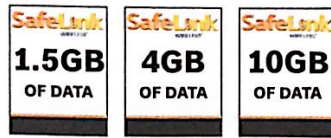


## FREQUENTLY ASKED QUESTIONS

- How do I enroll?  
You have 3 options to enroll:
  - Online at our SafeLink website — [www.SafeLinkCA.com](http://www.SafeLinkCA.com)
  - Call SafeLink at 1-800-723-3546
  - With one of our SafeLink Representatives
  
- How much does it cost?  
ABSOLUTELY NOTHING! We send you a free cell phone that will allow you to enjoy SafeLink Wireless service at NO COST.
  
- Will I be required to sign a contract?  
No contracts are ever required with SafeLink Wireless.
  
- How long is this service for?  
12 months and you will need to re-qualify once a year.
  
- When will I receive my cell phone?  
If you qualify, you will receive your cell phone in 10-14 business days.
  
- Can I switch to SafeLink Wireless if I have a LifeLine benefit with another carrier?  
Yes, if you have an active LifeLine service for over 30 days, you will be switched automatically after you enroll in SafeLink.
  
- How do I keep my SafeLink service active?  
You must make a minimum of one phone call each month.
  
- Who can I contact regarding my SafeLink service?  
Questions about your service will be answered by calling SafeLink Customer Service at 1-800-723-3546.
  
- Who can I contact if I have technical issues with my phone or my phone is lost, stolen, or broken?  
Call Technical Support at 1-800-378-1684. Hours of operation: 8:00 A.M. - 12:00 A.M. EST (7 days a week).

- How do I buy data for my Smartphone?  
Visit [www.SafeLinkCA.com/GetMore](http://www.SafeLinkCA.com/GetMore). A 1.5GB data card costs \$10, a 4GB data card costs \$17.60, and a 10GB data card costs \$32.60.



- How do I call international from my Smartphone?  
Visit [www.SafeLinkCA.com/GetMore](http://www.SafeLinkCA.com/GetMore). You can enjoy making calls internationally from the U.S. with our international card for only \$10.



### Have additional questions?

Please contact our SafeLink Wireless information line at:

**1-800-723-3546**  
Monday through Saturday, 8 A.M. to 10 P.M. and Sunday 8 A.M. to 7 P.M.  
Eastern Standard Time.



SafeLink Wireless® is a Federal and California LifeLine Service, a government assistance program. Only eligible subscribers may enroll, and service is limited to one per household. Service is non-transferrable. Unlike a traditional wireline phone, a wireless handset may be removed from the home. By removing a wireless cell phone from a residence that does not have other phone services, residents may not have a way to make 911 calls during an emergency. Also, wireless service may experience interruptions due to weather conditions, terrain or gaps in service coverage. Coverage not available in all areas. SafeLink is provided by TracFone Wireless Inc. The Android robot is reproduced or modified from a trademark and/or registered trademark of Google Inc. and used according to terms described in the Creative Commons 3.0 License.