

StandUp Wireless

Emergency Broadband Benefit Program Terms & Conditions

Please read these StandUp Wireless (“StandUp”) Emergency Broadband Benefit (“EBB”) Program Terms and Conditions of Service carefully. StandUp Wireless is a service of Global Connection Inc. of America (“GLOBAL”). (StandUp and GLOBAL may be used interchangeably herein of which shall have the same implication). These StandUp Wireless Emergency Broadband Benefit Program Terms and Conditions of Service are a legally binding agreement between you and StandUp Wireless and become effective upon activation of StandUp Wireless EBB service, using your StandUp Wireless EBB service, or after you make a change to your account. These terms and conditions contain important information about your legal rights and require that certain disputes be resolved through Arbitration instead of a court trial. StandUp Wireless reserves the right to change or modify any of these StandUp Wireless Emergency Broadband Benefit Program Terms and Conditions of Service at any time and at its sole discretion. Any changes or modifications to these StandUp Wireless Emergency Broadband Benefit Program Terms and Conditions of Service will be binding upon you, once posted on the StandUp Wireless website at www.StandUPWireless.com. You should check the StandUp Wireless website regularly for updates to these terms and conditions.

By opting into or enrolling in the StandUp Wireless Emergency Broadband Benefit Program and by using the StandUp Wireless Service, you, the participant, acknowledge and agree to the following terms and conditions:

The Service Agreement: The service agreement consists of the StandUp Wireless General Terms and Conditions of Service, these StandUp Wireless Emergency Broadband Benefit Terms and Conditions of Service, the Emergency Broadband Benefit application, and if the subscriber is enrolled in the Lifeline program the Lifeline Terms and Conditions of Service and Lifeline application apply.

Nature of Service: The Emergency Broadband Benefit is an FCC program to help households struggling to pay for internet service during the COVID-19 pandemic. This new benefit will connect eligible households to jobs, critical healthcare services, and virtual classrooms. The EBB program was created out of the Consolidated Appropriations Act, 2021 and further refined in FC-21-29A1 Report and Order in the matter of Emergency Broadband Benefit Program.

The Emergency Broadband Benefit will provide a discount of up to \$50 per month towards broadband service for eligible households and up to \$75 per month for households on Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price. The Emergency Broadband Benefit is limited to one monthly service discount and one device discount per household. This discount is received each month the customer maintains service and eligibility within the StandUp Wireless Emergency Broadband Benefit Program.

Eligibility: To qualify for enrollment in the StandUp Wireless Emergency Broadband Benefit Program, a person applying for EBB service, or “applicant,” must meet specific eligibility requirements and have a service address in a location where StandUp Wireless is authorized to offer EBB service as an approved Broadband Service Provider.

A household is eligible if one member of the household meets at least one of the criteria below:

- Qualifies for the Lifeline program; see Lifeline Terms and Conditions at <https://standupwireless.com/terms-conditions/>
- Receives benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision, or did so in the 2019-2020 school year;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income since February 29, 2020 and the household had a total income in 2020 below \$99,000 for single filers and \$198,000 for joint filers; or
- Meets the eligibility criteria for a participating providers' existing low-income or COVID-19 program.

Application Process: Participants in the StandUp Wireless Lifeline program may OPT-IN to the EBB Program to receive this discount. New applicants must complete a certification form and may need to provide supporting documentation verifying they meet the eligibility requirements to participate in the Emergency Broadband Benefit Program and certify under penalty of perjury, that:

To Opt-IN to this EBB plan, please read the following and OPT-IN below.

The EBB is a temporary program operated by the Federal Communications Commission (FCC) that provides discounts on monthly broadband Internet access service and certain connected devices. The EBB monthly service and device discounts are non-transferrable. An eligible household is limited to one monthly service discount and one device discount. EBB Program benefits may be obtained from any participating provider of your choosing and your monthly service benefit may be transferred to another provider at any time.

When the FCC announces the end of the EBB program or we end our promotional FREE EBB service offer, we will notify you and you will revert to receiving only the standard FREE Lifeline plan where available and if you are eligible. You may keep your EBB service by paying the applicable undiscounted rate of \$40.00 plus fees and taxes. Our standard terms and conditions apply.

Your EBB discount is separate from your Lifeline discount. For your convenience, we will upgrade your existing Lifeline plan to the EBB plan using your current phone number.

For more information about EBB eligibility, specifics on Standup's EBB plan including upload/download speeds, and general information on the program call us at 1-800-544-4441 or visit www.standupwireless.com/ebb.

I hereby certify that I have read and understood these disclosures and I OPT-IN to receive the EBB discounted broadband service.

Authorizations:

I authorize StandUp Wireless and its contracted partners, for the purpose of applying for, determining eligibility, enrolling in and seeking reimbursement of Emergency Broadband Benefit Program (EBBP) service and device benefits, to collect, use, share and retain my personal information, including but not limited to information required for the purpose of establishing eligibility for and enrolling in the Lifeline program, and including, but not limited to, full name, full residential address, date of birth, last four digits of social security number, telephone number,

eligibility criteria and status, the date on which the EBBP service discount was initiated and if applicable, terminated, EBBP connected device distribution date/type/make and model/status, usage status and other compliance requirements, the amount of support being sought for the service and/or device, and information necessary to establish identity and verifiable address, to the Universal Service Administrative Company (USAC) to ensure proper administration of the EBBP service and/or connected device benefits. Failure to provide consent will result in me being denied the Emergency Broadband Benefit service and/or the connected device benefits.

I agree that any state, local, Tribal government, school or school district, may share information about my receipt of benefits that would establish eligibility for the EBBP, and that such information will be used only to determine EBB eligibility.

I give express consent for StandUp Wireless and its contracted partners to contact me to validate my eligibility for or desire to participate in StandUp Wireless's EBB offers, and other products and services via email, telephone, or text messaging. Text messaging and data rates may apply. Consent for calls and texts is optional and can be revoked at any time. For more information see our Terms and Conditions and Privacy Policy at www.standupwireless.com.

I understand that I have the right to opt-in to the EBB program using non-electronic methods. I understand that I have the right to withdraw my consent at any time prior to the activation of your EBB plan. I also understand that I may request a paper copy of this disclosure by calling Customer Care at 1-800-544-4441.

I hereby certify that all the answers and agreements that I have provided on this form are true and correct to the best of my knowledge.

New applicants who qualify and are enrolled in the StandUp Wireless Emergency Broadband Benefit Program will receive one (1) SIM Card enabling the user to access the StandUp Wireless network with a compatible GSM device. Existing Lifeline customers will be able to use their current SIM card. EBB Participants may also qualify for a one-time discount of up to \$100 on a connected device. If the participant has not yet received their one-time discount they may receive one (1) broadband enabled Connected Device provided by StandUp Wireless in accordance with its Handset Policy and the EBB program guidelines. All qualifying StandUp Wireless Emergency Broadband Benefit Program participants will receive service each month while the applicant remains active and approved, and maintains eligibility in the Emergency Broadband Benefit Program. StandUp Wireless, the National Verifier, and/or a State Administrator will determine at its sole discretion whether or not an applicant meets the eligibility requirements (as determined by USAC and/or State authorities) to participate in the StandUp Wireless Emergency Broadband Benefit Program. The monthly airtime provided by the StandUp Wireless Emergency Broadband Benefit Program may vary from state-to-state as described in either this document or in StandUp Wireless tariff filings on file with your state Public Service Commission or Public Utility Commission or other agency administering the Emergency Broadband Benefit Program in your state. Please call StandUp Wireless at 1-800-544-4441 or 611 from your StandUp Wireless service or visit our website at www.StandUPWireless.com for further information.

One EBB Discount Per Economic Unit Rule: EBB Assistance is limited to one economic unit per household and consists Broadband service. An economic unit is defined, for purposes of the Emergency Broadband Benefit Program, as any individual or group of individuals who live together at the same address and share

income and expenses. An economic unit is not permitted to receive EBB benefits from multiple providers. Violation of the one benefit per economic unit rule constitutes a violation of the federal rules and will result in de-enrollment from the Emergency Broadband Benefit Program and potentially prosecution by the United States government.

You consent to have your personal identification information, including name, telephone number and address shared with the Universal Service Administrative Company (USAC) and/or its agents to confirm that neither you nor your household receive more than one EBB benefit. If you or any member of your family unit receives EBB Assistance from any other telephone company or broadband internet provider, you are responsible for notifying your current service provider that you have been approved for EBB Assistance through StandUp Wireless.

EBB and Lifeline: Customers may have one EBB and one Lifeline benefit per household. These benefits may be combined on the same account, or they may be two separate accounts. At activation, and after choosing to OPT-IN to the EBB program, by default, StandUp Wireless will combine the two benefits onto the same account. If the customer wishes to separate their EBB benefit into two accounts, they must contact customer care and make this request.

EBB is Temporary: The Consolidated Appropriations Act 2021 allocated \$3.2B for the EBB program and this program ends when the funds are depleted or on the date that is six months after the date on which the determination by the Secretary of Health and Human Services pursuant to section 319 of the Public Health Service Act (42 U.S.C. 247d) that a public health emergency exists as a result of COVID-19, including any renewal thereof, terminates.

StandUp Wireless will provide customers with at least a 30-day notice when the program ends. At the conclusion of the EBB Program, customers may choose to pay for the service to keep it, purchase a different rate plan at a different rate, or in the case of Lifeline customers, they may choose to keep their Lifeline benefit with StandUp Wireless and their rate plan will revert back to their Lifeline plan prior to the start of the EBB Program at no cost. StandUp Wireless will not opt the customer into AutoPay without the customer's permission, and the customer must have a credit card on file to enter the AutoPay program. At the conclusion of the EBB program, StandUp Wireless will send notices to customers informing them of the date when the program ends and to notify them of their options to continue service.

Consent to Disclosure of Information: By completing the StandUp Wireless EBB application, you consent to the release of your information, (including financial information) to our designated agent for the administration of your service with StandUp Wireless. This consent survives the termination of this Agreement. You further authorize StandUp Wireless to discuss with or access information from state or federal agency representatives concerning your eligibility for and participation in the EBB Assistance program. StandUp Wireless reserves the right to review your eligibility status at any time and require you to provide StandUp Wireless with written documentation of either your household's income or your participation in a qualifying federal program or state program.

National Lifeline Accountability Database (NLAD): Applicants who apply for EBB benefits will be automatically submitted to the NLAD database upon enrollment in any state that requires the use of the NLAD database. Applicants name, address, date of birth, and social security number will be submitted to NLAD during the application process. Applicants address will be confirmed as valid. Applicants' personal identity will be checked. Applicants will be screened to determine if they are already receiving an EBB

benefit through another provider. If the subscriber is being provided a benefit with another provider, StandUp Wireless will transfer their benefit to StandUp Wireless with the subscriber's consent.

Activation of Service: Upon enrollment in the StandUp Wireless Emergency Broadband Benefit Program, new applicants will receive a StandUp Wireless SIM card, delivered to your home address noted in the application, or if you applied in person, the SIM card will be given to you at some point during or after the enrollment and approval process (timing of SIM card distribution in relation to the approval process varies by state). Insert the StandUp Wireless provided SIM card into your compatible device and power on the device. Placing an outbound call, sending a text, using data, or confirming that you want to activate your service will activate the StandUp Wireless EBB service. You must accept the StandUp Wireless telephone number assigned to your StandUp Wireless account at the time of activation and you will acquire no proprietary interest in any number assigned to you. The number assigned to your StandUp Wireless account at the time of activation will not be changed for any reason unless required by a carrier. You may not select a number to be assigned to your StandUp Wireless service unless otherwise specified in the StandUp Wireless General Terms & Conditions. You may choose to port your telephone number (if applicable) to StandUp Wireless once EBB has been approved. Additional information available at <https://standupwireless.com/support/number-port/>.

Account Activity Requirement: You must make or answer a voice call, send a text message, use data, purchase minutes, or respond to direct contact from StandUp at least once during any 30-day period. If you do not, StandUp Wireless will send you a notice of inactivity otherwise known as the "Cure Period." To keep your service, you must make or answer a voice call, send a text use data, purchase minutes, or respond to direct contact from StandUp at least once within 15 days after the notification to cure your non-usage and confirm that you would like to continue receiving EBB service.

Maintaining Eligibility and Service: You will receive EBB service from StandUp Wireless if you continually meet the EBB eligibility requirements and the program remains active. If StandUp Wireless believes you are not eligible for EBB service, we will notify you that your EBB service will be cancelled. You will have 30 days to respond to the termination notice. If you do not demonstrate continued eligibility, service will be cancelled, you will lose any free remaining services and will no longer receive the free service. If you no longer qualify for a EBB discount, you must notify StandUp Wireless within thirty (30) days of this fact to be removed from the program.

EBB is Non-Transferrable: Eligibility for StandUp Wireless is personal to you. You may not transfer, to any third party, any of your rights or benefits received under the StandUp Wireless service, including but not limited to, any voice minutes or broadband data received under StandUp Wireless service funded by EBB.

Monthly Service Period: The period in which usage of your service is authorized lasting for a period of up to thirty (30) days beginning on (i) the date your StandUp Wireless account became active; (ii) the date you placed or received the initial service transaction on your StandUp Wireless account; (iii) the receipt of the allotment of StandUp Wireless rate plan airtime; (iv) the purchase or addition of StandUp Wireless airtime, or (v) the date you were determined to be eligible for the StandUp Wireless plan, whichever can be conclusively determined by StandUp Wireless at its sole discretion, and concluding thirty (30) days later. StandUp Wireless airtime will be added to your account on the first day of each Service Period, also known as your Anniversary Date, in accordance with your rate plan as long as the subscriber maintains eligibility for EBB service.

Monthly Service End Date: The last day of your StandUp Wireless Monthly Service Period, occurs up to thirty (30) days from your Anniversary Date. Service End Date can be calculated from (i) the date your StandUp Wireless account became active; (ii) the date you placed or received the initial airtime transaction on your StandUp Wireless account; (iii) the receipt of the monthly allotment of StandUp Wireless airtime; (iv) the purchase or addition of a StandUp Wireless airtime card, or (v) the date you were determined to be eligible for the StandUp Wireless EBB Plan, (vi) the date your EBB benefit was removed by you, or due to de-enrollment from EBB rules which ever can be conclusively determined by StandUp Wireless at its sole discretion.

Airtime Rates, Usage and Included Monthly Airtime: While you are enrolled in the StandUp Wireless Emergency Broadband Benefit Program, you will receive an allotment of airtime provided by the StandUp Wireless Emergency Broadband Benefit Program. Airtime will be added on your Anniversary Date as long as you remain eligible for the Emergency Broadband Benefit Program. An airtime transaction can include, but is not limited to, per minute voice cellular call, and incoming or outgoing text message, and/or the use of any data.

Rate Plan Options: Each plan offers different benefits, features, carryover options and pricing. The Plans that are currently available are:

| StandUp Wireless Nationwide EBB Plans¹ | | | | |
|--|----------------|-------------|-------------|----------------------|
| Plan Name | Minutes | Text | Data | Price |
| Lifeline & EBB - Unlimited Talk, Text & 10 GB Plan | Unlimited | Unlimited | 10 GB | \$40.00 |
| EBB - Unlimited Talk, Text & 10 GB Plan | Unlimited | Unlimited | 10 GB | \$40.00 |
| CA Lifeline & EBB - Unlimited Talk, Text & 16 GB Plan | Unlimited | Unlimited | 16 GB | \$65.00 ² |

Additional Airtime: StandUp Wireless offers additional airtime for purchase. See below for the available plans. Not all plans are available in all states. Additional Airtime is valid for 30 days from the purchase date. Airtime available for purchase in the StandUp Wireless mobile app, at www.standupwireless.com, by calling Customer Care at 1-800-544-4441 or 611 using your StandUp Wireless service. These additional airtime options are only available to active customers that are already on a Service Plan.

| StandUp Wireless Additional Airtime Options | | | |
|--|----------------|-------------|-------------------|
| Price³ | Minutes | Text | Data |
| \$5.00 | 250 | 250 | 250 MB |
| \$10.00 | 0 | 0 | 1.5 GB |
| \$10.00 | Unlimited | Unlimited | 1 GB ⁴ |
| \$20.00 | Unlimited | Unlimited | 3 GB |
| \$30.00 | Unlimited | Unlimited | 8 GB |

¹ Plan availability is dependent on your state of residence, federal and state funding available to you, and if you are receiving a free or discounted handset at the time of activation. Visit www.standupwireless.com or call 1-800-544-4441 for more information.

² CA Lifeline & EBB – Unlimited Talk, Text & 16 GB Plan pending FCC and California Public Utilities Commission approval. Until this plan is approved, subscribers in California will receive the Lifeline & EBB Unlimited Talk, Text & 10 GB Plan or the EBB – Unlimited Talk, Text & 10 GB Plan.

³ Price is subject to applicable taxes and fees.

⁴ \$10 Unlimited Talk, Text & 1 GB Additional Airtime is not available to California Lifeline subscribers as their plans already contain Unlimited Talk and text and other \$10 options are more advantageous for them.

Termination Rights Reserved by StandUp Wireless: StandUp Wireless reserves the right to cancel the enrollment of any customer and/or permanently deactivate any customer's StandUp Wireless service for fraud, misrepresentation, or other misconduct as determined solely by StandUp Wireless. While participating in the StandUp Wireless Emergency Broadband Benefit Program, a customer shall not be permitted to sell, rent, give away or in any way allow another person to use their StandUp Wireless EBB Service provided to him/her by StandUp Wireless. If you have any questions, concerns, comments, or complaints regarding the StandUp Wireless Emergency Broadband Benefit Program or Service, offerings, or products, please call StandUp Wireless Customer Care at 1-800-544-4441 or 611 from your StandUp Wireless service. You may also contact your State's Public Service Commission/Public Utility Commission.

Cancellation: You are free to cancel Service at any time. After your first use, however, you will receive no refunds on any equipment, including purchased devices or any unused funds in your account. Monthly Service Fees are non-refundable. You may cancel your account or change your rate plan by dialing 611 from your StandUp Wireless service. You will lose access to your phone number immediately after your account has been de-enrolled from the Emergency Broadband Benefit Program and your StandUp Wireless account deactivated.

Unresolved questions or complaints: May be directed to your local Public Utilities Commission or customers in the states listed below may direct unresolved questions or complaints to the following organizations: **Colorado:** External Affairs Section, Consumer Affairs: Colorado Public Utilities Commission: 1560 Broadway, Suite 250, Colorado 80202: Phone 303-894-2070 or 800-456-0858 Fax 303-894-2532 or E-mail: dora_puc_complaints@state.co.us. **Georgia:** Georgia Public Service Commission's Consumer Affairs Unit: 404-656-4501 or 1-800-292-5813. **Kansas:** Kansas Corporation Commission: Office of Public Affairs and Consumer Protection: KCC-Consumer Protection: 1500 SW Arrowhead Road, Topeka, KS 66604 or toll-free 800-662-0027 or in Topeka 785-271-3140. Hearing or speech impaired TDD Kansas Relay Center 800-766-3777. **Massachusetts:** Massachusetts Consumer Division: Department of Telecommunications and Cable Consumer Division: 1000 Washington Street, Suite 820, Boston, MA 02118-6500: 617-988-8288 (Fax) Or by calling: 617-305-3531 1-800-392-6066 (Toll free) consumer.complaints@state.ma.us. **Pennsylvania:** Pennsylvania Utility Commission Bureau of Consumer Services – 800-692-7380 or for FDD PA Relay Center 800-682-8706 (voice) or 800-682-8786 (TTY). **Puerto Rico:** Unresolved questions or complaints and to seek revision of any adverse decision contact: Telecommunications Bureau of the Puerto Rico Public Service Regulatory Board, 500 Ave. Roberto H. Todd (Parada 18-Santurce), San Juan, Puerto Rico 00907-3941.