

OptimERA xG LTE

LifeLine Cell phone and Mobile Data Service

Terms Summary and Lifeline Notice — Effective September 3, 2025

This summary outlines key terms of OptimERA xG's LTE cellular service and required Lifeline disclosures. It does not replace the full Terms and Conditions. All other terms and conditions apply.

- See full terms: <https://legal.optimeranetworks.com/>
- See Lifeline info: <https://www.usac.org/lifeline/>
- See OptimERA service plans: <https://optimeranetworks.com/build-plan>
- Register for Lifeline eligibility: <https://www.lifelinesupport.org/>

1. Service Overview

- 1.1. LTE mobile voice, text, and data service is provided within OptimERA coverage and through applicable roaming partners. Availability, speeds, and quality vary by location, device, and network conditions.
- 1.2. Current service plans are listed at <https://optimeranetworks.com/build-plan>. Plan features, rates, and allowances may change with notice as permitted by law.
- 1.3. Service requires a compatible, carrier-approved device and SIM/eSIM. Device software updates may be required to maintain service.
- 1.4. Number portability is supported consistently with applicable law.

2. Lifeline Discount Program (Summary)

- 2.1. If this document does not reflect the current status of the LifeLine Program, refer directly to the LifeLine documentation provided at <https://www.usac.org/lifeline/>
- 2.2. All OptimERA service plans are eligible for the Lifeline discount benefit.
- 2.3. Federal Lifeline benefits provided by OptimERA are limited to residents of Unalaska Island, including Dutch Harbor.
- 2.4. All OptimERA subscribers must register for Lifeline eligibility at <https://www.lifelinesupport.org/>.
- 2.5. Only one Lifeline-supported service is permitted per household and the benefit is non-transferable.
- 2.6. Annual recertification is required by the Lifeline program. Failure to recertify when requested results in benefit loss or de-enrollment.
- 2.7. Subscribers receiving the federal Lifeline benefit are responsible for all charges not covered by the federal Lifeline discount.
- 2.8. Lifeline eligibility is based on income or qualifying program participation as determined by USAC and the FCC. Documentation may be required.

- 2.9. Subscribers must promptly notify USAC and OptimERA of any change affecting eligibility or service address under program rules.

3. Rates, Fees, and Taxes

- 3.1. Monthly charges, usage-based charges, taxes, regulatory fees, and government-imposed surcharges apply. Amounts may vary by jurisdiction.
- 3.2. Roaming, international calling, premium messaging, and other optional features may incur additional charges if enabled.
- 3.3. Credits, discounts, and promotions have conditions and may be modified or discontinued as permitted by law.

4. Billing and Payments

- 4.1. Billing cycles and due dates are stated on your account portal or invoice. Failure to pay may result in suspension or termination.
- 4.2. Autopay, paperless billing, and account management are available via the customer portal.
- 4.3. Coverage and Service Limitations
- 4.4. Service is not available in all areas at all times. Outages, maintenance, power loss, backhaul disruption, or force majeure events may interrupt service.
- 4.5. Network management may include reprioritization, speed optimization, video resolution management, and other reasonable measures. See <https://legal.optimeranetworks.com/> for further information.
- 4.6. Tethering and hotspot use may be limited by plan. Misuse or unauthorized reselling is prohibited.

5. 911/E911 and Safety Disclosures

- 5.1. 911 services may depend on wireless coverage, device, GPS, and network conditions. Location information may be unavailable or inaccurate, especially indoors.
- 5.2. If service is interrupted (including due to power failures, congestion, or maintenance), 911 calls may fail or be delayed.
- 5.3. Keep device software updated and ensure registered address and location settings are accurate.
- 5.4. Text-to-911 is not available in all jurisdictions. Voice calling 911 is preferred when possible.
- 5.5. Acceptable Use
- 5.6. Do not use the service for unlawful purposes, network abuse, spam, bulk messaging, or interference with network integrity.
- 5.7. Security is a shared responsibility. Maintain reasonable device security and promptly update compromised credentials.

6. Privacy and CPNI

- 6.1. OptimERA handles customer information consistent with applicable federal and state privacy and CPNI rules.
- 6.2. See Privacy Policy and full Terms: <https://legal.optimeranetworks.com/>

7. Term, Suspension, and Termination

- 7.1. Service is month-to-month unless otherwise specified.
- 7.2. OptimERA may suspend or terminate service for non-payment, violation of these terms, program ineligibility, or unlawful use.
- 7.3. Upon termination, remaining balances, device obligations, and unpaid charges become immediately due as permitted by law.
- 7.4. Dispute Resolution and Governing Law
- 7.5. You agree to attempt informal resolution by contacting OptimERA Customer Care before pursuing formal remedies.
- 7.6. To the extent permitted by law, disputes are governed by the laws of the State of Alaska and applicable federal law, with venue in Alaska state or federal courts.
- 7.7. Nothing here prevents filing claims in small-claims court where jurisdictional requirements are met.

8. Notices and Contact

- 8.1. Official notices may be provided electronically through your account portal or email, or by mail to your last known address.
- 8.2. Customer Care: support@optimeranetworks.com or the contact methods listed on OptimERA's website.

9. Final Statement

- 9.1. This summary is provided for convenience. It does not modify or replace the full Terms and Conditions, acceptable use policies, privacy policy, network management disclosures, or any other governing documents or tariffs. All other terms and conditions apply.

10. Lifeline Resources

- 10.1. Program information: <https://www.usac.org/lifeline/>
- 10.2. Apply/verify eligibility: <https://www.lifelinesupport.org/>