

STANDUP WIRELESS CALIFORNIA LIFELINE SERVICE  
FREQUENTLY ASKED QUESTIONS  
(“CA FAQs”)

**What is the StandUP Wireless California LifeLine Service?**

StandUP Wireless’ California LifeLine Service is a government supported wireless service provided by Global Connection Inc. of America. StandUP Wireless operates under the authority of your state Public Utility Commission to offer discounted wireless service to qualified, low-income consumers. The California LifeLine Program is a government assistance program supported by the federal Universal Service Fund and the California Universal Service Fund. California LifeLine government assistance is limited to one California LifeLine discount per household.

**Does StandUP Wireless offer California LifeLine discounts to all customers?**

StandUP Wireless offers California LifeLine discounted services on a non-discriminatory basis to any customer residing within the service territory where the Company offers retail wireless telephone services. StandUP Wireless will only provide California LifeLine discounts to participants that are found eligible for California LifeLine Service by the California LifeLine Administrator.

**How much does the StandUP Wireless LifeLine Service cost?**

StandUP Wireless provides a cell phone at no cost to California LifeLine program eligible customers. StandUP Wireless offers unlimited minutes and text messages each month, with a plan option that includes data at no additional cost. There are no bills, contracts, recurring fees or surcharges for approved, California LifeLine eligible customers. Each plan is subject to a one-time \$39.00 retail activation fee when initiating service with StandUP Wireless or changing service from another provider to the Company. The one-time fee will be charged to your account at activation; however, if you are approved for California LifeLine, you may be eligible to receive a \$39.00 discount from the California LifeLine fund.

**What if I am not eligible for the activation fee discount?**

The California LifeLine fund will pay for no more than two activation fees per household per year (whether with the Company or any other wireless service provider) pursuant to D. 17-01-032. If the Company confirms during the enrollment process that the customer has already received Lifeline service from two (2) providers since December 24 of the prior year, then the consumer will be responsible for the \$39 activation fee. Otherwise, StandUP Wireless will be responsible for the fee.

**How do I qualify for StandUP Wireless’ California LifeLine service?**

Eligibility in the California LifeLine Program is determined by the California LifeLine Administrator. California eligibility requirements can be found online at: <http://www.cpuc.ca.gov/lifeline/> and [https://www.californialifeline.com/en/eligibility\\_requirements](https://www.californialifeline.com/en/eligibility_requirements).

**Do any restrictions apply?**

The California LifeLine Program has some restrictions.

- StandUP Wireless LifeLine service is available only to individuals who participate in a qualifying government program or are income eligible.
- Only one wireless or landline California LifeLine benefit is allowed per household.
- The address you provide for your phone service must be your place of residence.

- Your California LifeLine benefit must be in the name of the qualified customer and is non-transferable.
- StandUP Wireless LifeLine service is subject to the StandUP Wireless Terms and Conditions for California LifeLine Service.

**Are StandUP Wireless California LifeLine participants required to purchase bundled plans with video, data, and/or other services to receive California LifeLine discount?**

No.

**What handsets does StandUP Wireless offer to California LifeLine Participants?**

StandUP Wireless provides a free handset to California LifeLine participants. Free handsets may be refurbished; refurbished handsets are industry standard grade “A” or “B” stock. However, if a California LifeLine participant desires to purchase a different handset, StandUP Wireless will offer all handsets to participants on the same basis as the Company’s retail customers.

**Does StandUP Wireless provide a voice-grade connection?**

Yes. California LifeLine customers have the ability to send and receive voice-grade calls over all domestic distances (local and long distance) via a wireless voice-grade connection to the public switched telephone network. Domestic voice calls are not distance sensitive; a customer does not pay more for making a domestic long distance call than for a call within their local exchange area.

**What happens if a California LifeLine participant fails to receive a voice-grade connection and notifies the service provider?**

California LifeLine participants are entitled to a voice-grade connection. If a California LifeLine participant fails to receive a voice-grade connection and notifies StandUP Wireless, StandUP Wireless will (1) promptly restore the voice-grade connection, or if not possible, (2) provide telephone service to that participant using a different technology if one is available from StandUP Wireless and if the participant agrees. However, if a voice-grade connection cannot be provided, the participant may contact StandUP Wireless to terminate California Lifeline Service without penalty.

**Are there times when my service may not work?**

Service is subject to transmission limitations caused by certain equipment and compatibility issues, atmospheric, topographical and other conditions, as well as proximity. Service can only be available when in range of a transmission source, which you should be aware of when leaving your home area. Service is dependent on radio towers which require electricity to operate and could become non-functional in the event of a power outage if backup power is not available or runs out. Further, service may be temporarily refused, limited, interrupted or curtailed due to system capacity limitations, technology migration or limitations imposed by the Carrier, or because of equipment modifications, upgrades, repairs or relocations or other similar activities necessary or proper for the operation or improvement of the Carrier's radio telephone system. Neither StandUP Wireless, nor any Carrier, shall have any liability for service failures, outages or limitations of Service.

**What happens if I decide to terminate my California LifeLine Service shortly after activation?**

California LifeLine participant may terminate service within 14 days of service activation or at any other time for any reason without incurring early termination fees. If a California LifeLine participant terminates service within three days of service activation, excluding national holidays, applicable service connection charges and deposits, if there were any, would be refunded. However, StandUP Wireless California LifeLine Service does not require payment of a service connection charge or deposit by a customer who is found eligible for California LifeLine Service by the California LifeLine Administrator.

**How long after enrollment must I wait to submit another enrollment request to another California LifeLine provider?**

A consumer who submits an enrollment request to receive the California LifeLine discounts for cell phone service to wait up to thirty (30) days to submit another enrollment request. You CANNOT have multiple enrollment requests for the California LifeLine discounts for cell phone service going at the same time. The 30-day waiting period ends when either (1) the California LifeLine Administrator sends the final eligibility decision, (2) the enrollment request is cancelled, or (3) the 30 days have passed since the enrollment request, whichever occurs first. After the 30-day clock stops, you may then submit another enrollment request for the California LifeLine discounts for cell phone service, as applicable. You can independently cancel an enrollment request by contacting the California LifeLine Administrator by phone at (877) 858-7463, or by going to Check Your Status at [www.californialifeline.com](http://www.californialifeline.com). The cell phone company can also cancel an enrollment request.

**As a California LifeLine participant, can I pay my phone bill in person without being assessed a fee?**

StandUP Wireless is a prepaid service provider that does not bill its customers. No fee is assessed to a customer when adding value to their prepaid customer account.

**Are calls to 911 and StandUP Wireless Customer Care free and unlimited for California LifeLine participants? Do they count against my allotted voice minutes or number of calls?**

Calls to 911 and StandUP Wireless Customer Care are free and unlimited for StandUP Wireless California LifeLine participants, and they do not count against allotted voice minutes or number of calls.

**Are there standards for 911 emergency services location accuracy and reliability?**

Your handset will be able to place calls to 911 even if you have no minutes available. It is advised, by Public Safety Officials, that you should be prepared to provide information about your location when making a 911 or other emergency call. Wireless service, unlike landline phones, uses less reliable methods to place calls and to determine your phone number and location. Network coverage can be adversely affected by weather, structures, buildings, geography, etc. Because of these factors, emergency operators may not be able to determine your location or your phone number, or, you may not be able to complete a call at all. Occasionally, 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. Enhanced 911 service, also known as E911, relies on GPS technology to obtain location information. This service is dependent on a number of factors such as the abilities of the local emergency authorities, GPS ability of your phone, whether your GPS enabled handset has GPS turned on, and your phones ability to obtain a GPS Satellite signal which can be impaired by being indoors, weather, etc. Even when available, E911 does not always provide accurate location information.

**What is the fee for accessing 800 or 800-like toll-free services?**

There is no fee to access 800 or 800-like toll-free services, but these calls count against allotted voice minutes.

**Does StandUP Wireless provide free access to the California Relay Service via 711?**

Yes. StandUP Wireless California LifeLine participants have free access to California Relay Service via 711. Associated calls using the 711 relay service may count against minutes.

**Does StandUP Wireless provide access to two California LifeLine discounted telephone lines to Deaf and Disabled Telecommunications Program participants?**

Yes, StandUP Wireless will provide access to two California LifeLine discounted telephone lines to participants in the Deaf and Disabled Telecommunications Program.

**Does StandUP Wireless support hearing aid compatible phones?**

Yes. StandUP Wireless offers Hearing Aid Compatible (HAC) cell phones.

**What happens if StandUP Wireless discontinues its participation in the California LifeLine Program?**

In the event that StandUP Wireless were to discontinue offering California LifeLine service, 30-days' prior notice would be provided to participants.

**Will my StandUP Wireless device work on another provider's network?**

StandUP Wireless handsets are intended for use on our networks and in other coverage areas that we may make available to you. However, StandUP Wireless' handsets are "unlocked" prepaid mobile wireless devices. "Unlocked" devices refer only to disabling software that would prevent you from attempting to activate on another carrier's network. However, "unlocking" a device will not necessarily make your device interoperable with other networks because a device designed for one network is not made technologically compatible with another network merely by "unlocking" it. If you attempt to use a different carrier's network, your StandUP Wireless handset may not have full functionality.

**What happens after I receive my phone from StandUP Wireless?**

Even if StandUP Wireless provides a handset directly to you when you apply for California LifeLine service, this does not mean the California LifeLine application process is complete. After you receive your phone, you will have free promotional airtime consisting of Unlimited Talk & Text and 100 megabytes (MB) of data that you can use as normal until your California LifeLine application has been approved. We will notify you via text message when the California LifeLine Administrator has approved your California LifeLine application and verified your eligibility. Once your California LifeLine application has been approved and your eligibility verified, you will be placed on the California LifeLine plan you chose at the time of enrollment.

If your California LifeLine application comes back with a denial requesting more information, we will reach out to you to gather the additional information required.

**What happens when the StandUP Wireless handset is removed from the home?**

When you remove your StandUP Wireless handset from your home, other family members in your household may not be able to reach 911 emergency services.

**Who can I contact if I have a complaint?**

You can always contact StandUP Wireless Customer Service if you have any questions, concerns, or complaints by dialing 611 from your StandUP Wireless phone or by dialing StandUP Wireless' toll-free number 800-544-4441. However, you may also contact the California Public Utilities Commission's Consumer Affairs Branch: by telephone 1-800-649-7570 (Monday – Friday, 8:30am – 4:30pm); or by mail CPUC Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102.

**Does my phone come with a warranty?**

Your StandUP Wireless handset includes a 90 day limited warranty period. If your phone malfunctions due to manufacturer failure, StandUP Wireless will exchange for a refurbished phone model within 90 days of your activation date. If your phone is lost or stolen, you may purchase a replacement handset.

**How can I apply for StandUP Wireless' California LifeLine cell phone service?**

[Click here](#) to see if StandUP Wireless is available in your area.