

StandUp Wireless

Prepaid Terms & Conditions

Nature of Service: StandUp Wireless prepaid plans provide domestic prepaid wireless phone service to include personal communication, wireless voice, SMS and/or data services. These services are to be used in accordance with the terms and conditions set forth herein and in accordance with the General Terms & Conditions applicable to all StandUp Wireless products and services. StandUp Wireless prepaid plans are NOT subsidized or Lifeline Program plans. Please see www.standupwireless.com for Lifeline Terms & Conditions. StandUp Wireless Prepaid plans provide an allotment of minutes, text and/or data for a 30-day period in exchange for a fee. Service with StandUp Wireless requires a SIM card that must be provided by StandUp Wireless.

No annual service contracts required to obtain or keep service. Customers must sign up for AutoPay to receive service but are under no obligation to continue. Offers and coverage are not available everywhere or for all phones and/or networks. See standupprepaid.com for coverage details. Prohibited network use rules & other restrictions apply; See Acceptable Use Policy in the StandUp Wireless General Terms and Conditions of Service at standupprepaid.com for terms and conditions. StandUp Wireless reserves the right to change or cancel offers, programs, prices, fees and features at any time.

Rate Plans: Below is a chart showing the current rate plans available through StandUp Prepaid service. The rate plans shown below are valid for 30 days unless otherwise specified.

StandUp Wireless Prepaid Rate Plans			
Price ¹	Minutes	Text Messages	High Speed Data
\$10.00	Unlimited	Unlimited	250 MB
\$20.00	Unlimited	Unlimited	2 GB
Additional Airtime Available for Purchase			
\$5.00	250	250	250 MB
\$10.00	N/A	N/A	1.5 GB

StandUp Wireless reserves the right to change the fees associated with the rate plan(s) above or discontinue a rate plan at its sole discretion. **Data Restrictions:** the data allotment above describes the amount of 4G LTE/ High Speed data available through the rate plan. **Other Restrictions:** Unlimited does not mean unreasonable. All allotments are subject to the StandUp Wireless General Terms and Conditions Acceptable Use Policy. **Additional Airtime:** Subscribers may purchase additional airtime, also referred to as a “top up” through the StandUp MyAccount web portal. Top Ups are valid for a period of 30 days and are listed in the chart above. Additional airtime purchases have the same Restrictions as Rate Plans. **Activation of Service:** You must activate within 30 days of purchasing service with StandUp prepaid. You must activate your service by calling 611 using your StandUp service. If you do not activate within 30 days of your Purchase Date, your account and phone number will be deactivated, and you will no longer have access to either. No refunds will be issued for these occurrences. Once your service is activated, you will receive 30 days of the service plan you purchased. You will be billed for service every 30 days as long as

¹ Price does not include applicable taxes and fees.

you remain enrolled in AutoPay. Billing occurs as described in our AutoPay Policy in our General Terms and Conditions.

Monthly Anniversary Date: Plans are valid for a period of 30 days. The day the service period ends and a new one begins is referred to as the “Anniversary Date.” Customers enrolled in AutoPay will be charged for the rate plan on their Anniversary Date every 30 days unless service is canceled or their method of payment is removed from the account. If service on the account expires and payment is not received, customers will have 15 days to purchase additional airtime or the account may be deactivated, and the phone number will be lost.

Changes to Service: Subscribers may increase their data allotment by purchasing additional data through their MyAccount portal, changing their rate plan to any available plan listed in the Rate Plans section of these terms and conditions, or by emailing or chatting with customer care and requesting the change. Top Ups take effect immediately while a change in rate plan will not go into effect until your next Anniversary Date.

Termination of Service: StandUp Wireless Prepaid subscribers are considered “Month-to-month” customers. You may terminate your service by removing or stopping AutoPay and not paying for the following month of service. If this occurs, your termination will be effective at the end of your current month of service. You may contact Customer Care through email or chat and request your account be deactivated immediately. Upon doing so, your service will stop working immediately and you will lose your phone number. If you start service with another service provider and port-out your telephone number, your service termination will be effectively immediately upon completion of the phone number port. You will be responsible for all fees and Charges for your service and usage through the end of that period. If you port your number, you will be responsible for all usage, fees, and charges until the port-out is complete. If we terminate your service, we will determine the date of termination, and you will be responsible for all usage and Charges through the date of termination. You are free to cancel Service at any time. After your first use, however, you will receive no refunds on any equipment, including Phones or any unused funds in your account. Monthly Service Fees are non-refundable. You may cancel your account or change your rate plan through MyAccount at standupprepaid.com or email support@standupprepaid.com. Your phone number will be reclaimed as early as 45 days from the last date that funds were added to your account.

Auto Pay: By participating in AutoPay, you agree to the StandUp Wireless AutoPay Policy in the StandUp Wireless General Terms and Conditions and agree to have the AutoPay amount you have selected plus the applicable taxes and fees deducted from your credit card or debit card once every 30 days. You may establish, modify, or cancel your auto-pay enrollment at any time by emailing or chatting with Customer Care.

Taxes: Advertised price(s) do not include all related telecom taxes, fees, and/or surcharges. Sales tax and any federal, state or local charges assessed to telecom products at the point of sales are not included.