



Ultra Mobile Classic and Multi Month Plans Retailer FAQs August 2017





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Ultra Mobile Plans

Ultra Mobile’s August Refresh is here, bringing major improvements to all of our Ultra Classic plans! We’ve made it easier for customers to get more data and more value from their favorite Ultra Mobile plan, while unlocking some exciting new bonuses that they can’t get anywhere else.

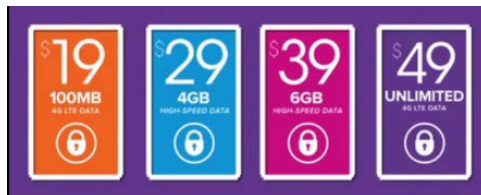
Unlock more value with Multi-Month

Another huge innovation we’re proud to reveal is the introduction of Multi-Month pricing to our core products. Starting now, our \$19, \$29, \$39 and \$49 plans are available in one- and three-month bundles, giving Retailers the opportunity to lock in customers long term at the point of purchase. Better yet, we’re incentivizing the Multi-Month option by introducing exclusive Multi-Month bonuses for each plan, which customers can only unlock by choosing three months.

Multi-Month Bonus Breakdown

- \$19 – Unlimited 3G Data
- \$29 – Double High-Speed Data (4GB to 8GB)
- \$39 – Double High-Speed Data (6GB to 12GB)
- \$49 – 4th Month Free

Single Month:



\$19 Plan - Single Month

- Unlimited talk to 60+ destinations
- Unlimited domestic talk and text
- 100 MB of 4G LTE data
- Unlimited global text
- \$1.25 Call Anywhere credit
- \$5.00 Rollover Roaming credit

\$29 Plan - Single Month

- Unlimited talk to 60+ destinations
- Unlimited domestic talk and text
- **4GB** High Speed Data (2GB 4G LTE + 2GB 3G)
- Unlimited global text
- \$1.25 Call Anywhere credit
- \$5.00 Rollover Roaming credit

\$39 Plan - Single Month

- Unlimited talk to 60+ destinations
- Unlimited domestic talk and text
- **6GB** High Speed Data (3GB 4G LTE + 3GB 3G)
- Unlimited global text
- \$1.25 Call Anywhere credit
- \$5.00 Rollover Roaming credit

\$49 Plan - Single Month

- Unlimited talk to 60+ destinations
- Unlimited domestic talk and text
- **Unlimited 4G LTE Data**
- Unlimited global text
- \$1.25 Call Anywhere credit
- \$5.00 Rollover Roaming credit

And we will still offer our \$23 Plan - Single Month

Unlimited talk to 60+ destinations • Unlimited domestic talk and text • **1GB** High Speed Data (500MB 4G LTE + 500MB 3G) • Unlimited global text • \$1.25 Call Anywhere credit • \$5.00 Rollover Roaming credit

Multi Month:



\$19 Plan – 3 Month Multi-Month

- Unlimited talk to 60+ destinations
- Unlimited domestic talk and text
- 100 MB of 4G LTE data + **UNLIMITED 3G DATA**
- Unlimited global text
- \$1.25 Call Anywhere credit
- \$5.00 Rollover Roaming credit

\$29 Plan - 3 Month Multi-Month

- Unlimited talk to 60+ destinations
- Unlimited domestic talk and text
- **8GB** High Speed Data (4GB 4G LTE + 4GB 3G)
- Unlimited global text
- \$1.25 Call Anywhere credit
- \$5.00 Rollover Roaming credit

\$39 Plan - 3 Month Multi-Month

- Unlimited talk to 60+ destinations
- Unlimited domestic talk and text
- **12GB** High Speed Data (6GB 4G LTE + 6GB 3G)
- Unlimited global text
- \$1.25 Call Anywhere credit
- \$5.00 Rollover Roaming credit

\$49 Plan - 3 Month Multi-Month + 4th MONTH FREE

- Unlimited talk to 60+ destinations
- Unlimited domestic talk and text
- **Unlimited 4G LTE Data**
- Unlimited global text
- \$1.25 Call Anywhere credit
- \$5.00 Rollover Roaming credit

FAQs

General questions:

Will customers on legacy classic single month plans be automatically changed to these new plans?

No, Customers currently on legacy classic plans will be grandfathered on their current plans.

Can my customer to move from a legacy single month plan to a new Multi-Month Plan?

Yes, If your customer wants to take advantage of our new Multi-Month plans they can, however once they leave their current legacy classic plan they will not be able to return to it.

Does my customer need a new SIM to move from a legacy single month plan to a new Multi-Month Plan?

No, customers on our classic plans can move to a Multi-Month Plan, without changing their SIM, however they will have to wait till their bill cycle to switch to a Multi-Month plan



Is the Data on a Multi-Month Plan for the duration of the plan?

No, The Multi-Month Plans refresh at the end of each billing period – so on a \$29 Multi-Month Plan your customer will receive 8GBs of High-Speed Data for the new bill period.

What is a billing period?

A billing period is a 30-day cycle that starts the day you activate or the day you renew service thereafter.

Can my customer add a recurring bolt-ons/UltraUps on a Multi-Month Plan?

Recurring bolt ons/Ultra Ups are not available for Multi-Month – only one-time UltraUps are available for Multi-Month customers. Note customers on the \$49 Single or Multi-Month Plan cannot add UpData as their plan includes Unlimited 4G LTE Data.

Can my customer move from a single to a Multi-Month?

Yes, You can assist them with the plan change via UltraAgents. The option to switch plans is available under the Manage Subscriber option. Please note the switch will be future dated to begin at the end of the customers billing period

Can my customer move from a Multi-Month to a single month plan?

Yes, You can assist them with the plan change via UltraAgents. The option to switch plans is available under the Manage Subscriber option. Please note the switch will be future dated to begin at the end of the customers Multi-Month billing period

What countries are included in the Multi-Month Plans?

All our new Multi-Month and Single-Month plans include 60+ countries (See grid on page 6 for list of countries).

Does Data Roll over on a Multi-Month plan?

No, Data and International Credit do not roll over on our Single or Multi-Month Classic Ultra Plans. Both Data and International Credit allocations are reset each billing period.

What is the return policy for Multi-Month plans?

For customers who purchase a Multi-Month prepaid plan in an Ultra Retailer location, refunds are based on the Ultra Retailer’s store refund/return policy.

Taxes and Fees

What is the Regulatory Recovery Fee?

It is common in the wireless industry for subscribers to pay taxes, fees and surcharges in addition to their monthly service costs, with customers of the “Big Four” mobile operators sometimes paying more than 25% on top of their monthly plans. The majority of those extra costs are remitted to government agencies to pay for taxes relating to the provision of telecom services and the cost of mandated programs like Universal Service Fund programs.

In the case of Ultra Mobile classic and Multi-Month plans, our Regulatory Recovery Fee represents a small % on top of monthly airtime charges. This fee allows us to recover a portion of the government-mandated taxes, fees and surcharges for which we are responsible, without affecting the quality of service that we provide to you

- The fee is \$0.50 on airtime loads that are \$10 or under
- The fee is \$1.00 on airtime loads of \$10.01 or more.



Actual fees per activation breakdown

- A Regulatory Recovery Fee of \$1 is added to each Single Month Classic Activation
- A Regulatory Recovery Fee of \$3 is added to each Multi Month Activation

What is MTS Tax?

Effective January 1, 2016, California law required all sellers of prepaid wireless service to collect certain taxes, fees and mandatory surcharges from prepaid consumers at the time of purchase. The taxes, fees and surcharges will be combined into a single Prepaid Mobile Telephony Surcharge or "Prepaid MTS Surcharge." The Prepaid MTS Surcharge rate will be applied to the purchase price each time you pay for prepaid wireless service on or after January 1, 2016.

You can find additional information about the Prepaid MTS Surcharge by going to the following website:https://www.boe.ca.gov/industry/prepaid_mts_surcharge.html#mts_rates.

For additional information about this new law, you can contact our customer care at 888-777-0446

Data

What data speeds will my customer receive when they purchase data?

Any data they receive or purchase will operate at 4G LTE speed. Data speeds are defaulted to "Full Speed" upon activation. This can be changed via the Data My Way options.

Ultra Mobile Product Overview

NOW UNLIMITED DATA ON ALL PLANS

Experience more from Ultra Mobile with unlimited data now available on every plan—including our first ever unlimited 4G LTE plan!

UNLOCK THE MULTI-MONTH ADVANTAGE



FREE MULTI-MONTH BONUS
WHEN YOU BUY 3 MONTHS



GREAT EVERYDAY VALUE
WHEN YOU BUY 1 MONTH

ALL PLANS INCLUDE:

- Unlimited Nationwide Talk & Global Text
- Unlimited INTL Talk to 60+ Destinations
- 4G LTE Data
- \$1.25/mo International Call Credit
- \$5 One-Time International Roaming Credit
- 25% Bonus on International Call Credit Bolt-ons

CHOOSE A PLAN

	UNLIMITED DATA	UNLIMITED DATA	UNLIMITED DATA
<p>\$19 100MB 4G LTE DATA</p>	<p>\$29 4GB HIGH-SPEED DATA 2GB 4G LTE + 2GB 3G</p>	<p>\$39 6GB HIGH-SPEED DATA 3GB 4G LTE + 3GB 3G</p>	<p>\$49 UNLIMITED 4G LTE DATA</p>
<p>UNLOCK MULTI-MONTH BONUS WHEN YOU BUY 3 MONTHS</p>			
<p>UNLIMITED 3G DATA</p>	<p>TOTAL OF 8GB/MO HIGH-SPEED DATA 4GB 4G LTE + 4GB 3G</p>	<p>TOTAL OF 12GB/MO HIGH-SPEED DATA 6GB 4G LTE + 6GB 3G</p>	<p>4TH MONTH FREE</p>
<p><small>ALSO AVAILABLE</small> \$23 1GB HIGH-SPEED DATA 500MB 4G LTE + 500MB 3G</p>	<p>PLAN INCLUDES</p> <ul style="list-style-type: none"> • Unlimited Data • Unlimited INTL Talk to 60+ Destinations • Unlimited Nationwide Talk & Global Text • \$1.25/mo International Call Credit • \$5 One-Time International Roaming Credit 		

UNLIMITED TO 60+ DESTINATIONS INCLUDING

- | | | | | | | |
|-----------|----------------|------------|------------|--------------------------------|--------------|----------------|
| Andorra | Colombia | Germany | Italy | Mexico | Poland | Spain |
| Argentina | Costa Rica | Greece | Japan | Morocco | Portugal | Sweden |
| Australia | Croatia | Guadeloupe | Kazakhstan | Netherlands | Romania | Switzerland |
| Austria | Cyprus | Guam | Latvia | New Zealand | Russia | Taiwan |
| Belgium | Czech Republic | Hong Kong | Lithuania | Norway | San Marino | Thailand |
| Brazil | Denmark | Hungary | Luxembourg | Pakistan - Telenor Mobile Only | Singapore | United Kingdom |
| Bulgaria | Dominican Rep. | Iceland | Macau | Panama | Slovakia | Venezuela |
| Canada | Estonia | India | Malaysia | Paraguay | Slovenia | |
| Chile* | Finland | Ireland | Malta | Peru* | South Africa | |
| China | France | Israel | Martinique | | South Korea | |
- = Includes Mobile
* = Excludes Rural