



Debra McGuire Mercer  
Tel 202.331.3194  
Fax 202.261.0194  
mercerdm@gtlaw.com

November 3, 2016

Arizona Corporation Commission  
DOCKETED

NOV 04 2016

DOCKETED BY *PA*

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2016 NOV -4 P 1:17

VIA OVERNIGHT DELIVERY

Docket Control Center  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007

T-20664A-16-0408

Re: TracFone Wireless, Inc., Arizona Tariff C.C. No. 3  
Docket No. T-20664A-\_\_\_\_\_

Dear Sir/Madam:

Enclosed please find an original and thirteen (13) copies of TracFone Wireless, Inc.'s Arizona Tariff C.C. No. 3. This informational tariff is applicable to TracFone's SafeLink Wireless® Lifeline service offered in the State of Arizona commencing on December 2, 2016. This information tariff replaces TracFone's Arizona Tariff C.C. No. 2 in its entirety. An additional copy is included to be date-stamped and returned in the enclosed envelope. Please contact me if you have any questions about this submission.

Sincerely,

*Debra McGuire Mercer*  
Debra McGuire Mercer

Enclosures

TRACFONE WIRELESS, INC.  
D/B/A SAFELINK WIRELESS®  
Issued Date: November 2, 2016

Arizona Tariff C.C. No. 3  
Original Page 1  
Effective Date: December 2, 2016

---

**INFORMATIONAL TARIFF  
APPLICABLE TO LIFELINE SERVICE  
OFFERED IN THE STATE OF ARIZONA**

**ISSUED BY  
TRACFONE WIRELESS, INC. D/B/A SAFELINK WIRELESS®**

**THIS INFORMATIONAL TARIFF REPLACES ARIZONA TARIFF C.C. NO. 2 IN ITS ENTIRETY**

**This informational tariff is provided for informational purposes only.**

TracFone Wireless, Inc.  
9700 N.W. 112<sup>th</sup> Avenue  
Miami, Florida 33178

---

CHECK SHEET

The sheets listed below, which are inclusive of this price list are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original Informational Tariff List and are currently in effect as of the date on the bottom of this page.

<u>SHEET</u>	<u>REVISION</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
20	Original
Exhibit 1	Original

---

TABLE OF CONTENTS

Section 1. APPLICATION OF TARIFF ..... 5

Section 2. Technical Terms, Abbreviations, and DEFINITIONS ..... 6

    2.1. Company or Carrier ..... 6

    2.2. Customer ..... 6

    2.3. Service ..... 6

    2.4. Underlying Carrier ..... 6

Section 3. RULES AND REGULATIONS ..... 7

    3.1. Lifeline Service ..... 7

    3.2. Eligibility ..... 8

    3.3. Application ..... 8

    3.4. Unauthorized Usage; Tampering ..... 9

    3.5. Coverage Maps ..... 10

    3.6. Roaming ..... 10

    3.7. Limitations of Service and Use of Equipment ..... 11

    3.8. Lost or Stolen Phone Policy ..... 11

    3.9. Limited Warranty and Disclaimer of Warranties ..... 11

    3.10. Hearing, Visual, or Speech Impaired Accommodations ..... 12

    3.11. Emergency Calls ..... 12

    3.12. Limitation of Liability ..... 12

    3.13. Indemnification ..... 12

    3.14. Dispute Resolution and Binding Arbitration ..... 12

    3.15. Privacy Policy ..... 13

Section 4. Description of Services Offered ..... 14

---

4.1. Service Description .....	14
4.2. Activation and Use of Handset .....	15
4.3. Retrieval of Airtime Minutes .....	15
4.4. Annual Verification and Non-Use Deactivation .....	16
4.5. Airtime Usage .....	17
Section 5. Rates .....	18
5.1. Airtime Rates .....	18
5.2. Text Messaging .....	18
5.3. International Calling .....	18
5.4. Adding Airtime .....	19
5.5. Airtime Cards .....	19
EXHIBIT 1 - Designated Lifeline Areas in Arizona .....	20

SECTION 1. APPLICATION OF TARIFF

This tariff is provided for informational purposes only and contains the regulations, rates, and charges applicable to the Company's Lifeline Service provided under the trade name SafeLink Wireless® in the areas of Arizona for which the Company is designated as an Eligible Telecommunications Carrier.

SECTION 2. TECHNICAL TERMS, ABBREVIATIONS, AND DEFINITIONS

Certain terms used generally throughout this price sheet are defined below.

2.1. Company or Carrier

TracFone Wireless, Inc. ("TracFone"), doing business under the trade name SafeLink Wireless®.

2.2. Customer

The person who applies for and receives Lifeline service from TracFone.

2.3. Service

SafeLink Wireless® ("SafeLink") Lifeline service provided under the federal Lifeline program.

2.4. Underlying Carrier

A facilities-based provider of telecommunication services from whom the Company acquires services which it resells to its customers.

SECTION 3. RULES AND REGULATIONS

3.1. Lifeline Service.

3.1.1. Federal Lifeline Program

The Federal Lifeline Program is designed to ensure that quality telecommunications services are available to low-income customers at just, reasonable, and affordable rates. Lifeline discounts are available to one customer per household at the customer's principal place of residence. The terms and conditions governing TracFone's Lifeline service comply with the Federal Communications Commission's orders, rules, regulations, and policies.

3.1.2. Lifeline Service

TracFone's Lifeline service provides the following functions:

1. Access to the public switched telephone network
2. Local usage
3. Access to 911 and E911 emergency service
4. Text messaging
5. Voicemail
6. Call waiting
7. Caller ID

3.1.3. Lifeline Benefit

Lifeline customers receive the following monthly plan:

500 free minutes each month, which do not carry over to the next month if unused, and unlimited text messages.

In addition, Lifeline customers may purchase additional usage cards at a rate of \$0.10 or less per minute. TracFone provides wireless handsets to its participating Lifeline customers at no charge. The handsets will be delivered to customers upon enrollment in the program with the first month's free usage allotment already activated.

3.2. Eligibility

3.2.1. A single Lifeline benefit is available for each household and only the head of household may apply for Lifeline service. An individual's eligibility may be program-based by participating in a qualified program or income-based by meeting an income level.

3.2.2. Program-based eligibility: An individual qualifies for Lifeline service if the individual currently participates in one of the following programs:

1. Federal Public Housing Assistance (Section 8)
2. Supplemental Nutrition Assistance Program (SNAP)
3. Medicaid
4. Supplemental Security Income (SSI)
5. Veterans and Survivors Pension Benefit

3.2.3. Income-based eligibility: An individual qualifies for Lifeline service if the individual has total household income at or below 150% of the Federal Poverty Guidelines.

3.3. Application

3.3.1. Any individual applying for Lifeline service must complete an application form. Application forms are available online at [www.safelinkwireless.com](http://www.safelinkwireless.com) or can be requested by calling 1-800-SAFELINK.

3.3.2. An individual that applies for Lifeline service based on participation in a qualified program may be asked to provide documentation of program-based eligibility. Acceptable documentation of program eligibility includes the current or prior year's statement of benefits from a qualifying assistance program, program

participation documents, or other official document demonstrating that the prospective subscriber, one or more of the prospective subscriber's dependents or the prospective subscriber's household receives benefits from a qualifying assistance program.

- 3.3.3. An individual that applies for Lifeline service based on having a total household income at or below 150% the Federal Poverty Guidelines must provide documentation of income eligibility. Acceptable documentation of income eligibility includes the prior year's state or federal tax return, current income statement from an employer or paycheck stub, a Social Security statement of benefits, a Veterans Administration statement of benefits, a retirement/pension statement of benefits, an Unemployment/Workmen's Compensation statement of benefits, divorce decree, child support award, or other official document containing income information.
- 3.3.4. TracFone will determine at its sole discretion whether or not an applicant meets the eligibility requirements to participate in Lifeline service. Persons who do not meet the eligibility requirements will be notified by U.S. Mail and the reason for the non-eligibility will be provided.

3.4. Unauthorized Usage; Tampering

- 3.4.1. The SafeLink handset is provided exclusively for use by the end consumer with the SafeLink Service available solely in the United States, Puerto Rico and the U.S. Virgin Islands. The unauthorized unlocking or resale of the SafeLink handset, constitutes a violation of the customer's agreement with TracFone. Customers agree not to unlock, re-flash, tamper with or alter the SafeLink handset in a manner which conflicts with SafeLink's Unlocking Policy stated in SafeLink's Terms and Conditions of Service set forth at [www.safelinkwireless.com](http://www.safelinkwireless.com). Customer also agrees not to enter unauthorized PIN, engage in any other unauthorized or illegal use of the SafeLink phone or the Service, or assist others in such acts, or to sell and/or export SafeLink handsets outside of the United States. These acts violate TracFone rights and state and federal laws. Improper, illegal or unauthorized use of the SafeLink phone is a violation of the customer's agreement and may result in immediate discontinuance of Services and legal action. TracFone will prosecute violators to the full extent of the law.
- 3.4.2. Some SafeLink handsets have SIM cards. If a SafeLink phone has a SIM card, then the customer must agree to safeguard the SIM card and not to allow any unauthorized person to use the SIM card. Customer must agree not to allow any other person to, directly or indirectly alter, bypass, copy, deactivate, remove, reverse-engineer or otherwise circumvent or reproduce the encoded information stored on, or the encryption mechanisms of, the SIM card. Any violation of these restrictions may result in the immediate termination of the customer's Service and de-enrollment from the SafeLink Lifeline program. The Underlying Carriers,

TracFone, or its service providers, may, from time to time, remotely update or change the encoded information on the SIM card. The SafeLink phone is restricted from operating when customers are located anywhere outside of the United States, Puerto Rico or the U.S. Virgin Islands, including offshore or in international waters. Any such calls are considered unauthorized usage by TracFone for which Service will be immediately suspended. In the event of suspension for this or any other unauthorized usage, customers will not be entitled to receive any refunds for the handset or unused airtime.

3.5. Coverage Maps

Coverage maps may be found on the Company's website, [www.tracfone.com](http://www.tracfone.com). These maps are for general informational purposes only. TracFone does not guarantee coverage or service availability. Even within a coverage area, factors such as terrain, weather, structures, foliage, signal strength, traffic volumes, service outages, network changes, technical limitations, and equipment may interfere with actual service, quality and availability. Thus, it is possible a phone will roam even in the area depicted as the customer's home calling area. Actual coverage and service areas may vary from the maps and may change without notice. A list of zip codes in which TracFone's SafeLink Lifeline service is available is attached as Exhibit 1.

3.6. Roaming

"Roaming" occurs when a subscriber of one wireless service provider uses the facilities of another wireless service provider. Roaming most often occurs when a customer makes and receives calls outside the home calling area. When a SafeLink phone is roaming, an indicator light on the handset may display the word "Roam" or "RM" on the screen while the phone is not in use. There are no additional charges for roaming calls for the SafeLink phone provided. Availability, quality of coverage and Services while roaming are not guaranteed.

3.7. Limitations of Service and Use of Equipment

3.7.1. Service is subject to transmission limitations caused by certain equipment and compatibility issues, atmospheric, topographical and other conditions. Further, Service may be temporarily refused, limited, interrupted or curtailed due to system capacity limitations, technology migration or limitations imposed by the Underlying Carrier, or because of equipment modifications, upgrades, repairs or relocations or other similar activities necessary or proper for the operation or improvement of the Underlying Carrier's radio telephone system. At any time, TracFone reserves the right to substitute and/or replace any SafeLink equipment (including handsets) with other SafeLink equipment including handsets of comparable quality. Some functions and features referenced in the Manufacturer's manual for a particular SafeLink handset may not be available on all phones. TracFone does not warrant or guarantee availability of network or of any Services at any specific time or geographic location or that the Services will be provided without interruption. Neither TracFone nor any Underlying Carrier shall have any liability for Service failures, outages or limitations of Service. Because of the risk of being struck by lightning, customers should not use SafeLink phones outside during a lightning storm. Customers should also unplug the SafeLink phone power cord and charger to avoid electrical shock and/or fire during a lightning storm.

3.8. Lost or Stolen Phone Policy

3.8.1. Lost or Stolen Phone Policy: For any lost or stolen SafeLink phone, customers may request and receive only one replacement phone per customer. The replacement phone will be a refurbished phone. All reported lost and stolen phones will be permanently deactivated. The replacement phone will include only 10 minutes of lost time. Any additional time that the customer may have had on the lost phone will not be replaced. In the event customers lose replacement phones or they are stolen, customers will need to purchase an additional phone. If a phone is lost or stolen in transit to the customer, before the customer receives the phone, then the lost phone and airtime may be replaced as a onetime courtesy in TracFone's sole discretion.

3.9. Limited Warranty and Disclaimer of Warranties

A SafeLink phone is covered by a one year limited warranty. The terms of this limited warranty and TracFone's disclaimer of warranties are stated in SafeLink's Terms and Conditions of Service set forth at [www.safelinkwireless.com](http://www.safelinkwireless.com).

3.10. Hearing, Visual, or Speech Impaired Accommodations

Any hearing, visual or speech impaired persons interested in applying for a specially equipped SafeLink handset must call SafeLink at 1-800-378-1684 and specify the need(s) to an agent and TracFone will make every effort to assist such customer in obtaining a handset that is in compliance with all applicable laws, rules, and regulations.

3.11. Emergency Calls

SafeLink customers have access to 911. Occasionally, however, callers may attempt to call 911 in areas where there is no wireless coverage. If there is no wireless coverage, a call to 911 may not go through and the customer should dial 911 from the nearest landline phone.

3.12. Limitation of Liability

TracFone will not be liable to customers for any indirect, special, incidental, consequential, exemplary or punitive damages of any kind, including lost profits (regardless of whether it has been notified such loss may occur) by reason of any act or omission in its provision of equipment and Services. TracFone will not be liable for any act or omission of any other company furnishing a part of our Services or any equipment or for any damages that result from any Service or equipment provided by or manufactured by third parties. When a SafeLink phone is returned to SafeLink for any reason, TracFone is not responsible and shall not be liable to customers or anyone else for any personal information such as user names, passwords, contacts, pictures, SMS, MMS and/or additional downloads customers may have stored on the phone or which may remain on the phone.

3.13. Indemnification

Customers must agree to indemnify and hold harmless TracFone from any and all liabilities, penalties, claims, causes of action, and demands brought by third parties (including the costs, expenses, and attorneys' fees on account thereof) resulting from customers' use of a SafeLink phone and/or use of the SafeLink Services, whether based in contract or tort (including strict liability) and regardless of the form of action.

3.14. Dispute Resolution and Binding Arbitration

Most Customer concerns can be resolved quickly and to the Customer's satisfaction by calling TracFone's Customer Care department at 1-800-378-1684. As such, Customer agrees that he/she will first contact Customer Care with any dispute and provide a description of the nature of the dispute, all relevant documents, other information concerning the dispute, and Customer's proposed resolution before taking any formal action. If Customer and TracFone are unable to reach a resolution of the dispute within 30 days of Customer's notice to us, Customer agrees that he/she will submit the dispute to binding arbitration as stated in SafeLink's Terms and Conditions of Service set forth at

[www.safelinkwireless.com](http://www.safelinkwireless.com) or small claims court rather than filing a lawsuit. Customer may forward his or her dispute to: TracFone Wireless, Inc., Attn: Executive Resolution Department, 9700 NW 112 Avenue, Miami, FL 33178.

3.15. Privacy Policy

The Privacy Policy governing the Service is available at the SafeLink website found at [www.safelinkwireless.com](http://www.safelinkwireless.com).

SECTION 4. DESCRIPTION OF SERVICES OFFERED

4.1. Service Description

4.1.1. A person who submits a Lifeline application, together with supporting documentation (when required), and who meets the eligibility requirements, will receive a free cellular phone provided by TracFone together with a free allotment of airtime minutes each month for one year.

4.1.2. To continue your enrollment in the SafeLink Lifeline program after the initial year, each customer must re-certify that he/she is qualified for continued enrollment in Lifeline 12 months after the customer's service initiation date and every 12 months thereafter.

TracFone will conduct re-certification using a rolling process based on each customer's service initiation date. If TracFone determines during its re-certification efforts, or at any other time, that a customer fails to continue to re-qualify for the SafeLink Lifeline program, such customer will immediately be deemed ineligible to participate in the program and will no longer receive the free monthly minutes. Upon the request of a state and/or federal authority, a Lifeline customer's enrollment may be cancelled.

4.1.3. TracFone reserves the right to cancel the enrollment of any customer and/or permanently deactivate any customer's phone for fraud, misrepresentation or other misconduct as determined solely by TracFone. While participating in the SafeLink Lifeline program, a customer shall not be permitted to sell, rent, give away or in any way allow another person to use the cellular phone or SafeLink Service provided to him/her by TracFone. It is a violation of federal and state law to sell or give away the phone or Service provided to the customer. Any violation of this provision will be reported to the appropriate legal authorities for prosecution. If TracFone determines, in its sole discretion, that a SafeLink customer has violated these prohibitions, TracFone will permanently de-enroll the customer from the SafeLink Lifeline program, the customer's phone will be permanently deactivated and the customer's personal information will be permanently flagged so that the customer may not re-enroll in the SafeLink Lifeline program in the future.

4.1.4. Customers agree that their SafeLink phone will not be used for any other purpose that is not allowed by the customer's agreement or that is illegal. TracFone can, without notice, limit, suspend, or end a customer's service and de-enroll a customer from the SafeLink Lifeline program for violating this provision or for any other good cause.

4.2. Activation and Use of Handset

- 4.2.1. If a customer's Lifeline application is accepted, the customer will receive a pre-activated handset delivered to customer's home address noted in the application.
- 4.2.2. The customer must accept the telephone number assigned to the handset at the time of activation and the customer will acquire no proprietary interest in any number assigned to customer.
- 4.2.3. The wireless telecommunications networks used to transmit calls for the Lifeline service are owned and operated by various licensed commercial mobile radio service providers (Underlying Carriers), not SafeLink or TracFone.
- 4.2.4. The telephone number assigned to the customer's handset at the time of activation will not be changed for any reason, unless required by an Underlying Carrier, nor may a customer select a number to be assigned to his/her handset.
- 4.2.5. SafeLink handsets can only be used through TracFone, and cannot be activated with any other wireless or cellular service.
- 4.2.6. Services are provided at TracFone's discretion. Some functions and features referenced in the Manufacturer's manual provided with the SafeLink handset may not be available on all SafeLink handsets.
- 4.2.7. Once a customer no longer participates in Lifeline Service (either by choice, disqualification, cancellation or termination), such customer may retain the handset provided by TracFone, as well as any remaining service days and minutes for their use. Such person may remain as a TracFone customer as long as he/she complies with the TracFone Terms and Conditions of Service set forth at [www.tracfone.com](http://www.tracfone.com).

4.3. Retrieval of Airtime Minutes

- 4.3.1. While eligible and participating in Lifeline service, each customer will receive a free monthly allotment of airtime minutes. However, in order to receive the monthly allotment customers will need to turn on and leave on their handset the first few days of each month.
- 4.3.2. If a customer does not receive the monthly allotment of minutes because the phone was not on at the beginning of the month or does not automatically retrieve minutes when turned on, the allotted minutes may be self-retrieved by following the instructions below. If for any reason these instructions do not work on the handset, assistance is available at 1-800-378-1684.

4.3.2.A. Turn SafeLink phone ON.

4.3.2.B. From the Main screen, press the MENU key. Select "Prepaid."

4.3.2.C. From the menu select, "Add Airtime" or "Redeem Airtime."

4.3.2.D. Dial 5 5 5 and press OK.

4.4. Annual Verification and Non-Use Deactivation

- 4.4.1. A SafeLink customer is required to annually verify continued Lifeline program eligibility 12 months after the customer's service initiation date and every 12 months thereafter. If a customer fails to complete the verification by the customer's service initiation anniversary date, the customer will be de-enrolled from the SafeLink Lifeline program. Upon de-enrollment from the SafeLink Lifeline program, you will cease receiving the free monthly allotment of airtime. If you are de-enrolled, your phone will remain active and you may continue to use your phone so long as you have available airtime minutes and service days remaining on your phone. You may purchase airtime and service days to keep your phone service active. If you are de-enrolled from the SafeLink Lifeline program and you allow your remaining service days to expire or go "past due," your phone service will be deactivated, you may lose your unused minutes and you will lose your wireless telephone number.
- 4.4.2. If your service is deactivated, you may reactivate your service by re-enrolling in the SafeLink Program (if eligible) or purchasing and redeeming a TracFone airtime card with service days. Upon reactivation of your phone, you may be assigned a new telephone number.
- 4.4.3. If you have been de-enrolled from the SafeLink Program but you wish to keep your service active, you must purchase and redeem additional airtime and service days before the "Service End Date" displayed on your phone. To prevent any interruption in your phone service, please keep your handset service active by timely completing your annual verification as required by the SafeLink Lifeline program or by purchasing and adding TracFone airtime cards before your Service End Date.
- 4.4.4. "No Usage" De-Enrollment and Deactivation: Only subscribers who actively use their Lifeline service are eligible to continue receiving benefits. If you exceed 1 month without any Usage (as defined in this section), you will be notified that failure to use your handset within 15 days will result in service termination. "Usage" includes any of the following: making a call, answering a call from someone other than SafeLink, sending a text message, retrieving your pending minutes by pressing 555, completing the Annual Recertification process, purchasing airtime or informing TracFone that you wish to continue your participation in the SafeLink program. In order to reactivate your SafeLink phone and re-enroll in the SafeLink Lifeline Program, you will need to call SafeLink Customer Care. Upon successful re-enrollment, you will receive the monthly

minutes that you were entitled to receive through the date your enrollment was cancelled. You will not, however, receive any airtime for the period of time you were not enrolled in the SafeLink Lifeline program.

4.5. Airtime Usage

- 4.5.1. Airtime minutes will be deducted for all time during which a SafeLink phone is connected to, or using, the wireless system of any Underlying Carrier. SafeLink airtime is issued in minute (or unit) increments. Units are deducted from the SafeLink phone at a rate of one (1) unit per minute or partial minute of use. Partial minutes are rounded up to the next minute.
- 4.5.2. Use of a wireless system typically begins when the user presses the "send", "call" or other key to initiate or answer a call and does not end until the user presses the "end" key or the call is otherwise terminated.
- 4.5.3. Airtime minutes are deducted for all incoming and outgoing calls, including incoming call waiting calls, calls to toll free numbers, 411, Customer Care (when not accessing Customer Care by dialing 611), and to access voice mail. Airtime minutes are not deducted for calls to Customer Care when a customer dials 611 directly from his/her handset.
- 4.5.4. Airtime minutes are not deducted for calls to 911, and all handsets will be able to call 911 even if they have no airtime remaining. For outbound calls, customers may be charged airtime for incomplete and/or busy-no answer calls.
- 4.5.5. Airtime minutes will also be deducted for use of other services such as accessing the TracFone Mobile Web ("WAP").
- 4.5.6. No credit or refund is given for dropped calls.

## SECTION 5. RATES

### 5.1. Airtime Rates

Airtime is issued in minute/unit increments. ("Units" are the same as minutes.) Minutes/units are deducted from the handset in the following manner: all calls are charged at a rate of one (1) unit per minute. There is no additional charge for nationwide long distance.

### 5.2. Text Messaging

5.2.1. Customer will receive a free unlimited allotment of SMS usage to send and/or open text messages.

5.2.2. SafeLink text messaging may not be used for certain unauthorized uses that adversely impact SafeLink's Service. Examples of unauthorized uses include, without limitation, the following: (i) automated text or picture messaging to another mobile device or e-mail address; (ii) other commercial uses. A customer engaged in any unauthorized use of SafeLink Service may have his/her service terminated. Customers will be provided notice and an opportunity to take corrective action with respect to unauthorized uses before service is terminated.

5.2.3. SafeLink does not allow international text messages. Attempting to send international messages could result in service deactivation and de-enrollment from the SafeLink Lifeline program.

5.2.4. Please note that TracFone does not generally participate in Premium SMS services or campaigns. Premium SMS refers to activities that usually involve sending a text message to a designated "short code" or buying or attempting to buy SMS services from anyone other than TracFone. Premium SMS campaigns include activities such as casting a vote, expressing opinions, playing a game, subscribing to a service, or interactive television programs. Customers should not attempt to participate in Premium SMS campaigns, unless it is a TracFone authorized campaign. Any text message sent to a "short code" will in all likelihood not go through. Any charges incurred as a result of any attempts to participate in Premium SMS services or campaigns (not authorized by TracFone) whether incurred as deductions from the SafeLink phone or from credit card, are not refundable.

### 5.3. International Calling

Customers will not be able to make or receive calls on SafeLink phones when located outside of the United States, Puerto Rico or the U.S. Virgin Islands ("Coverage Area"). Any attempt by a Customer to make or receive calls when outside the Coverage Area could result in service deactivation and de-enrollment from the SafeLink Lifeline program.

5.4. Adding Airtime

- 5.4.1. SafeLink phones will only operate when customers have airtime minutes/units available on the SafeLink handset.
- 5.4.2. If customers run out of the free monthly allotment of airtime, additional minutes may be purchased to add airtime to the phone. Instructions for adding airtime to the phone are provided on the airtime cards and are available on the SafeLink website at [www.safelinkwireless.com](http://www.safelinkwireless.com).

5.5. Airtime Cards

- 5.5.1. Customers may purchase and use any SafeLink or TracFone airtime cards for their SafeLink phones. Each airtime card comes with a number of minutes and a service period that begins to run from the day a customer adds airtime to his/her SafeLink phone.
- 5.5.2. TracFone markets Double Minute cards for or TracFone users. All SafeLink customers automatically receive Double Minute benefits on any purchases of additional airtime. SafeLink users will not receive any additional benefit by purchasing a Double Minute card. The free monthly allotment of minutes provided to the customer while enrolled in the SafeLink Lifeline program and any bonus or promotional minutes will not double with the purchase and addition of any airtime cards.
- 5.5.3. Each TracFone Wireless airtime card includes a set number of minutes and service days that begin to run from the date a customer adds the airtime to the SafeLink phone. SafeLink Customers may purchase airtime at the rate of 10¢ or less per unit. Details about the number of airtime minutes received by SafeLink Customers who purchase TracFone airtime cards are stated in SafeLink's Terms and Conditions of Service set forth at [www.safelinkwireless.com](http://www.safelinkwireless.com). TracFone reserves the right to adjust its airtime rates at any time in its sole discretion.

**EXHIBIT 1**  
**DESIGNATED LIFELINE SERVICE AREAS IN ARIZONA**

<b>ZIP CODE</b>	<b>ZIP CODE</b>	<b>ZIP CODE</b>	<b>ZIP CODE</b>
85001	85032	85070	85173
85002	85033	85071	85178
85003	85034	85072	85190
85004	85035	85073	85191
85005	85036	85074	85194
85006	85037	85075	85201
85007	85038	85076	85202
85008	85039	85077	85203
85009	85040	85078	85204
85010	85041	85079	85205
85011	85042	85080	85206
85012	85043	85082	85207
85013	85044	85083	85208
85014	85045	85085	85209
85015	85046	85086	85210
85016	85048	85087	85211
85017	85050	85096	85212
85018	85051	85097	85213
85019	85053	85098	85214
85020	85054	85099	85215
85021	85055	85117	85216
85022	85060	85120	85217
85023	85061	85122	85218
85024	85062	85127	85219
85025	85063	85130	85220
85026	85064	85131	85221
85027	85065	85140	85223
85028	85066	85141	85224
85029	85067	85143	85225
85030	85068	85145	85227
85031	85069	85172	85228

ZIP CODE	ZIP CODE	ZIP CODE	ZIP CODE
85231	85269	85308	85352
85232	85271	85309	85353
85233	85272	85310	85354
85234	85273	85311	85355
85235	85274	85312	85356
85236	85275	85313	85357
85237	85277	85318	85358
85238	85278	85320	85359
85239	85279	85322	85360
85240	85280	85323	85361
85241	85281	85324	85362
85242	85282	85325	85363
85243	85283	85326	85364
85244	85284	85327	85365
85245	85285	85328	85366
85246	85286	85329	85367
85247	85287	85331	85369
85249	85289	85332	85372
85250	85290	85333	85373
85251	85291	85334	85374
85252	85292	85335	85375
85253	85293	85336	85376
85254	85294	85337	85377
85255	85295	85338	85378
85257	85296	85340	85379
85258	85297	85341	85380
85259	85298	85342	85381
85260	85299	85343	85382
85261	85301	85345	85383
85262	85302	85346	85385
85263	85303	85347	85387
85264	85304	85348	85388
85266	85305	85349	85390
85267	85306	85350	85392
85268	85307	85351	85395

---

ZIP CODE	ZIP CODE	ZIP CODE	ZIP CODE
85396	85616	85662	85735
85501	85617	85670	85736
85502	85618	85671	85737
85531	85619	85701	85738
85532	85620	85702	85739
85533	85621	85703	85740
85534	85622	85704	85741
85535	85623	85705	85742
85536	85624	85706	85743
85539	85625	85707	85744
85540	85626	85708	85745
85541	85627	85709	85746
85543	85628	85710	85747
85544	85629	85711	85748
85545	85630	85712	85749
85546	85631	85713	85750
85547	85632	85714	85751
85548	85633	85715	85752
85551	85635	85716	85754
85552	85636	85717	85755
85553	85637	85718	85756
85554	85638	85719	85757
85601	85640	85720	85775
85602	85641	85721	85777
85603	85643	85722	85901
85605	85644	85723	85902
85606	85645	85724	85912
85607	85646	85725	85920
85608	85648	85726	85922
85609	85650	85728	85923
85610	85652	85730	85924
85611	85653	85731	85925
85613	85654	85732	85926
85614	85655	85733	85928
85615	85658	85734	85929

ZIP CODE	ZIP CODE	ZIP CODE	ZIP CODE
85931	86029	86332	86431
85932	86031	86333	86432
85933	86032	86334	86433
85934	86038	86335	86436
85935	86052	86336	86437
85936	86301	86337	86438
85937	86302	86338	86439
85938	86303	86339	86441
85939	86304	86340	86442
85940	86305	86341	86443
85942	86312	86342	86444
86001	86313	86343	86445
86002	86314	86351	86446
86003	86315	86401	86504
86011	86320	86402	86510
86015	86321	86403	86511
86016	86322	86404	86520
86017	86323	86405	86535
86018	86324	86406	86538
86020	86325	86409	86540
86021	86326	86411	86544
86023	86327	86412	86545
86024	86329	86413	86547
86025	86330	86429	
86028	86331	86430	