

## **IMPORTANT INFORMATION ABOUT YOUR BLUE JAY WIRELESS LIFELINE SERVICE**

BLUE JAY WIRELESS LIFELINE SERVICE is brought to you by Blue Jay Wireless, LLC and includes the provision of a free E911-compliant wireless handset. This government sponsored Lifeline telephone service is subject to continuing eligibility and annual recertification. Only one Lifeline subsidy per household is allowed; your participation in this program requires that you do not receive a Lifeline subsidy on any other phone service, either wireless or wireline. If you no longer participate in qualifying low-income assistance programs or your income exceeds the Lifeline qualification amount, you must notify Blue Jay. As a recipient of Lifeline service you may not give away or sell this free phone.

- Your enrollment in the program will be on a continuing monthly basis, subject to (i) a change in your eligibility status; (ii) your selection of a different carrier; (iii) your failure to respond to Company contacts after non-use of your phone for 60 consecutive days; or (iv) your failure to annually recertify eligibility.
- If you are not a tribal resident, you will receive either 125 free minutes or texts each month (with rollover) or 250 free minutes and 250 free text messages each month (without rollover), depending on the Blue Jay Lifeline plan that you choose. If you are an eligible tribal resident, you may select from among (i) a plan with unlimited anytime voice minutes and text messages, at no charge; or (ii) a plan with unlimited anytime voice minutes and text messages and 500 MB of data, for a monthly payment of \$5.75 plus applicable fees and taxes; or (iii) a plan with unlimited anytime voice minutes and text messages and 5 GB of data, for a monthly payment of \$14.75 plus applicable fees and taxes. Changes to these plans will be subject to state and federal law and Blue Jay will inform you of any changes that will affect your Lifeline service.
- Minutes will be charged for both outgoing and incoming calls.
  - Note: Calls to directory assistance and time you are on hold will also count as minutes used.
  - Emergency calls to 911 will not count against your minutes
  - Calls to or from Blue Jay customer service will not count against your minutes.
  - Partial minute usage is rounded up.
  - Text messages are charged at one minute per incoming or outgoing text (for the 125 minute plan only).
- To contact Blue Jay customer service, please dial 611 from your Blue Jay handset or dial Blue Jay's toll-free number: (855) 425-8529. You can also contact Blue Jay customer service representatives via the "Contact Us" page on Blue Jay's website [www.bluejaywireless.com](http://www.bluejaywireless.com).
- Emergency calls to 911 CAN be made even if you have NO remaining minutes.
- Additional ("top-up") minutes can be added by calling Blue Jay customer service, via Blue Jay's website, at a Blue Jay storefront or at a number of other retail locations, including Walgreens and Dollar General. Current top-up packages:
  - 100 Minutes or Texts – \$5.00
  - 200 Minutes or Texts – \$10.00
  - 500 Minutes or Texts – \$20.00
  - Unlimited Voice and Text – \$26.00
  - Unlimited Voice and Text with 500 MB Data – \$30.75
  - Unlimited Voice and Text with 5 GB Data – \$40.00
- You may select either a free wireless handset or purchase an upgraded phone, such as a smartphone. If you choose to purchase a smartphone, data can be added to your phone plan starting at \$0.10 per megabyte – a price that can be reduced on a "per megabyte" basis when you purchase multiple megabytes of data.
- You must annually recertify your eligibility for Lifeline service.
- If you have purchased additional airtime and have remaining minutes and days of service at the end of your Lifeline eligibility, you will be subject to the terms and conditions of Blue Jay's retail wireless services.

**YOU ARE ENCOURAGED TO READ YOUR WELCOME KIT CAREFULLY  
FOR COMPLETE DETAILS REGARDING YOUR BLUE JAY WIRELESS LIFELINE SERVICE.**