit \$5.00 Credit
\$10.00 Additional Airtime	\$3.00 Credit plus \$7.00 = Credit \$10.00 Credit
\$20.00 Additional Airtime	\$6.00 Credit plus \$14.00 = Credit \$20.00 Credit
\$30.00 Additional Airtime	\$9.00 Credit plus \$21.00 = Credit \$30.00 Credit
\$50.00 Additional Airtime	\$15.00 Credit plus \$35.00 = Credit \$50.00 Credit

New Subscriber Optional Deferred Service Activation Fee Bonus Credits: If you are a new *REACHOUT WIRELESS* subscriber and any additional airtime is added to your *REACHOUT WIRELESS* account via purchases of additional airtime, a credit will be applied to the remaining balance, if any, to the Service Activation Fee ("SAF") will be based upon the actual retail face value dollar amount of the purchase. No Optional Deferred Service Activation Fee Credits will be applied if no balance exists on your Service Activation Fee ("SAF"). Optional Deferred Service Activation Fee Bonus Credits applied to any remaining Service Activation Fee balance, if any, will be applied as follows:

\$3.00 Additional Airtime	\$3.00 Credit
\$5.00 Additional Airtime	\$5.00 Credit
\$10.00 Additional Airtime	\$10.00 Credit
\$20.00 Additional Airtime	\$20.00 Credit
\$30.00 Additional Airtime	\$30.00 Credit
\$50.00 Additional Airtime	\$50.00 Credit

Under the Optional Deferred Service Activation Fee Bonus Credit program if a *REACHOUT WIRELESS* subscriber adds any denomination of monetary value (i.e. \$5.00, or \$5.95, or \$7.95 retail dollar value) the Deferred Service Activation Fee Bonus Credit will be applied to the remaining balance, if any, to the Service Activation Fee ("SAF") based upon the retail face value dollar amount of the purchase, excluding fees or surcharges if any.

You will be solely liable to pay for the full Service Activation Fee ("SAF") if you are not eligible for Link-Up.

If your *REACHOUT WIRELESSTM* service is ever disconnected or suspended for any reason, a Service Activation Fee ("SAF") and new wireless phone

number may be required to reactivate *REACHOUT WIRELESSTM* service.

*REACHOUT WIRELESSTM* account balance limit is \$500.00; any amount over that limit will be deducted from your balance.

*REACHOUT WIRELESSTM* rates and services are subject to change without notice.

*REACHOUT WIRELESSTM* accounts that have no activity for a period of sixty (60) days will be canceled, and the phone will be deactivated. You have to option of re-enrolling in the *REACHOUT WIRELESSTM* program by calling 1-877-870-9444. All initial certification requirements will still apply.

**International Long Distance:** You may use your *REACHOUT WIRELESSTM* phone to make international calls to landlines (including some cellular phones in some countries) but additional per minute rates apply. The actual rates and the available countries are subject to change without prior notice. (See [www.Reachoutwireless.com](http://www.Reachoutwireless.com) for available countries and details). Airtime deductions for international calls begin the moment the International Long Distance ("ILD") access number is dialed and apply to dropped calls, misdialed numbers and busy destination numbers. When making international calls, you may experience connection failures more frequently than calls made within the United States. *REACHOUT WIRELESSTM* reserves the right to block calls to any international location without notice, and to suspend or terminate international calling capability without notice. Call Forwarding is blocked to all international locations. *REACHOUT WIRELESSTM* reserves the right to require subscribers, in order to complete an international call, the requirement to first dial a toll free number; or enter a "pound code;" or a "short code;" or a "star code" in order to complete the call.

**International Calling:** Per minute international long distance charges apply in addition to regular airtime charges. Higher charges may apply to mobile terminated calls in certain countries. International calling rates a subject to change without notice.

*REACHOUT WIRELESSTM* will not credit airtime minutes deducted for unsuccessful calls. You will not be able to make or receive calls on your *REACHOUT WIRELESSTM* phone when you are located outside of the 50 United States.

**Adding Additional Airtime:** Your *REACHOUT WIRELESSTM* phone will only operate when you have airtime minutes/units/value available on the *REACHOUT WIRELESSTM* handset. If you run out of your free monthly allotment of airtime, you may purchase and add airtime to your phone.

**Additional Airtime Cards:** *REACHOUT WIRELESSTM* customers may purchase and use any *REACHOUT WIRELESSTM* airtime cards, or obtain additional airtime directly through *REACHOUT WIRELESS.TM* You add airtime by entering the PIN obtained from a *REACHOUT WIRELESSTM* airtime card. You must add your airtime to your *REACHOUT WIRELESSTM* phone within one year from the date of purchase; otherwise the card/PIN expires and you will not be able to add those minutes to your *REACHOUT WIRELESSTM* phone; nor receive a refund for any unused minutes. Each Nexus airtime card comes with a number of minutes and a service period that begins to run from the day you add airtime to your *REACHOUT WIRELESSTM* phone.

Any airtime purchased and loaded on to a *REACHOUT WIRELESSTM* Non-Lifeline Non-Government Assisted handset will be valid and available for use for up to 90 days from the date the airtime value was loaded if no additional airtime purchase(s) are loaded within the 90 day period from the date the last airtime purchase was loaded. Failure to purchase and load additional airtime within the 90 day period from the date the last airtime purchase was loaded will result in loss of any unused airtime.

Maintaining an active account: In order to keep your service active on the *REACHOUT WIRELESSTM* Non-Lifeline Non-Government Assisted, you must purchase and load airtime at least once during any consecutive 120 day period. As explained above, airtime expires 90 days from date of loading. If no additional airtime is loaded within 30 days after the 90 day expiration of your airtime (90 days + 30 days= 120 days), then your service on the *REACHOUT WIRELESSTM* Non-Lifeline Non-Government Assisted will be deactivated.

Once deactivated *REACHOUT WIRELESSTM* may also reassign your phone number to a different user. If your *REACHOUT WIRELESSTM* Non-Lifeline Non-Government Assisted phone number is deactivated for non-use as described above, then a new phone number will be assigned to you by *REACHOUT WIRELESSTM* and all outstanding activation fees must be paid prior to reactivation on the *REACHOUT WIRELESSTM* Non-Lifeline Non-Government Assisted service.

**Bonus Minutes:** *REACHOUT WIRELESSTM* may from time to time offer Bonus minutes on minutes purchased via airtime card, PIN, or directly from *REACHOUT WIRELESS.TM* The free monthly allotment of *REACHOUT WIRELESSTM* minutes received by the customer while enrolled in the *REACHOUT WIRELESSTM* program, will not increase in value/airtime with the purchase of any additional airtime.

A fee may apply to all the *REACHOUT WIRELESSTM* rate plan changes.

**Service End Date:** Is the last day of your *REACHOUT WIRELESSTM* service period. Airtime minutes added to your *REACHOUT WIRELESSTM* account do not expire **if you elected to be on a rollover plan** and as long as your *REACHOUT WIRELESSTM* account remains active, and at least one airtime

transaction occurs during a consecutive sixty (60) day period. An Airtime transaction can include, but is not limited to, per minute voice cellular call, inbound SMS text message, outbound SMS text message, or data usage. Service End Date can be calculated from (i) the date your REACHOUT WIRELESSTM account became active; (ii) the date you placed or received the initial airtime transaction on your REACHOUT WIRELESSTM account; (iii) the receipt of the monthly allotment of REACHOUT WIRELESSTM plan airtime minutes; (iiii) or the purchase or addition of a REACHOUT WIRELESSTM airtime card, or (iiiii) the date you were determined to be eligible for the REACHOUT WIRELESSTM plan, whichever can be conclusively determined by REACHOUT WIRELESSTM at its sole discretion.

If for whatever reason your REACHOUT WIRELESSTM service is suspended within the initial (or subsequent twelve month renewal period, or any subsequent twelve month renewal period thereafter) and subsequently restored you will only receive the monthly minutes that you were entitled to receive until being suspended but you will lose any minutes that you would have received during your suspension period. If your REACHOUT WIRELESSTM service is deactivated for whatever reason within the initial twelve month period after initial enrollment, and you desire to re-activate your REACHOUT WIRELESSTM service then you will need to re-qualify and re-enroll and no replacement or reimbursement of unused minutes will be provided. If your account is REACHOUT WIRELESSTM Lifeline service is deactivated for whatever reason within the initial twelve month period after initial enrollment REACHOUT WIRELESSTM reserves the right to void any unused minutes on a Lifeline account, if any unused minutes remain on that account. If for whatever reason Nexus were to lose its ability to seek reimbursement for Lifeline or Link-Up, Nexus reserves the right to void or cancel any unused minutes (and or monetary value) associated with Lifeline subsidized service.

If you fail to annually verify continued eligibility for the Lifeline program and fail to re-qualify and re-enroll in the *REACHOUT WIRELESSTM* service so and you do not purchase any additional airtime minutes, then your *REACHOUT WIRELESSTM* service will be deactivated and you will potentially lose your phone number, even if you have minutes remaining.

The purchase of any *REACHOUT WIRELESSTM* airtime card is non-refundable. *REACHOUT WIRELESSTM* airtime cards, airtime rate plans, and card denominations are subject to change without prior notice.

**Non-Utilization De-Enrollment and Deactivation:** If a Reachout Wireless subscriber exceeds two (2) months without any Utilization (as defined in this section), the Reachout Wireless subscriber will be de-enrolled from the Reachout Wireless Lifeline Program. "Utilization" is defined as any transaction including, but not limited to, making or receiving a call, making an attempted call, checking voicemail message, sending or opening a text message, checking airtime balance by dialing pound 6673, downloading content, data usage or adding airtime. Upon de-enrollment for non-Usage, the Reachout Wireless subscriber will have up to a thirty (30) day grace period to reenroll by demonstrating usage activity or by contacting the Reachout Wireless Lifeline Program by calling 877-870-9444. If you do not re-enroll or call Reachout Wireless customer service within thirty (30) days of your de-enrollment, your phone service will be deactivated and any airtime will be lost.

In order to reactivate your Reachout Wireless phone and re-enroll in the Reachout Wireless Lifeline Program, you will need to call Reachout Wireless customer service and you will need to pay a Service Activation Fee ("SAF") Upon re-enrollment in the Reachout Wireless Lifeline Program, you will be provided your first entitlement of airtime for the thirty (30) day period of time in which the service was reactivated.

**MMS Data Services:** *REACHOUT WIRELESSTM* is not responsible to provide Data Services. With existing *REACHOUT WIRELESSTM* phone models, subscribers are not able to download ring tones, graphics, access information services such as news, weather and sports ("Information Services") and utilize multi-media services ("MMS") (ringtones, graphics, Information Services and MMS are collectively referred to as "Data Services"). Data Services are not currently additional Services offered by the *REACHOUT WIRELESS.TM*

**MMS Data service is only available in certain plans.**

In case of damage or destruction of any of *REACHOUT WIRELESSTM* equipment, handset or accessories due to the negligence or willful act of the *REACHOUT WIRELESSTM* subscriber, the *REACHOUT WIRELESSTM* subscriber will be held responsible for the cost of restoring the equipment, handset or accessories to its original condition, or of replacing the equipment, handset or accessories destroyed, or will be responsible to pay an equipment replacement fee. *REACHOUT WIRELESSTM* may suspend a subscriber's service while the subscriber effectuates replacement or repair of the equipment, handset or accessories.

All *REACHOUT WIRELESSTM* handset makes and models provided under the *REACHOUT WIRELESSTM* program are selected and dispensed at the sole option of *REACHOUT WIRELESS.TM*

*REACHOUT WIRELESSTM* recycles used phones.

*REACHOUT WIRELESSTM* phone models will vary. *REACHOUT WIRELESSTM* reserves the right to substitute and/or replace any *REACHOUT WIRELESSTM* equipment (including handsets) with other *REACHOUT WIRELESSTM* equipment at any time and at the sole discretion of *REACHOUT WIRELESS.TM*



*REACHOUT WIRELESSTM* subscribers acquire no proprietary interest in any telephone number assigned to their *REACHOUT WIRELESSTM* account. *REACHOUT WIRELESSTM* subscribers must accept the telephone number assigned to the *REACHOUT WIRELESSTM* account at the time of activation, which shall be assigned at the sole discretion of *REACHOUT WIRELESS.TM*

Your *REACHOUT WIRELESSTM* handset can only be used through *REACHOUT WIRELESSTM* and cannot be activated with any other wireless or cellular service provider. Any unauthorized use of your *REACHOUT WIRELESSTM* handset, including without limitation, any resale, unlocking and/or re-flashing of the handset is unauthorized and may result in immediate discontinuance of service along with legal action. Any attempt at tampering with or altering *REACHOUT WIRELESSTM* phone or its software by unlocking, re-flashing, entering unauthorized PINs, or engaging in any other unauthorized or illegal use of your *REACHOUT WIRELESSTM* phone or the Service, or assisting others in such acts, including but not limited to selling your *REACHOUT WIRELESSTM* handsets or minutes will be prosecuted to the fullest extent of the law. You hereby agree that any illegal or unauthorized use or sale of your *REACHOUT WIRELESSTM* phone or minutes shall entitle Nexus to recover liquidated damages from you in an amount of not less than \$5,000 per *REACHOUT WIRELESSTM* handset used in violation of this agreement.

*REACHOUT WIRELESSTM* service is subject to certain limitations caused by many factors. Some of but not all of the factors can include, system issues, equipment compatibility issues, geographical limitations, atmospheric conditions, and other conditions outside of the control of *REACHOUT WIRELESS.TM* Likewise, *REACHOUT WIRELESSTM* Service may be interrupted, quality degraded, blocked, or limited due to system capacity limitations, technology migration or limitations imposed by the Carrier, or due to but not limited to, equipment malfunction, outages, modifications, repairs or other similar actions on the part of *REACHOUT WIRELESSTM* to maintain its service offering. Neither Nexus, nor any Carrier, shall have any liability whatsoever for service failures, outages or limitations of *REACHOUT WIRELESSTM* service.

*REACHOUT WIRELESSTM* cannot and does not warrant or guarantee availability of its wireless services nor guarantee that *REACHOUT WIRELESSTM* services will be provided without interruption.

*REACHOUT WIRELESSTM* services are provided at Nexus' sole discretion.

*REACHOUT WIRELESSTM* may modify or cancel any Service or take corrective action at any time without prior notice and for any reason, including but not limited to your violation of *REACHOUT WIRELESSTM* terms and conditions.

*REACHOUT WIRELESSTM* customer service can be reached by dialing 1-877-870-9444.

**CHARGES YOU ARE RESPONSIBLE FOR:** You are responsible for paying all charges for or resulting from services provided hereunder. Charges may include, without limitation: airtime, roamer, recurring monthly service, activation, administrative, returned-check and late payment charges; network and other surcharges; optional feature charges; toll, collect call and directory assistance charges; any other charges or calls charged to your phone number; and applicable taxes, surcharges and governmental fees, whether assessed directly upon you or upon Nexus. Nexus reserves the right to add its own charges to those charged by third parties. Payment for all charges is made in advance and there is no proration of such charges. You hereby agree to pay for incoming and outgoing calls to and from your phone. Additional charges may apply for detailed information about your usage of services. unless otherwise specifically provided for hereunder any unused allotment of services from one monthly period will not carry over to the next monthly period.

AIRTIME AND OTHER MEASURED VOICE USAGE ("CHARGEABLE TIME") IS BILLED IN FULL-MINUTE INCREMENTS AND IS ROUNDED UP TO THE NEXT FULL-MINUTE INCREMENT AT THE END OF EACH CALL FOR CHARGING PURPOSES. NEXUS CHARGES A FULL MINUTE OF AIRTIME USAGE FOR EVERY FRACTION OF THE LAST MINUTE OF AIRTIME USED ON EACH WIRELESS CALL.

Chargeable Time begins for outgoing calls when you press SEND (or similar key) and for incoming calls when a signal connection from the caller is established with our facilities. Chargeable Time ends after you press END (or similar key), but not until your wireless telephone's signal of call disconnect is received by our facilities and the call disconnect signal has been confirmed.

**ACCOUNT ACCESS:** *REACHOUT WIRELESSTM* may provide information about and to make changes to *REACHOUT WIRELESSTM* subscriber's accounts, including, but not limited to, suspending, deactivating, adding new service, changing service, providing information that my amount to Customer Proprietary Network Information ("CPNI") upon the direction of any person able to provide information *REACHOUT WIRELESSTM* deems sufficient to identify you as the *REACHOUT WIRELESSTM* subscriber.

Your caller identification information (such as your name and phone number) may be displayed on the equipment or bill of the person receiving your call; technical limitations may, in some circumstances, prevent you from blocking the transmission of caller identification information. You hereby consent to the use by *REACHOUT WIRELESSTM* or our authorized agents of regular mail, predictive or autodialing equipment, email, text messaging, facsimile or other reasonable means to contact you the *REACHOUT WIRELESSTM* subscriber to advise you about our services or other matters

REACHOUT WIRELESSTM may believe to be of interest to you the REACHOUT WIRELESSTM subscriber. the REACHOUT WIRELESSTM reserves the right to contact you the REACHOUT WIRELESSTM subscriber by any means regarding customer service related notifications, or other such information.

If you do not want to accept these terms and conditions, do not activate an REACHOUT WIRELESSTM phone or use your REACHOUT WIRELESSTM phone after you make a change to your account and contact REACHOUT WIRELESSTM at 1-877-870-9444.

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## Overview of the Lifeline and Link-Up Program

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REACHOUT WIRELESSTM service offering is a part of a program that derives from the Universal Service Fund. The part of the program that REACHOUT WIRELESSTM offers to qualified subscribers is called the Lifeline and Link Up program. Lifeline and Link Up provide discounts that make telephone service (and wireless service) more affordable for more than 7 million Americans. The wireline and wireless companies that provide Lifeline and Link-Up are approved to participate in the low income program of the Universal Service Fund for the revenue they forgo by providing discounted service to eligible consumers.

What is Lifeline Support?

Lifeline is essentially monthly support that lowers the cost of monthly local wireline or wireless telephone service. An eligible customer may receive the Lifeline discount on either a wireline or wireless connection, but the discount is available for only one telephone connection per household. Lifeline support is essentially a monthly support amount that varies between states, and eligible consumers can receive up to \$10.00 per month in Lifeline subsidies.

What is Link Up Support?

Link Up is essentially a one-time support that reduces the one-time cost associated with initiating telephone service to an eligible consumer. Link Up discounts reduce the cost of either wireline or wireless service. An eligible consumer may only receive the Link Up discount once, unless that consumer moves to a new residence. Consecutive discounts at the same address are not allowed. Carriers that provide Link-Up only to eligible consumers who qualifying for Link Up support.

In order to qualify for and participate in the REACHOUT WIRELESSTM Lifeline and Link Up service offering, a person must meet certain state and federal eligibility requirements that can be unique to the particular state where the subscriber resides and the Service is to be provided.

These state and federal eligibility requirements are based on several factors. Eligible subscribers can qualify for the Lifeline and Link Up program one of two ways; Either through what is known as 1) Program Based Eligibility or 2) Income Based Eligibility.

**PROGRAM BASED ELIGIBILITY:** Generally under the Program Based Eligibility criteria, subscribers are eligible to receive Lifeline discounts if they participate in one or more of the following programs:

1. Medicaid
2. Food Stamps
3. Supplemental Security Income (also know as SSI)
4. Federal Public Housing Assistance (Section 8)
5. Low Income Home Energy Assistance Program (LIHEAP)
6. National School Lunch program's free lunch program
7. Temporary Assistance for Needy Families Program (TANF)

Program Based Eligibility criteria varies by state. To determine if your state provides service in your area you should refer to the REACHOUT WIRELESSTM website found at [www.Reachoutwireless.com](http://www.Reachoutwireless.com).

Generally under the Income Based Eligibility criteria, subscribers are eligible to receive Lifeline discounts if their total combined household income

meets the Income Poverty Guidelines as defined by the U.S. Government. Income based criteria varies by state.

**INCOME BASED ELIGIBILITY:** To demonstrate eligibility based upon Income Based Eligibility criteria only, please fax or mail the following information:

A signed REACHOUT WIRELESSTM Lifeline and Link-Up application form signed and dated along with documentation demonstrating proof of income and total amount of household income for last year (Example: income tax return form, W2 form).

Some states do not offer Income Based Eligibility criteria for Lifeline and Link-Up. Please review the state specific requirements for Income Based Eligibility criteria before submitting an Income Based Eligibility application.

Some restrictions on REACHOUT WIRELESSTM Lifeline and Link Up Service application requirements include, but are not limited to:

REACHOUT WIRELESSTM Lifeline and Link Up Service offering is limited to one (1) per household;

All potential subscribers applying for the REACHOUT WIRELESSTM Lifeline and Link Up Service offering must declare under penalty of perjury that:

Applicant authorizes Nexus, Inc., d/b/a REACHOUT WIRELESSTM or its duly appointed representative(s) to access records relating to applicant, applicant's family, that may reside in any state or federal database to verify applicant's eligibility for the Lifeline/Linkup program;

Applicant authorizes representatives of any state or federal assistance programs to discuss with and/or provide copies of or records relating to applicant if requested by REACHOUT WIRELESS;TM

Applicant authorizes representatives of any state or federal assistance programs to verify applicant's participation in any state or federal assistance programs and applicant's eligibility for Lifeline or Link-Up service;

Applicant will notify REACHOUT WIRELESSTM if and when applicant no longer participates in at least one of the qualifying state or federal assistance programs;

Applicant certifies that applicant has not utilized Link-Up at applicant's existing address;

Applicant certifies that applicant does not currently have Lifeline service and no other resident at applicant's residential address participates in the Lifeline program;

If Applicant has Lifeline service now applicant agrees to cancel applicant's current Lifeline support in favor of REACHOUT WIRELESS;TM

Applicant affirms that applicant is over eighteen, head of household and that applicant is not claimed as a dependant on another person's federal or state income tax return;

Applicant agrees to notify REACHOUT WIRELESSTM if applicant has a change of address;

Applicant affirms under penalty of perjury, that the foregoing representations are true and correct to the best of applicant's knowledge and belief.

Upon written request, applicants who do not meet the eligibility requirements will be provided with the reason for non-eligibility.

*REACHOUT WIRELESSTM cannot certify or verify your eligibility for Lifeline Link-Up service without the submission of your Social Security Number. REACHOUT WIRELESSTM The information is strictly confidential and will not be disclosed without your consent. If you submit your Social Security Number online your personal information is Secure Socket Layer (SSL) encrypted.*

#### **Description of Annual Recertification/Verification**

For applicants who successfully submit a REACHOUT WIRELESSTM application if and when required and for applicants who meet the specific eligibility requirements, those approved applicants will receive a free cellular phone provided by REACHOUT WIRELESSTM along with a free allotment of airtime minutes each month for a period of twelve (12) consecutive months from the service start date.

Nexus reserves the right to determine at its sole discretion whether or not an applicant meets the eligibility requirements to participate and/or continue

to participate in the REACHOUT WIRELESSTM Service.

The actual amount of airtime minutes eligible subscriber's will receive on a monthly basis varies from state to state. Nexus reserves the right to change or modify, increase or decrease the actual amount of airtime minutes and eligible subscriber's will receive on a monthly basis without notice.

Every REACHOUT WIRELESSTM Service enrolled subscriber will be required to re-qualify on an annual basis to remain eligible to receive benefits under the REACHOUT WIRELESSTM program. Each REACHOUT WIRELESSTM subscriber is required to re-qualify for the Lifeline and Link-Up program pursuant to the appropriate federal and/or state rules associated with verification of Lifeline and Link-Up.

Nexus reserves the right to determine at its sole discretion if a REACHOUT WIRELESSTM subscriber meets the annual Recertification/Verification requirements and if the subscriber fails to re-qualify for REACHOUT WIRELESSTM Service.

If Nexus determines that a customer fails to re-qualify for REACHOUT WIRELESSTM Service, such customer will immediately be deemed ineligible to participate in the REACHOUT WIRELESSTM Service and will no longer receive the free monthly minutes. Once a customer no longer participates in the REACHOUT WIRELESSTM Service (either by choice, disqualification, cancellation or termination), such customer may retain the REACHOUT WIRELESSTM handset.

REACHOUT WIRELESSTM subscribers who fail to meet the annual Recertification/Verification requirements, may remain as a Nexus customer however that subscriber will no longer receive the free monthly minutes.

Upon the request of a state and/or federal authority, a REACHOUT WIRELESSTM customer's enrollment may also be cancelled. REACHOUT WIRELESSTM reserves the right to cancel the enrollment of any customer and suspend or deactivate any REACHOUT WIRELESSTM phone for any fraud related reasons.

**OPTION TO DE-ENROLL.** REACHOUT WIRELESSTM subscribers have the ability to de-enroll from the REACHOUT WIRELESSTM program at any time for any reason. Subscribers who choose to de-enroll from the REACHOUT WIRELESSTM program will no longer be entitled to receive the free monthly minutes. Subscribers who choose to voluntarily de-enroll from the REACHOUT WIRELESSTM program will be required to re-qualify for the Lifeline and Link-Up program pursuant to the appropriate federal and/or state rules associated with verification of Lifeline and Link-Up. Subscribers who choose to voluntarily de-enroll from the REACHOUT WIRELESSTM program will be required to do so in writing and must provide REACHOUT WIRELESSTM program sufficient information for REACHOUT WIRELESSTM to conclusively determine the de-enrolling subscriber's identity. All voluntarily de-enrollments should be sent to:

Nexus Communications, Inc., dba REACHOUT WIRELESSTM  
P.O. Box 247168  
Columbus, OH 43224  
Voluntarily de-enrollments can also be sent in writing via fax to: 740-548-1173

#### **SUPPORTED SERVICES**

**Voice Grade Access to the Public Switched Telephone Network:** Voice grade access to the public switched telecommunications network ("PSTN") is a functionality that enables a subscriber of telecommunications services to transmit voice communications, including signaling the network that the caller wishes to place a call, and to receive voice communications, including receiving a signal indicating there is an incoming call in a bandwidth, at a minimum, between 300 and 3,000 Hertz. Nexus service provides wireless access to the Public Switched Network.

**Dual Tone Multi-Frequency ("DTMF") Signaling or Its Functional Equivalent:** DTMF is a method of signaling that facilitates the transportation of signaling through the public telecommunications network, shortening call set-up time. All Nexus provided telephone handsets are DTMF-capable.

**Single-party Service or its Functional Equivalent:** Single-party wireless service is a dedicated message path for the length of a subscriber's particular transmission. Nexus provides customers with single-party access for the duration of every phone call but does not provide multi-party or party Line service.

**Access to 911 and E911 Emergency Service:** Access to Emergency Service is a service that permits a subscriber, by dialing the three-digit code 911, to call emergency services through a Public Service Access Point (PSAP) operated by local government.

**Access to Operator Services:** Access to operator services is access to any automatic or live assistance to a consumer to arrange for billing or completion, or both, of a telephone call.

**Access to Interexchange Service:** Access to interexchange service is a service that permits a telecommunications user to complete a long distance

call or toll call.

**Access to Directory Assistance:** Access to directory assistance is access to a service of making available to customers, upon request, information contained in directory listing.

**Toll Limitation Service:** Nexus subscribers have the optional ability to use their service to complete a long distance call or toll call in an amount of service that limits the amount of service to which they have already paid.

**1-Arkansas**

**Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to \$12.40 which includes a company included discount of **\$3.60** which equates to **sixty-two (62)** free minutes a month.

**How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you participate in one or more of the following programs:

1. Medicaid
2. Food Stamps
3. Supplemental Security Income (also know as SSI)
4. Federal Public Housing Assistance (Section 8)
5. Low Income Home Energy Assistance Program (LIHEAP)
6. National School Lunch program's free lunch program
7. Temporary Assistance for Needy Families Program (TANF)

**Income Based Eligibility:** Customers residing in the state of Arkansas also qualify if they have a total household income at or below 135% of the federal poverty guidelines as indicated below.

Number of Persons in Household	Total Annual Household Income	Total Monthly Household Income
1	\$14,621	\$1,218.42
2	\$19,670	\$1,639.17
3	\$24,719	\$2,059.91
4	\$29,768	\$2,480.67
5	\$34,817	\$2,901.42
6	\$39,866	\$3,322.17
7	\$44,915	\$3,742.92
8	\$49,964	\$4,163.67
For Each Additional Person, add	\$5,049	\$420.75

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

### **How do I apply?**

Individuals claiming program-based eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above.

Individuals claiming income-based eligibility must sign a form self-certifying, under penalty of perjury, their total household income and the number of people in their household. In addition, customers must present acceptable documentation of income which includes:

1. the prior year's state, federal, or tribal tax return
2. current income statement from an employer or paycheck stub
3. a Social Security statement of benefits, Veterans Administration statement of benefits, or a retirement/pension statement of benefits
4. an Unemployment/Workmen's Compensation statement of benefits
5. federal or tribal notice letter of participation in General Assistance
6. a divorce decree, child support, or other official document

If documentation that does not cover a full year is used to as proof of income, you must present three consecutive months worth of the same types of document within that calendar year.

Discounts will not apply until all required documentation is received.

To apply for Lifeline, or to see if you are eligible, contact a *REACHOUT WIRELESSTM* at 877-870-9444.

### **How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time frame allowed.

### **Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

## **2 - Illinois**

### **Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to \$10.00 which includes a company included discount of **\$3.72** which equates to **fifty (50)** free minutes a month.

### **How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility-** Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you participate in one or more

of the following programs:

8. Medicaid
9. Food Stamps
10. Supplemental Security Income (also know as SSI)
11. Federal Public Housing Assistance
12. Low Income Home Energy Assistance Program (LIHEAP)
13. National School Lunch free lunch program
14. Temporary Assistance for Needy Families Program (TANF)

**Income Based Eligibility** - Currently, customers residing in the state of Illinois are not eligible to receive Lifeline discounts based on income criteria alone.

#### **Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

#### **How do I apply?**

Individuals claiming eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above. To apply for Lifeline, or to see if you are eligible, contact *REACHOUT WIRELESSTM* at 877-870-9444.

#### **How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time frame allowed.

#### **Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

### **3-Kansas**

#### **Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$10.00** which includes a company included discount of **\$1.97** which equates to **fifty (50)** free minutes a month.

#### **How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you participate in one or more of the following programs:

- 15. Temporary Assistance for Needy Families (TANF)
- 16. Supplemental Security Income (SSI)
- 17. Food Stamps
- 18. Medicaid
- 19. Federal Public Housing Assistance/Section 8
- 20. Low Income Home Energy Assistance Program (LIHEAP)
- 21. National School Lunch (NSL) free lunch program

**Income Based Eligibility** Under the Income Based eligibility Criteria, you are eligible if your household income level is at or below 150% of the federal poverty guidelines as indicated below.

Number of Persons in Household	Total Annual Household Income	Total Monthly Income
1	\$16,245	\$1,353.75
2	\$21,855	\$1,821.25
3	\$27,465	\$2,288.75
4	\$33,075	\$2,756.25
5	\$38,685	\$3,223.75
6	\$44,295	\$3,691.25
7	\$49,905	\$4,158.75
8	\$55,515	\$4,626.25
For Each Additional Person, add	\$5,610	\$467.50

**Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

**How do I apply?**

Individuals claiming program-based eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above.

Customer's claiming income-based eligibility must sign a form self-certifying, under penalty of perjury, their income and the total number of persons in their household along with documentation that provides proof of income such as a copy of the prior year's tax return. Any other type of documentation, presented as proof of income, must consist of three (3) consecutive months of statements.

Lifeline discounts will not apply until all required documentation is received.

To apply for Lifeline, or to see if you are eligible, contact a *REACHOUT WIRELESSTM* 877-870-9444.

**How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time frame allowed.

**Link Up**



Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

**4-Louisiana**

**Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. REACHOUT WIRELESSTM applies the Universal Service Fund subsidy to an allotment of free airtime minutes and REACHOUT WIRELESSTM provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, REACHOUT WIRELESSTM converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$10.00** which includes a company included discount of **\$1.75** which equates to **fifty (50)** free minutes a month.

**How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you participate in one or more of the following programs:

- 22. Medicaid
- 23. Food Stamps
- 24. Supplemental Security Income (also know as SSI)
- 25. Federal Public Housing Assistance (Section 8)
- 26. Low Income Home Energy Assistance Program (LIHEAP)
- 27. National School Lunch program's free lunch program
- 28. Temporary Assistance for Needy Families Program (TANF)

**Income Based Eligibility** – Customers residing in the state of Louisiana also qualify if they have a total household income at or below 135% of the federal poverty guidelines as indicated below.

Number of Persons in Household	Total Annual Household Income	Total Monthly Income
1	\$14,621	\$1,218.42
2	\$19,670	\$1,639.17
3	\$24,719	\$2,059.91
4	\$29,768	\$2,480.67
5	\$34,817	\$2,901.42
6	\$39,866	\$3,322.17
7	\$44,915	\$3,742.92
8	\$49,964	\$4,163.67
For Each Additional Person, add	\$5,049	\$420.75

**Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a REACHOUT WIRELESSTM customer service representative at 877-870-9444.

### How do I apply?

Individuals claiming program-based eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above.

Individuals claiming income-based eligibility must sign a form self-certifying, under penalty of perjury, their total household income and the number of people in their household. In addition, customers must present acceptable documentation of income which includes:

7. the prior year's state, federal, or tribal tax return
8. current income statement from an employer or paycheck stub
9. a Social Security statement of benefits, Veterans Administration statement of benefits, or a retirement/pension statement of benefits
10. an Unemployment/Workmen's Compensation statement of benefits
11. federal or tribal notice letter of participation in General Assistance
12. a divorce decree, child support, or other official document

If documentation that does not cover a full year is used to as proof of income, you must present three consecutive months worth of the same types of document within that calendar year.

Discounts will not apply until all required documentation is received.

To apply for Lifeline, or to see if you are eligible, contact a *REACHOUT WIRELESSTM* at 877-870-9444.

### How do I continue to receive Lifeline benefits?

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time frame allowed.

### Link Up

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

## 5 - Michigan

### Lifeline

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$13.60** which includes a company included discount of **\$6.09** which equates to **sixty-eight (68)** free minutes a month.

### How do I know if I am eligible?

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you participate in one or more of the following programs:

29. Medicaid

- 30. Food Stamps
- 31. Supplemental Security Income (SSI)
- 32. Federal Public Housing Assistance (Section 8)
- 33. Low Income Home Energy Assistance Program (LIHEAP)
- 34. Temporary Assistance to Families
- 35. National School Lunch Program's Free Lunch

**Income Based Eligibility** – Under the Income Based Eligibility Criteria, you are eligible if your household income level is at or below 150% of the federal poverty guidelines as indicated below.

Number of Persons in Household	Total Annual Household Income	Total Monthly Income
1	\$16,245	\$1,353.75
2	\$21,855	\$1,821.25
3	\$27,465	\$2,288.75
4	\$33,075	\$2,756.25
5	\$38,685	\$3,223.75
6	\$44,295	\$3,691.25
7	\$49,905	\$4,158.75
8	\$55,515	\$4,626.25
For Each Additional Person, add	\$5,610	\$467.50

**Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a *REACHOUT WIRELESS*™ customer service representative at 877-870-9444.

**How do I apply?**

Individuals claiming program-based eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above.

Customer's claiming income-based eligibility must sign a form self-certifying, under penalty of perjury, their income and the total number of persons in their household along with documentation that provides proof of income such as a copy of the prior year's tax return. Any other type of documentation, presented as proof of income, must consist of three (3) consecutive months of statements.

Lifeline discounts will not apply until all required documentation is received.

To apply for Lifeline, or to see if you are eligible, contact a *REACHOUT WIRELESSTM* at 877-870-9444.

**How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time frame allowed.

**Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

## 6- Missouri

### Lifeline

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$10.00** which includes a company included discount of **\$1.97** which equates to **fifty (50)** free minutes a month.

#### How do I know if I am eligible?

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you or a dependent member of your household participates in one or more of the following programs:

36. Medicaid
37. Food Stamps
38. Supplemental Security Income (SSI)
39. Federal Public Housing Assistance or Section 8
40. National School Lunch Program's free lunch program
41. Temporary Assistance for Needy Families
42. Low Income Home Energy Assistance Program (LIHEAP)

**Income Based Eligibility** - Currently, customers residing in the state of Missouri are not eligible to receive Lifeline discounts based on income criteria alone.

#### Are there any Restrictions?

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

#### How do I apply?

Individuals claiming eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above by completing a board approved application.

**Missouri customers are also required to provide documentation that provides proof of participation. Acceptable documentation includes a valid copy of a document issued by a qualifying agency, such as the Department of Human Services, that establishes proof of participation in the claimed program.** Discounts will not apply until all required documentation is received.

To apply for Lifeline, or to see if you are eligible, contact a *REACHOUT WIRELESSTM* at 877-870-9444.

#### How do I continue to receive Lifeline benefits?

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time

frame allowed.

**Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

**7- Tennessee Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. REACHOUT WIRELESSTM applies the Universal Service Fund subsidy to an allotment of free airtime minutes and REACHOUT WIRELESSTM provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, REACHOUT WIRELESSTM converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$13.60** which includes a company included discount of **\$3.60** which equates to **sixty-eight (68)** free minutes a month.

**How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you participate in one or more of the following programs:

- 43. Food Stamps
- 44. TennCare (Medicaid)
- 45. Supplemental Security Income (SSI)
- 46. Temporary Assistance for Needy Families (TANF)
- 47. Low Income Home Energy Assistance Program (LIHEAP)
- 48. National Free School Lunch
- 49. Federal Public Housing Assistance/Section 8

**Income Based Eligibility** – if you do not participate in one of the above public assistance programs, you may qualify if your total household income is at or below 135% of the federal poverty level as indicated below.

Number of Persons in Household	Total Annual Household Income	Total Monthly Income
1	\$14,621	\$1,218.42
2	\$19,670	\$1,639.17
3	\$24,719	\$2,059.91
4	\$29,768	\$2,480.67
5	\$34,817	\$2,901.42
6	\$39,866	\$3,322.17
7	\$44,915	\$3,742.92
8	\$49,964	\$4,163.67
For Each Additional Person, add	\$5,049	\$420.75

**Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline

customers at regular prices.

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

### **How do I apply?**

Individuals claiming eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above.

Individuals claiming income-based eligibility must sign a form self-certifying, under penalty of perjury, their total household income and the number of people in their household. In addition, customers must present acceptable documentation of income which includes:

13. the prior year's state, federal, or tribal tax return
14. current income statement from an employer or paycheck stub
15. a Social Security statement of benefits, Veterans Administration statement of benefits, or a retirement/pension statement of benefits
16. an Unemployment/Workmen's Compensation statement of benefits
17. federal or tribal notice letter of participation in General Assistance
18. a divorce decree, child support, or other official document

Discounts will not apply until all required documentation is received.

For additional information, or to request an application form, contact Nexus at 877-870-9444.

### **How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time frame allowed.

### **Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

## **8- West Virginia Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$13.60** which includes a company included discount of **\$3.60** which equates to **sixty-eight (68)** free minutes a month.

### **How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you or a dependent member of your household participates in one or more of the following programs:

50. Emergency Assistance
51. Medicaid

52. Supplemental Nutrition Assistance Program (Food Stamps)
53. Supplemental Security Income (SSI)
54. Federal Public Housing Assistance or Section 8
55. National School Lunch Program's free lunch program
56. Temporary Assistance for Needy Families
57. Low Income Home Energy Assistance Program (LIHEAP)
58. School Clothing Allowance
59. WV Children's Health Insurance Program (WV CHIP)

**Income Based Eligibility** - Currently, customers residing in the state of West Virginia are not eligible to receive Lifeline discounts based on income criteria alone.

#### **Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

#### **How do I apply?**

Individuals claiming eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above. To apply for Lifeline, or to see if you are eligible, contact a *REACHOUT WIRELESSTM* at 877-870-9444.

#### **How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time frame allowed.

#### **Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

#### **9- Wisconsin Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$10.00** which includes a company included discount of **\$2.57** which equates to **fifty (50)** free minutes a month.

#### **How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you or a dependent member of your household participates in one or more of the following programs:

- 60. Food Stamps
- 61. Medicaid
- 62. Low Income Home Energy Assistance Program (LIHEAP)
- 63. Supplemental Security Income (SSI)
- 64. Temporary Assistance for Needy Families (TANF)
- 65. WI Homestead Tax Credit
- 66. Badger Care

**Income Based Eligibility** - Currently, eligibility is based on program participation only.

#### **Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

#### **How do I apply?**

Individuals claiming eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above. To apply for Lifeline, or to see if you are eligible, contact a *REACHOUT WIRELESSTM* at 877-870-9444.

#### **How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time frame allowed.

#### **Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

#### **10 - New Jersey Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$13.60** which equates to **sixty (68)** free minutes a month.

#### **How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.



**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you participate in one or more of the following programs:

- 67. Temporary Assistance for Needy Families (TANF) Work First New Jersey (WFNJ)
- 68. Supplemental Security Income (SSI)
- 69. General Assistance (GA)
- 70. Food Stamps
- 71. Medicaid
- 72. Federal Public Housing Assistance/Section 8
- 73. Low Income Home Energy Assistance Program (LIHEAP)
- 74. Lifeline Utility Credit/Tenants Lifeline Assistance
- 75. Pharmaceutical Assistance to the Aged and Disabled (PAAD)

**Income Based Eligibility** – Under the Income Based eligibility Criteria, you are eligible if you are 65 and older and your household income level is at or below 150% of the federal poverty guidelines as indicated below.

Number of Persons in Household	Total Annual Household Income	Total Monthly Income
1	\$16,245	\$1,353.75
2	\$21,855	\$1,821.25
3	\$27,465	\$2,288.75
4	\$33,075	\$2,756.25
5	\$38,685	\$3,223.75
6	\$44,295	\$3,691.25
7	\$49,905	\$4,158.75
8	\$55,515	\$4,626.25
For Each Additional Person, add	\$5,610	\$467.50

**Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

**How do I apply?**

Individuals claiming program-based eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above.

Customer's claiming income-based eligibility must sign a form self-certifying, under penalty of perjury, their income and the total number of persons in their household along with documentation that provides proof of income such as a copy of the prior year's tax return. Any other type of documentation, presented as proof of income, must consist of three (3) consecutive months of statements.

Lifeline discounts will not apply until all required documentation is received.

To apply for Lifeline, or to see if you are eligible, contact a *REACHOUT WIRELESSTM* 877-870-9444.

**How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time

frame allowed.

### **Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

### **11- Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$10.00** which equates to **sixty four (64)** free minutes a month.

#### **How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you participate in one or more of the following programs:

76. Electric Universal Service Program
77. Supplemental Security Income (SSI)
78. Maryland Energy Assistance Program
79. Food Stamps
80. Medical Assistance
81. Public Assistance to Adults
82. Temporary Cash Assistance
83. Temporary Disability Assistance Program

**Income Based Eligibility** - Currently, eligibility is based on program participation only.

#### **Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

#### **How do I apply?**

Individuals claiming program-based eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above.

To apply for Lifeline, or to see if you are eligible, contact a *REACHOUT WIRELESSTM* 877-870-9444.

#### **How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time

frame allowed.

### **Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

### **12 - Georgia Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$13.60** which equates to **sixty eight (68)** free minutes a month.

#### **How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you participate in one or more of the following programs:

84. Temporary Assistance for Needy Families (TANF)
85. Supplemental Security Income (SSI)
86. Food Stamps
87. Medicaid
88. Federal Public Housing Assistance/Section 8
89. Low Income Home Energy Assistance Program (LIHEAP)
90. Senior Citizen Low-Income Discount Plan (offered by gas or electric provider)

**Income Based Eligibility** - Currently, eligibility is based on program participation only.

#### **Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

#### **How do I apply?**

Individuals claiming program-based eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above.

To apply for Lifeline, or to see if you are eligible, contact a *REACHOUT WIRELESSTM* 877-870-9444.

#### **How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time

frame allowed.

**Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

**13-Mississippi Lifeline**

Lifeline is a government subsidized program designed to help eligible low-income households receive home telephone service at a reduced rate. *REACHOUT WIRELESSTM* applies the Universal Service Fund subsidy to an allotment of free airtime minutes and *REACHOUT WIRELESSTM* provides the wireless handset at the company's expense. Instead of receiving a subsidized monthly telephone bill for Lifeline service, *REACHOUT WIRELESSTM* converts the total amount of discounted service into minutes each month for one year. Qualifying households can receive subsidy of up to **\$13.60** which includes a company included discount of **\$3.60** which equates to **sixty-eight (68)** free minutes a month.

**How do I know if I am eligible?**

Eligibility for Lifeline discounts are based on the following.

**Program Based Eligibility** - Under the Program Based Eligibility Criteria, you are eligible to receive Lifeline discounts if you participate in one or more of the following programs:

- Food Stamps
- Medicaid
- Supplemental Security Income(SSI)
- Temporary Assistance for Needy Families (TANF)
- Low Income Home Energy Assistance Program (LIHEAP)
- National Free School Lunch
- Federal Public Housing Assistance/Section 8, Section 521, Section 202, and Public Housing (including HOPE VI)

**Income Based Eligibility** – if you do not participate in one of the above public assistance programs, you may qualify if your total household income is at or below 135% of the federal poverty level as indicated below.

Number of Persons in Household	Total Annual Household Income	Total Monthly Income
1	\$14,621	\$1,218.42
2	\$19,670	\$1,639.17
3	\$24,719	\$2,059.91
4	\$29,768	\$2,480.67
5	\$34,817	\$2,901.42
6	\$39,866	\$3,322.17
7	\$44,915	\$3,742.92
8	\$49,964	\$4,163.67
For Each Additional Person, add	\$5,049	\$420.75

**Are there any Restrictions?**

Lifeline discounts apply only to the primary telephone line of an eligible household. However, additional services are available to qualified Lifeline customers at regular prices.

For additional information, contact a *REACHOUT WIRELESSTM* customer service representative at 877-870-9444.

**How do I apply?**

Individuals claiming eligibility must self-certify, under penalty of perjury, their eligibility through participation in one of the programs listed above.

Individuals claiming income-based eligibility must sign a form self-certifying, under penalty of perjury, their total household income and the number of people in their household. In addition, customers must present acceptable documentation of income which includes:

- the prior year's state, federal, or tribal tax return
  - current income statement from an employer or paycheck stub
  - a Social Security statement of benefits, Veterans Administration statement of benefits, or a retirement/pension statement of benefits
  - an Unemployment/Workmen's Compensation statement of benefits
  - federal or tribal notice letter of participation in General Assistance
  - a divorce decree, child support, or other official document
- Discounts will not apply

until all required documentation is received. For additional information, or to request an application form, contact Nexus at 877-870-9444.

**How do I continue to receive Lifeline benefits?**

Eligibility is verified on an annual basis (yearly) at which time the subscriber will be required to self-certify that they are still participating in a qualifying program. Discounts are removed from the account of a customer who is no longer eligible or in the event that proof is not received within the time frame allowed.

**Link Up**

Link Up helps you save money by providing a discount of up to 50% (maximum of \$30) off of the charges associated with activating your primary service or moving your existing Lifeline service to a new address.

Eligible customers may only receive the Link Up discount one time at their existing address.

The qualifications for Link Up are the same as the qualifications for Lifeline and discounts will not be applied until customer self-certification has been received.

**REACHOUT WIRELESS TRADITIONAL NON-LIFELINE SERVICE**

No contract

No credit check

Nationwide coverage Airtime Cards available at convenient locations

Key Features of REACHOUT WIRELESSTM Non-Lifeline service offering:

Handsets starting at \$9.95

One Time Service Activation Fee of \$72.00 - Optional Deferred Activation Fee - Pay \$30.00 upfront and only \$3.50 a month for twelve months

Free Shipping



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