

Free Phone Program

Cell & Texts & Minutes

Income Eligible Federal Lifeline



WHAT IS SAFELINK?

SafeLink Wireless® is a Lifeline-supported service for income eligible households that provides a FREE cellular phone and airtime each month to customers who apply and are approved for the program.

In order to participate in the SafeLink Wireless® service, persons must meet certain eligibility requirements set by each state where the service is to be provided. These requirements are based on participation in a state or federal support program or by meeting the Income Poverty Guidelines as defined by the U.S. Government.

WHO IS ELIGIBLE & HOW DOES IT WORK?

Applicants may qualify if income level falls below a limit set by their state of residency, or if they currently participate in a public assistance program such as:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP), Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance to Needy Families (TANF)
- The National School Lunch Program (Free Lunch Program)

Once an applicant is deemed eligible, he/she will receive a FREE pre-activated SafeLink Wireless® phone with one year of service and the first month's allotted minutes. Thereafter, the allotted minutes will refill automatically (sent directly to the handset) once per month. Handsets must remain on to receive the minutes. Customers who exceed 60 days without using their service may be subject to de-enrollment from SafeLink.

Calls to and from the SafeLink phone will deduct airtime per minute used. This includes calls made to customer service, 800 numbers, 411 Directory Assistance, retrieving voicemail and when roaming. Text messaging deductions vary by plan. 911 calls do NOT deduct minutes.

PLAN FEATURES

Choose your plan (check one)	<input type="checkbox"/> 68 FREE Monthly Minutes	<input type="checkbox"/> 125 FREE Monthly Minutes	<input type="checkbox"/> 350 FREE Monthly Minutes
Local Calls	✓	✓	✓
National Long Distance	✓	✓	✓
Voice Mail	✓	✓	✓
Nationwide Text	✓ (Unlimited Texts)	✓ (Unlimited Texts)	✓ (Unlimited Texts)
Roaming at No Additional Cost	✓	✓	✓
Free 911 Calls (even without minutes)	✓	✓	✓
411 Directory Assistance at No Additional Cost	✓	✓	✓
Carry-Over Minutes from Month to Month	✓	✓	✗ **
100+ International Long Distance Destinations*	✓	✗	✗

* List of destinations available at www.SafeLink.com

** If you choose this plan, your unused minutes will be removed/wiped out and will not carry-over on your next monthly minutes delivery. However, if you purchase and redeem additional minutes cards, all unused minutes will carry over for three consecutive months.

NEED ADDITIONAL MINUTES?

TracFone Airtime Cards can be added without interfering with regular monthly benefits. They work with SafeLink phones and give you extra minutes just for being a SafeLink customer.



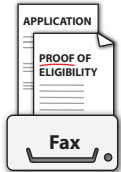
Buy a TracFone 30 Minutes Card	Get 100 Minutes (70 extra minutes)	Only \$9.99
Buy a TracFone 60 Minutes Card	Get 200 Minutes (140 extra minutes)	Only \$19.99
Buy a TracFone 90 Minutes Card	Get 250 Minutes (160 extra minutes)	Only \$24.99
Buy a TracFone 120 Minutes Card	Get 300 Minutes (180 extra minutes)	Only \$29.99

SafeLink Wireless® is a service of TracFone Wireless® Inc.



HOW TO APPLY

Application and proof of eligibility (if necessary) can be sent via: Mail, Fax, or Web.



Other ways to submit proof electronically:

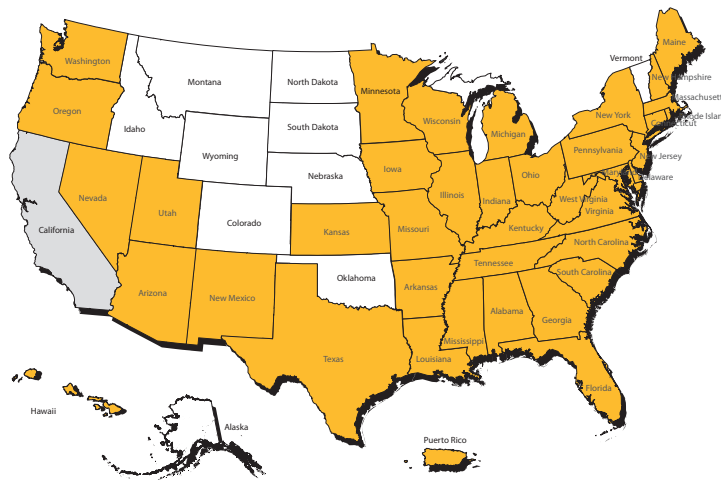


Email a picture of your proof of eligibility to Myproof@safelinkmail.com. Include the Enrollment ID# in the subject line of the email.



Text a picture of your proof of eligibility to **60856**. Include the word "Proof" and your Enrollment ID# in the message.

WHERE IS THE PROGRAM AVAILABLE?



-  Coming Soon
-  States where Safelink is available

*Please visit SafeLink.com for updates on new states added

SERVICE PLAN RENEWAL/RECERTIFICATION PROCESS

SafeLink customers must re-qualify on a yearly basis for continued, uninterrupted SafeLink service. Annual re-certification for Lifeline service can be completed through any of the following channels:

- Web
- Direct Mail
- Calling our Customer Service Center at 1-800-378-1684

Customers will receive a text message on their handset to remind them that they need to re-certify. Additional reminders are also sent via Email, SMS, Voice Blast and Direct Mail.

If the customer is no longer eligible, or is cancelled from the program, the phone is theirs to keep and will function as a regular TracFone for as long as the customer continues to purchase and redeem TracFone service plans.

SAFELINK AGENCY RESOURCES

Customer Service Agents for Applicants

- Enrollment and Plan Changes:
1-800-SafeLink
- SafeLink Customer Service and Technical Support:
1-800-378-1684

SafeLink Social Services Agency Support

- Call 1-855-296-4764
- email: info@safelinkagencies.com

The SafeLink Agencies' customer service line is staffed Monday to Friday from 9:00 AM to 5:30 PM (ET) excluding holidays.