

Important Information About Q Link Wireless Lifeline Service Utah Residents

What is the Lifeline Program?

Q Link Wireless is a provider of Lifeline, a government benefit program that provides a FREE monthly benefit limited to **ONE** per household on wireline, wireless, or broadband service for eligible low-income consumers. The Lifeline Program helps qualified applicants to stay in touch with family, friends, job opportunities, health care, or for use in case of emergencies.

How to Qualify for the Lifeline Program?

To participate in Lifeline, you must have an income that is at or below 135% of the federal Poverty Guidelines OR currently participate in one of the following government assistance programs: Food Stamps or SNAP, Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance, Veterans Pension or Survivors Pension Program. You must provide documentation that proves you or your dependent participates in a qualifying program OR meets the income qualifications for Lifeline eligibility.



Important facts to know about Lifeline:

- Lifeline is available only to eligible consumers.
- Only low-income consumers with proof of eligibility are qualified to enroll.
- Only one Lifeline benefit is permitted per person and per household.
- Lifeline service is a non-transferable benefit and you may not give away or sell your benefit to any other person.
- You must use your Lifeline phone at least once every 30 days to keep your service active.
- All active Lifeline subscribers must recertify their continued eligibility for the program once each year.
- If you become ineligible for Lifeline for any reason, you must notify Q Link within 30 days.

Your enrollment in the program will be for 12 months. (Unless your eligibility status changes, you select a different carrier, or there is no activity on your phone for 30 days.). At the end of 12 months Q Link will contact you to verify that you are still eligible for Lifeline support to continue to receive FREE minutes and data monthly.

What is Included in the Q Link Lifeline Service?

You will receive a FREE Smartphone with FREE monthly service that includes:

Bundle Plan: Unlimited Minutes & 1GB Data

(Q Link Always On)

- Unlimited anytime minutes per month
- Unlimited text and picture messaging per month
- 1 GB data per month
- *Data does not rollover*

- FREE calls to Q Link Customer Service
- FREE access to Voicemail, Caller-ID, and Call Waiting features
- FREE calls to 911 emergency services
- Calls to 911 can be made from an active phone even if you run out of minutes
- Voice minutes may be used for Domestic Long Distance at no extra charge
- Data at 3G speeds or higher

You are advised to carefully review Q Link Wireless Terms and Conditions to understand how minutes and data will be deducted with use.

Additional Airtime Available for Purchase:

Additional broadband data can be added by calling Q Link customer service, or visit Q Link's website at

<https://qlinkwireless.com/members/cart/quickpurchase.aspx>

If you have purchased additional broadband data 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 Q Link's retail wireless services.

To contact Q Link customer service, please dial 611 from your Q Link handset or dial Q Link's toll-free number 1-855-QLINK43 (1-855-754-6543). You can also contact Q Link customer service representatives via the "Contact Us" page on www.QLinkWireless.com