

## **IMPORTANT INFORMATION ABOUT YOUR DISH WIRELESS LLC dba GEN MOBILE LIFELINE SERVICE**

This is the general description of and the rates applicable to the Lifeline service provided by DISH Wireless L.L.C. dba Gen Mobile (“Gen Mobile”) within the State of Utah. Gen Mobile’s provision of service within the State of Utah will be subject to the terms and conditions in this Utah-Specific fact sheet for Lifeline by and between the customer and Gen Mobile.

The Lifeline Program (“Lifeline”) is a government assistance program that provides discounted telephone services to eligible households funded by the Federal Universal Service Fund. A household means adults and children who are living together at the same address as one economic unit. Only one discount per eligible household is permitted and is nontransferable to another person. The discount is limited to a single, primary residential address. A subscriber cannot have this discount from multiple carriers at the same time. Lifeline service is restricted to qualified low-income consumers. The applicant must show proof of participation in the approved public assistance program(s) or income. Gen Mobile will confirm eligibility by accessing available databases, or applicants will be required to submit documentation of eligibility. To continue to receive the Lifeline discount, the subscriber must use their Lifeline service once every thirty (30) days and re-certify annually with the National Verifier that the subscriber is qualified to continue participation in Lifeline. If the subscriber no longer qualifies for Lifeline or is receiving more than one (1) discount, the subscriber must contact Gen Mobile Customer Care or Utah Public Service Commission within thirty (30) days of such event. In the event of noncompliance with the foregoing, the subscriber will lose the Lifeline discount and may be subject to regular retail rates or penalties.

- A qualified Lifeline customer in the State of Utah will receive 1,000 voice minutes, unlimited text messages, and 5 GB of data usage each month (or unlimited voice, text and 16 GB of data for Tribal customers) for \$0 net cost after application of Lifeline and UUSF support. Gen Mobile will inform you of any plan changes.
- Qualified Lifeline customers will be able to apply their Lifeline benefit or subsidy to any Gen Mobile plans offered to non-Lifeline customers. These customers will need to contact Customer Care to do so.
- Minutes will be charged for both outgoing and incoming calls. Calls to 911 and to Gen Mobile Customer Care will not count against a customer’s available voice minutes.
- Unused voice minutes at the end of a customer’s monthly cycle will not roll over to the next month. A Lifeline customer will be able to make calls to 911 even if they have exhausted their available voice minutes.
- A Lifeline enrollment will be for 12 months (unless the customer’s eligibility status changes, select a different carrier, or there is no activity on their phone for thirty (30) consecutive days).
- A Lifeline customer can reach Gen Mobile Customer Care by calling 611 from their Gen Mobile network device or (833) 528-1380. The customer can also contact Gen Mobile Customer Care by visiting [genmobile.com/pages/contact-us](https://genmobile.com/pages/contact-us).

**PLEASE VISIT GEN MOBILE’S WEBSITE AT GENMOBILE.COM FOR THE UTAH-SPECIFIC FACT SHEET FOR LIFELINE AND FULL TERMS AND CONDITIONS.**