Important Notice About the California LifeLine Program from StandUp Wireless

California LifeLine helps eligible households lower their phone service costs. Please review this notice for more information about the program, eligibility, annual renewal, and your responsibilities as a participant. This is an annual informational notice, not a request to review today. Respond to any separate application or renewal notice by the deadline provided in that notice.

CALIFORNIA LIFELINE AND FEDERAL LIFELINE ARE SEPARATE PROGRAMS

California LifeLine is a state program, administered by the California Public Utilities Commission (CPUC). Federal Lifeline is a nationwide program, administered by the Universal Service Administrative Company (USAC), and overseen by the Federal Communications Commission (FCC).

As of February 1, 2026, each program requires its own enrollment and renewal process. Applying for or renewing eligibility for one program does not apply to the other. Each program determines eligibility separately.

HOW TO APPLY FOR THE CALIFORNIA LIFELINE DISCOUNT

Go to standupwireless.com to apply for California LifeLine. If you have questions about the enrollment process, contact our Customer Care team by calling 1-800-544-4441. Complete and sign any required form and provide the requested proof of eligibility. If there is a problem with your application, the California LifeLine Administrator will contact you with instructions. You must be approved before receiving California LifeLine benefits.

ELIGIBILITY GUIDELINES

You can qualify for the California LifeLine discount by participating in a qualifying eligibility program or based on your income. Qualifying by Program participation, or "Program-based," means that you or another person in your household is enrolled in a public assistance program such as Medicaid/Medi-Cal, CalFresh, Supplemental Security Income, or other programs. Qualifying by Income, or "Income-based," means that your household's total annual income is at or less than 150% of the Federal Poverty Guidelines.

ONLY ONE CALIFORNIA LIFELINE DISCOUNTED SERVICE PER HOUSEHOLD IS ALLOWED

Only one California LifeLine discount per household is allowed on either home phone or a cell phone, except for TTY users, in which case a second phone line may be discounted. Federal Lifeline also limits benefits to one per household. A household consists of people who live together and share income and expenses. Receiving both state and federal

support on the same eligible service does not authorize duplicate benefits from multiple providers. Benefits cannot be given or transferred to another person. Giving false information or receiving benefits you are not entitled to may result in loss of benefits, repayment, fines, or other penalties.

SERVICE CONNECTION/ACTIVATION CHARGES

The California LifeLine program will pay for one $15 activation/connection reimbursement on behalf of an eligible subscriber no more than once during any 365-day service year. This period is measured from the date of your most recent connection for which the California LifeLine Administrator determined you qualified for reimbursement. De-enrollment and subsequent re-enrollment do not reset this limit.

When you are approved for service, StandUp Wireless will apply a company-funded credit to your account, and you will not have to pay any portion of the activation fee for which the California Lifeline Program reimbursement is not available.

RENEWING YOUR CALIFORNIA LIFELINE DISCOUNT

If you receive both California LifeLine and federal Lifeline, you must renew each benefit separately. The deadlines may differ. Completing the California LifeLine renewal does not automatically complete your federal renewal, and vice versa.

You must renew your California LifeLine participation annually. The California LifeLine Administrator will provide you with instructions to renew your benefit. If you receive a paper renewal form in the mail, it may arrive in a pink envelope. You can complete the mailed form or renew online at www.californialifeline.com. If you did receive your notice or need help, call 1-877-858-7463 or 888-858-7889 (TTY) from 7 a.m. to 7 p.m. Monday through Friday.

Failure to complete the renewal process will result in loss of that program's benefit. Contact StandUp Wireless to understand any effect on your service or charges.

CHANGING CALIFORNIA LIFELINE PROVIDERS

You may cancel your service at any time or transfer your benefit to another California LifeLine service provider. A transfer moves the discount; it does not create another benefit. Do not cancel your existing phone service before arranging a transfer if you want to keep your number.

You cannot have multiple California LifeLine benefit enrollment requests pending at the same time. An enrollment request freeze may last up to 30 days after the Administrator generates your application packet or confirms a transfer request. It ends earlier if the

Administrator sends a final eligibility decision or you or the provider cancels the request. To check or cancel a request, contact the Administrator at www.californialifeline.com or 1-877-858-7463 or 888-858-7889 (TTY) from 7 a.m. to 7 p.m. Monday through Friday.

DE-ENROLLMENT RULES

Your household may lose the California LifeLine discounts if your household no longer qualifies, is already receiving the discounts (except for TTY), fails to use the California LifeLine discounted phone service for 30 consecutive days, violates the California LifeLine Program's rules, or does not renew the discounts on an annual basis.

If you move, no longer qualify, or another person in your household receives a duplicate Lifeline benefit, you must tell StandUp Wireless and de-enroll from the program.

Keep your mailing address and contact information current so you receive important notices.

EMERGENCY PROTECTIONS

StandUp Wireless will send you a text notification if California LifeLine disaster protections are active for your account. We will tell you when protections start and notify you of changes and when they end. These protections apply automatically; you do not need to ask us to add them. This annual notice does not mean protections are currently active for your account.

While California disaster protections are in effect for your account, you will not lose your California LifeLine benefit just because you cannot use your phone. You do not have to renew your California LifeLine benefit during this time. Applicable service activation, connection, and conversion fees are waived for impacted California LifeLine subscribers when the required disaster protections are in effect.

California relief does not automatically extend federal relief. California LifeLine and federal Lifeline are separate programs. If only California protections apply, federal usage and renewal requirements still apply. Continue reading and following your federal notices. If federal disaster protections also apply to your account, we will explain which requirements are paused and their dates. California and federal protection periods may differ.

We will notify you when California protections end and when your California 30-day use period starts over. If you do not use your service during those 30 days, we will send a clear notice giving you 15 days from the notice to use your service. If you do not use your service within those 15 days, you will be de-enrolled from California LifeLine for non-use of your benefit.

The California LifeLine Administrator will provide any required renewal instructions and deadline. Follow the deadline in its notice. Other disaster protections may continue.

If you are staying at a city- or county-designated shelter during a disaster covered by these protections, we will help you get a phone to use there temporarily to the extent that our inventory allows. If your phone was lost or damaged because of the disaster or evacuation, we can review replacement options. For phone or account help, call 1-800-544-4441 or visit our Help Center at https://www.standupwireless.com/help-center. For local community resources, call 211. If you are in immediate danger, call 911.