

## Instructions for Filing a Claim

Please read these instructions carefully. If you don't follow the instructions, you might not be eligible for a refund.

### 1. What brands are involved in this settlement?

Straight Talk, Net10, Simple Mobile and Telcel America. These brands are owned by TracFone.

### 2. Am I eligible for a refund?

If you purchased a Straight Talk, Net10, Simple Mobile or Telcel America mobile wireless service plan with "unlimited" data in the United States, and, at any time between July 24, 2009 and December 31, 2014, you had your data usage "throttled" (slowed), "suspended" (cut off), or had all of your services terminated by TracFone prior to the expiration of your service plan, you are eligible for a refund under the settlement if you file a timely claim. While the Court has not yet decided whether to approve the settlement, the window to file a claim is now open. Refunds will be provided to eligible claimants if the Court approves the Settlement.

If you purchased a Straight Talk, Net10, Simple Mobile, or Telcel America "unlimited" plan and want to apply for a refund, but are unsure whether you meet the other eligibility criteria, you should file a claim. The Settlement Administrator supervising the refund program will use the information you provide in the Claim Form to confirm your eligibility for a refund.

### 3. How much money can I get?

Payments will depend on three things: how many eligible people file claims, when you were a customer, and how your service was affected. The Settlement Administrator supervising the refund program will use company records and the information on your Claim Form to determine who is eligible and how much they will get. For more information, please read the Class Notice, available at [www.PrepaidPhoneRefund.com](http://www.PrepaidPhoneRefund.com).

### 4. Can I file more than one claim?

**Yes. If you had more than one phone number with "unlimited" data from Straight Talk, Net10, Simple Mobile or Telcel America between July 24, 2009, and December 31, 2014, you can file a separate Claim Form for each phone number you had. (It's easier to file multiple claims online at [www.PrepaidPhoneRefund.com](http://www.PrepaidPhoneRefund.com)).**

### 5. How do I file a claim?

- Go to [www.PrepaidPhoneRefund.com](http://www.PrepaidPhoneRefund.com) and file online; **or**
- Print this form, fill it out, and mail it to: Prepaid Phone Refund  
Settlement Administrator  
P.O. Box 2011  
Chanhassen MN 55317-2011

If the Settlement Administrator needs more information, you may be contacted directly. If your Claim Form is incomplete or contains false information, you may not be eligible for a refund.

**6. What is the deadline for filing a claim?**

**The deadline to file online is June 19, 2015. If you file by mail, the postmark deadline is June 19, 2015.**

**7. How will my information be used?**

The Settlement Administrator will use the information on this Claim Form only to determine your eligibility for a refund and to send you important notices about the settlement.

**8. What is the status of the settlement and where can I get more information?**

The court overseeing the class action lawsuits will review the proposed class action settlement, and has not yet decided whether to approve the settlement. Visit [www.PrepaidPhoneRefund.com](http://www.PrepaidPhoneRefund.com) or call (855) 312-3327 for more information, including about your rights to opt-out of the settlement or object.