

Exhibit E

After enrollment, subscribers will receive:

1. Point of Contact and Company Contact Information
2. A Copy Of their Agreement
3. The Lifeline Program Overview
4. National Verifier for Lifeline Eligibility
5. National Verifier Recertification Process Overview
6. Reverification Overview

Life Line Program Overview

Lifeline is an FCC program that helps make communications services more affordable for low-income consumers. Lifeline provides subscribers a discount on qualifying monthly telephone service, broadband Internet service, or bundled voice-broadband packages purchased from participating wireline or wireless providers. The discount helps ensure that low-income consumers can afford 21st century connectivity services and the access they provide to jobs, healthcare, and educational resources.

The Affordable Connectivity Program (ACP) is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more. For more information about the Affordable Connectivity Program go [here](#) and check out our FAQs on ACP and Lifeline.

Lifeline provides up to a \$9.25 monthly discount on service for eligible low-income subscribers and up to \$34.25 per month for eligible subscribers on Tribal lands. Subscribers may receive a Lifeline discount on either a wireline or a wireless service, but they may not receive a discount on both services at the same time. Lifeline also supports broadband Internet service and broadband-voice bundles. FCC rules prohibit more than one Lifeline service per household.

Lifeline is available to eligible low-income consumers in every state, commonwealth, territory, and on Tribal lands. The Lifeline program is administered by the Universal Service Administrative Company (USAC). USAC is responsible for helping consumers apply for the program, understand eligibility requirements, and keep their benefit current through an annual recertification process. USAC's website provides additional information regarding the program, including program requirements.

To participate in the Lifeline program, consumers must either have an income that is at or below 135% of the Federal Poverty Guidelines or participate in certain federal assistance programs, such as the Supplemental Nutrition Assistance Program (SNAP), Medicaid, Federal Public Housing Assistance, Supplemental Security Income, the Veterans and Survivors Pension Benefit, or certain Tribal Programs. You can see if you are eligible by reviewing the information available at lifelinesupport.org.

National Verifier for Lifeline Eligibility

To apply for Lifeline, a consumer must generally use the National Verifier application system, which they can access through USAC or a phone or internet company participating in Lifeline. The National Verifier is a centralized system established by the FCC and operated by USAC that verifies Lifeline applicants' eligibility and recertifies subscriber eligibility annually. Consumers who would like assistance from a service provider when applying can use the "Companies Near Me" tool to locate a Lifeline program service provider in their area.

Please note that consumers in California (except broadband-only consumers), Texas, and Oregon will continue to apply for the federal Lifeline benefit through the state's existing application process as they do today. For broadband-only consumers in California, consumers will need to apply through the National Verifier application system and the National Verifier will check the consumer's eligibility. For specific directions on how to apply for Lifeline in all three states, visit the National Verifier and select the relevant state from the drop-down menu and press "Get Started."

If you have questions about your application, or would like an application mailed to you, contact Lifeline at (800) 234-9473 or LifelineSupport@usac.org.

National Verifier Recertification Process Overview

Every subscriber in National Verifier recertification will go through an initial automated data source check that will check for the subscriber's eligibility.

Service providers will be able to see subscribers undergoing recertification via the Recertification Subscriber Status Report, available in National Lifeline Accountability Database (NLAD).

Subscribers whose eligibility cannot be verified via the initial automated check will be required to complete the Recertification Form and may need to provide proof of eligibility. USAC will conduct outreach to these subscribers to inform them of the recertification requirement.

Reverification Overview

Reverification is the one-time process to confirm that all subscribers enrolled in the Lifeline program through legacy processes (i.e., pre-National Verifier processes) meet the National Verifier's eligibility standards.

USAC implemented reverification in state groups based on a state's National Verifier launch group. Once a database check was completed, each reverification group proceeds through a two-part process to reverify subscribers that did not automatically pass the database check:

- Part One: Collect on-hand documentation from service providers (At this stage, service providers were not expected to collect documentation from subscribers).
- Part Two: Perform direct consumer outreach to collect documentation from subscribers.

Terms of Service

Service Availability

Service is available only if you are within the NEO Business Wireless GSM coverage area. Service may be interrupted due to system capacity limitations and system repairs or modifications. Service is subject to limitation or interruption caused by weather, terrain, obstructions such as trees or buildings and other conditions. NEO Business Wireless is not responsible for time lost or days lost for interruption of service caused by the above mentioned. There will be no credits or refunds issued for any reason.

Use of Device

Only Certified & Approved Unlocked 850/1900 MHz GSM phones, 3G or newer, are compatible with NEO Business Wireless Wireless service. You are responsible for the purchase and maintenance of your own phone.

Right to Terminate Service

We reserve the right to cancel, interrupt or restrict service to your number, without notice if we suspect fraudulent, illegal or abusive activity, abnormally high amounts of usage, failure to maintain an appropriate account balance for applicable charges, for harassing our employees and/or harassing other NEO Business Wireless customers. Some examples of fraudulent activity include Traffic Pumping and Spam Messaging.

Release of Information

NEO Business Wireless may release information about your account when we believe release is appropriate to comply with the law (i.e. subpoena, court order, E911 information, etc.). There will be no call histories released to customers for any reason.

PUK Codes

Please contact our US based customer service at 888-944-2355 if your phone asks for a PUK code. Do not attempt guessing any codes because it will disable your SIM card. You will need to purchase a Non-Active NEO Business Wireless SIM card if you disable your SIM card.

Phone Codes

If your phone is asking for ANY codes you are not aware of, do not attempt guessing any codes because it may disable your SIM card. You will need to purchase a Non-Active NEO Business Wireless SIM card if you disable your SIM card.

Account Information

Any person that is able to verify your mobile number, SIM card number and/or account information is authorized by you to make changes on your account. We recommend that you associate any name & four-digit code on your account to prevent others from making changes to your account.

Ability to change services

Any person that is able to verify your mobile number, SIM card number and/or account information is authorized by you to make changes on your account. We recommend that you associate any name & four-digit code on your account to prevent others from making changes to your account.

Service Activation

To activate your NEO Business Wireless account, you must purchase an NEO Business Wireless SIM card.

Account Balance

Airtime or number of expiry days cannot be moved from one phone number to another phone number. Airtime expires 30 days after the card is added to your account whether you use your phone or not.

Controlling Your Refills

To avoid service interruption, you will need to make a payment to your account before your airtime expires. Once your airtime expires, you will have 30 days to make a payment. If no card is added, your account will be canceled. You will lose your phone number. If you wish to restore service after your account is canceled, you will need a new phone number and a new NEO Business Wireless SIM card.

Use of Service/Rates

You cannot use the service to place operator assisted calls such as third party billed and collect calls. Customers are unable to place calls directly to 411, international numbers or numbers that begin with 500, 700, 855, 900 or 976. Customers are also unable to forward calls. If you are unable to successfully place a call out, attempt dialing with 1 + the area code + the 7-digit number. It is highly recommended that you power cycle your phone at least once per day to help re-register your phone within the network.

Additional Charges (when available)

For all calls, the length of the call will be measured during the time that you are connected to our system, which is approximately from the time you press "SEND" or other key to begin a call until approximately the time you press the "END" key to terminate the call. Airtime usage on each call is deducted in full minute increments, with partial minutes of use rounded up to the next full minute. Unanswered calls lasting 30 seconds or more will be charged standard airtime and rounded up to the nearest minute. Features such as call waiting, 3-way calling, call forwarding and voicemail will incur applicable airtime charges. We may charge activation, reactivation or other fees to establish or maintain service. Certain transactions such as changing your mobile number may incur a charge.

Disputes

Since you are on an Unlimited Plan, there will be no disputes about calls not connecting or dropped calls or any other reason to call customer service and complain. For additional information please see "Service Availability".

Cancellation Policy

In order to cancel service, you must verify that you are the account holder, put your request in writing, and fax your request to (330) 366-8422. You will not be entitled to any type of credit for the unused portion of your account balance if you decide to terminate service.

Suspending Service

NEO Business Wireless will not suspend service if your phone was lost, stolen, misplaced or broken. It is your responsibility to purchase a new Non-Active NEO Business Wireless SIM card and compatible phone immediately or you will lose your remaining airtime days. The expiration date on your account cannot be changed or extended for any reason.

Restrictions

You may not use our services to communicate any unsolicited commercial voice calls, text messages, etc. All calls must be made and received to a live person. We have the right to monitor all usage on active accounts. Any accounts with unreasonable or excessive usage (upon our discretion) will be cancelled.

Porting Policy

NEO Business Wireless does not guarantee that number transfers to or from our company will be successful. If you request to port your number out to another company, that is considered a request by you to us to terminate all of the services associated with that number. Your remaining airtime will be forfeited and you will not receive a credit for the remaining balance. NEO Business Wireless will not release your wireless number to another carrier without proper verification. If you are attempting to change service providers, you will need to verify your four-digit pin as well as your NEO Business Wireless SIM card number in order to transfer your account.

International Long-Distance Agreement

By initiating international call service on the NEO Business Wireless Wireless network, you consent to additional Terms and Conditions. You acknowledge and agree to NEO Business Wireless's ability to modify or terminate your service if your account is in violation with these Terms and Conditions.

Preventing or Sending Spam

NEO Business Wireless Wireless subscribers receiving unwanted text messages ('spam') should contact the source and request to unsubscribe or remove the subscriber's wireless phone number from the service. If an NEO Business Wireless Wireless subscriber intentionally sends spam from an NEO Business Wireless Wireless handset, the subscriber may be terminated without notice. Contact NEO Business Wireless Wireless Customer Service (330) 366-8422 if additional help or information is required.

NEO Business Wireless Wireless may send messages to your NEO Business Wireless Wireless handset or alternative phone number via SMS.