

Minutes will be deducted for all time during which your Q Link Wireless phone is connected to or using the wireless system of any Carrier. Use of a wireless system typically begins when you press the "send", "call", or other key to initiate or answer a call and does not end until you press the "end" key or the call is otherwise terminated. Minutes are deducted for all incoming and outgoing calls, including incoming call waiting calls, simultaneous calls, and calls to toll-free numbers. For simultaneous calls, such as incoming call waiting and 3-way calling (where available), minutes will be deducted for each call. Minutes are not deducted for calls to 911, 811, or Q Link Wireless Customer Support, and all phones will be able to call 911, even if they have no minutes remaining. For outbound calls, you may be charged minutes for incomplete and/or busy/no answer calls. Minutes will be deducted for use of other services, such as text messaging. No credit or refund is given for dropped calls.

The Lifeline program provides for a \$9.25 per month discount.

- **PLAN 1:** 68 minute plan before discount \$9.25 per month after discount cost is \$0.00 to consumer
- **PLAN 2:** 125 minute plan before discount \$9.25 per month after discount cost is \$0.00 to consumer
- **PLAN 3:** 250 minute plan before discount \$9.25 per month after discount cost is \$0.00 to consumer

To learn more about the three plans visit www.QLinkWireless.com/lifeline/lifeline-plans. Rate plans vary from state to state. In Colorado, the 68 minute plan and 125 minute plan are not available, and in Oklahoma, the 68 minute plan, the 125 minute plan, and 250 minute plan are not available. Oklahoma residents may be billed. Qualified low-income Oklahoma residents or those enrolled in a government program may choose from one of the following plans.

15. HEARING, VISUAL OR SPEECH IMPAIRED ACCOMMODATIONS

Any hearing, visual, or speech impaired person(s) interested in applying for a specially equipped Q Link Wireless phone must call Q Link Wireless and specify their need(s) to an agent. Q Link Wireless will make every effort to assist such customer in obtaining a handset that is in compliance with all applicable laws, rules, and regulations.

16. EMERGENCY CALLS USING 911 AND SAFETY NOTICES

Q Link Wireless customers have free access to 911. Occasionally, however, callers may attempt to call 911 in areas where there is no wireless coverage. If there is no wireless coverage, your call to 911 may not go through and you should dial 911 from the nearest landline phone.

Public safety officials advise that when making 911 or other emergency calls, you should always be prepared to provide your location information. Unlike traditional landline phones, depending on a number of factors (for example, whether your device is GPS-enabled, where you are, whether local emergency service providers have upgraded their equipment, etc.), 911 operators may not know your phone number, your location, or the location of your device. In certain circumstances, an emergency call may be routed to a state patrol dispatcher or alternative location set by local emergency service providers. Enhanced 911 service ("E911")—where enabled by local emergency authorities—uses GPS technology to provide location information. Even when available, however, E911 does not always provide accurate location information. If your device is indoors or for some other reason cannot acquire a satellite signal, you may not be located. Some devices have a safety feature that prevents use of the keypad after dialing 911— you should follow voice prompts when interacting with emergency service providers employing interactive voice response systems to screen calls.