

Lifeline Terms & Conditions - Wireless

COMPANY WEBSITE: <http://viyavi.com>
WEBSITE LIFELINE PROGRAM: <http://viyavi.com/mobile/mobile-lifeline/>

Pursuant to §54.422(a)(2) and consistent with 47 C.F.R. § 54.101, VIYA Wireless offers the following wireless service plans to eligible Lifeline subscribers:

Effective Dec 1, 2017

- 750 FREE minutes of Nationwide calling while on the network
- UNLIMITED texting and picture messaging while on the network
- 1GB FREE data every month while on the network
- INCLUDES voicemail, three-way calling, caller ID, directory assistance (411), and call forwarding
- Access to Emergency Services (911/E911) *

Lifeline is a government assistance program, the service is non-transferable, and the program is limited to one discount per household, and choosing the discount for either a wireless or wireline service. Only eligible consumers may enroll in the program, and a customer seeking Lifeline benefits must demonstrate eligibility consistent with the requirements of the Federal Communications Commission (FCC) and must provide certain certifications as required by FCC rules.

Lifeline wireless customers must use it at least once every 30 days. If you don't, you will get a 15-day notice to use it or it will get turned off.

In addition, the following are required to initiate wireless service for all residential customers, including Lifeline subscribers:

- Valid Photo ID
- Payment on equipment and payment of first month of service

Details on the number of minutes provided as part of the plan

- 750 FREE minutes of Nationwide calling while on the network

Additional Charges for Toll Calls and Rates for each plan

After the 750 free minutes, customer can add additional service features at \$10 for an additional 500 minutes. Lifeline subscribers are subject to long distance charges for international toll calls and must have the flex bucket on customer account funded to make those calls. The rates can vary based on call from and to.

*Additional fees or surcharges may be imposed pursuant to stipulations by a Regulatory or Legislative Body.

Other Lifeline Information

Additional information regarding the lifeline program can be found on The VI Public Services Commission Website - <http://www.psc.gov.vi/programs.html>