

## FREQUENTLY ASKED QUESTIONS

### General Questions

#### **1. What is SafeLink Wireless?**

SafeLink Wireless is a government supported program that provides a free cell phone and air time each month to income-eligible customers.

#### **2. How much does it cost?**

It costs absolutely nothing! A customer receives SafeLink service at no cost to him or her.

#### **3. How many minutes are offered each month?**

Customers can receive up to 250 minutes per month, depending on which plan they choose. If a customer needs more minutes, they can buy additional airtime at a subsidized rate of .20 cents per minute. Below are details on each of the three available programs.

<b>Programs:</b>	<b>68 Minutes</b> Free Monthly Minutes	<b>125 Minutes</b> Free Monthly Minutes	<b>250 Minutes</b> Free Monthly Minutes
Program Features:	International Calling & Texting	Carry-over Minutes	Talk Minutes
Carry-over minutes	Yes	Yes	No*
International calling	Yes	No	No
Text Messaging	Yes (.3 cents per text)	Yes (1 minute per text)	Yes (1 minute per text)
Voicemail/Caller ID/Call Waiting	Yes	Yes	yes

\*If you choose this program all unused minutes (including purchased cards and free minutes) will be removed/wiped out and will not carry-over on your next monthly minutes delivery.

#### **4. For how long is this service?**

Upon approved enrollment, customers will receive their monthly allotments for 12 months and will need to re-qualify once a year. Customers receive text messages on their handsets to remind them that they need to re-qualify for the service.

#### **5. Are you required to sign a contract?**

No contracts are required with SafeLink. Enrollment can be done online, over the phone or by fax according to state regulations.

#### **6. Is this program available to existing TracFone customers?**

Yes, SafeLink service is being offered to new and existing TracFone customers.

#### **7. Are any additional features available with the SafeLink service?**

Yes. Features such as Caller Id, Call Waiting and Voicemail are all included for free with SafeLink. Additionally, these other benefits are included:

- 911 calls free of charge; no minutes would be deducted
- All TracFone airtime cards can be used on this handset
- No long-term contracts, no credit checks, no early termination penalties
- Long distance calling at no additional charge
- Text messaging at no additional charge

Eligibility

**9. How does someone qualify?**

Eligibility varies per state zip code area. Customers can find the exact eligibility requirements for their state on [www.safelink.com](http://www.safelink.com) by entering their zip code. In general, eligibility can be determined based on two qualifiers:

(1) Participation in one of the following programs:

- Federal Public Housing Assistance / Section 8
- Food Stamps
- Medicaid
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- National School Lunch (free program only)
- Temporary Assistance for Needy Families (TANF)

(2) Total household income as described below:

<u>Persons in Family or Household</u>	<u>Annual Income</u>	<u>Monthly Income</u>
1	\$14,040	\$1,170
2	\$18,900	\$1,575
3	\$23,760	\$1,980
4	\$28,620	\$2,385
5	\$33,480	\$2,790
6	\$38,340	\$3,195
7	\$43,200	\$3,600
8	\$48,060	\$4,005
For each additional person, add	\$4,860	\$405

**10. What proof of eligibility does a customer need to provide?**

In most states, the applicant needs only to provide a completed application, signed under penalty of perjury, that he/she is enrolled in one of the qualifying programs.

In addition to the signed application, full-certification states require applicants to provide documentation that proves how they qualify:

1. Submit a copy of any dated document which verifies your participation in one of the qualifying programs (e.g. Medicaid, food stamp certification).
2. Submit proof of total household income for income based qualification (e.g. 4 months consecutive pay stubs, letter from employer, last year's income tax return)

Currently, only Missouri and Texas are full-certification states.

Also, customers must agree to notify SafeLink Wireless within 30 days if they cease to participate in these qualifying programs.

### Applying

#### **12. Does a customer have to buy a phone?**

No. If you qualify, you will be sent a SafeLink Wireless phone that will allow you to enjoy the service at no cost.

#### **13. Can a customer activate an existing wireless phone when they sign up for SafeLink Wireless service?**

No, they cannot. Upon qualification, customers will receive a free SafeLink Wireless phone enabled for use with this program.

#### **14. When will a customer receive the phone?**

Once enrolled, it takes about 2 to 3 weeks for the phone to arrive at the individual's home.

#### **15. Can Lifeline be applied to more than one wireless phone OR wire line telephone per household?**

No. Only one Lifeline account per household is allowed. If a subscriber receives Lifeline service from a landline carrier or another wireless provider, the customer will not qualify for SafeLink service. The customer must stop current service and apply for TracFone wireless service.

### Service

#### **16. What networks does SafeLink use?**

SafeLink/TracFone uses the networks of major regional and national wireless carriers. They have a vast national coverage area so you can make calls from almost anywhere in the U.S.

#### **17. What types of phones do individuals receive?**

Phones include Motorola, Samsung, and LG models.