



Phone Unlocking Policy

StandUp will comply with the CTIA Consumer Code with respect to the unlocking of mobile wireless devices. Specifically, StandUp will abide by the following principles regarding the ability of customers and former customers, and individual owners of eligible devices to unlock phones that are locked by or at the direction of StandUp:

Note, carriers typically use different frequencies and air interface technologies to provide wireless network access. Accordingly, a device that works on one carrier's network may not be technologically compatible with another carrier's network. "Unlocking" a device refers only to disabling software that would prevent a consumer from attempting to activate a device designed for one carrier's network on another carrier's network, even if that network is technologically compatible. In other words, "unlocking" a device will not necessarily make a device interoperable with other networks - a device designed for one network is not made technologically compatible with another network merely by "unlocking" it. Additionally, unlocking a device may enable some functionality of the device but not all (e.g., an unlocked device may support voice services but not data services when activated on a different network).

1. StandUp will post on its website a clear, concise, and readily accessible policy on mobile wireless device unlocking.
Customers wishing to unlock their StandUp provided device should send their First and Last Name, Phone Number, Account PIN, IMEI number, and state they want the unlock code for their device in an email and send that email to support@standupwireless.com. StandUp will respond within 2 business days, but depending on the manufacturer of the device, obtaining the unlock code may take longer.
3. As a prepaid provider, StandUp will, upon request, unlock StandUp mobile phones no later than one year after initial activation, for customers that are in full compliance with StandUp Terms and Conditions.
4. When a customer's phone is eligible for unlocking, StandUp will provide clear notice to the customer that the phone is eligible for unlocking and/or will automatically unlock the phone remotely at no additional charge. Such notices may be provided at a StandUp location, on the StandUp website, or via text message or phone call.
5. StandUp will, within two days of receiving an unlocking request, do one of the following: (i) unlock an eligible phone; (ii) initiate a request to the original equipment manufacturer to unlock an eligible phone; (iii) explain to the requesting customer why the phone is ineligible for unlocking; or (iv) offer a reasonable explanation as to why StandUp needs more time to process the unlocking request.
6. For deployed military personnel who are in full compliance with StandUp' Terms and Conditions of Service, StandUp will unlock mobile phones upon receiving valid copies of deployment papers.