

WELCOME TO THE TEAM!



NORTH STAR

— WIRELESS —



Welcome to North Star!

As you begin your journey with us, I want you to know how excited we are to welcome you to our team. Our commitment is to communicate openly, support you through this transition, and give you the tools you need to succeed.

North Star may be a new name, but our leadership team has more than 25 years of wireless industry experience. Our success depends on our people serving customers, supporting one another, and bringing our mission to life:

Our Mission: Make technology simple. Build connections that matter.

At North Star, you can expect clear expectations, honest communication, accountability, and leaders who listen and support your growth. We may not always have every answer immediately, but we will be transparent about what we know and what comes next.

You are joining us at the beginning of an important new chapter, with an opportunity to help shape our culture and future. Your experience, ideas, and perspective matter.

Thank you for choosing to continue your journey with us. We are proud to welcome you and look forward to what we will accomplish together.

Welcome to the team!

Sincerely,

A handwritten signature in red ink that reads 'Charissa Simmons'. The script is fluid and cursive, with the first letter 'C' being particularly large and stylized.

Chief Executive Officer
North Star Group, LLC



NORTH STAR

OUR MISSION

Make technology simple.
Build connections that matter.

At North Star, we make technology easier to understand and use by listening first, explaining clearly, and providing solutions that fit each customer's needs. We build connections that matter by creating trust with our customers, supporting one another as a team, strengthening our partnerships, and becoming an active part of the communities we serve.

Our Core Values

HOW WE WORK

01 We've Got You

We show up for our customers and one another with patience, respect, and a willingness to help without judgement.

02 Own the Outcome

We take responsibility, follow through, solve problems, and learn when things do not go as planned.

03 Do What's Right

We act honestly and fairly, even when doing so is difficult or costs us in the short term.

04 Make It Better

We stay curious, simplify what is complicated, and continuously improve the experience for customers and employees.

05 Win Together

We set high expectations, collaborate, and speak openly to make better decisions, then align and execute together

NORTH STAR | TEAM DIRECTORY



Charissa Simmons

Chief Executive Officer

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Director of Human Resources

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Jay Fox

Regional Sales Director

Serving: AL, GA, SC, OH, NY, MD

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Erin Arnold

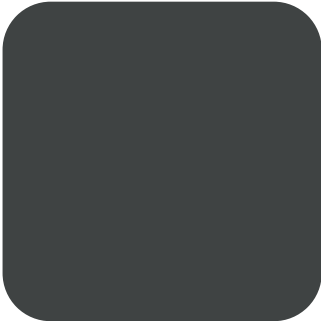
Director of Operations & Regional Sales Director

Serving: TX, LA, AR, MO

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NORTH STAR | TEAM DIRECTORY



Russ Farrington

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NORTH STAR
— WIRELESS —

Hello! I'm

**CHARISSA
SIMMONS**

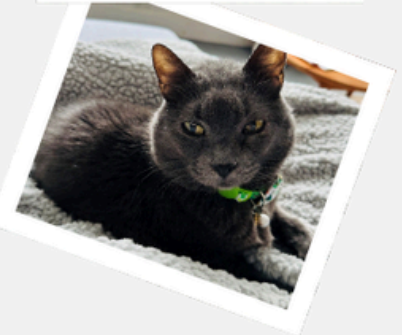
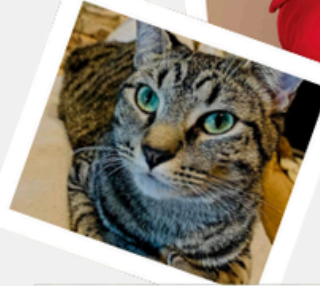
CEO & PROUD LEADER OF
NORTH STAR WIRELESS



ABOUT ME

I started my wireless career on the sales floor more than 20 years ago, and I've never forgotten what it feels like to serve customers and be part of a store team. I love building teams, developing people and creating something we can be proud of together.

Outside of work, I'm happiest at the lake with my pets and partner, traveling, exploring the outdoors, and spending time with family and friends.



THINGS I LOVE

- 🐾 • My pets - Rocky, Rufus & Rza
- Reading & learning
- 🗺️ • Traveling & exploring
- Lake life & the outdoors
- 🌱 • Helping people grow & reach their potential
- 💖 • Giving back
- Family & friends
- 🐦 • Gardening & birding



I lead with transparency, steadiness, & accountability. Together, we make technology simple & build connections that matter.



NORTH STAR
— WIRELESS —

Hello! I'm
**Shaun
Frescott**

CHIEF INNOVATION OFFICER &
PROUD PROBLEM SOLVER



ABOUT ME

I've been with this organization for 23 years, starting as a Sales Associate and growing through several different roles along the way.

What I've enjoyed most throughout that journey is connecting with people to accomplish a shared goal, supporting others' success, and building tools, resources, and processes that make their jobs easier.

I'm naturally drawn to complicated problems and love bringing people together to figure out a better way forward.



THINGS I LOVE

- ❤️ Spending intentional time with my wife and kids
- ⚽ Coaching soccer
- 🏃 Running to clear my head
- 📺 Getting absorbed in a good show or movie
- 🏎️ Cars, racing, and anything involving speed
- 🌈 Bungee jumping and adrenaline-filled adventures
- 🚀 Trying new experiences that push me outside my comfort zone



I believe people do their best work when expectations are clear, communication is honest, and they know we've got their back.



NORTH STAR
— WIRELESS —

Hello! I'm **Jill Henderson**

HR DIRECTOR &
PROUD PARTNER TO
OUR PEOPLE



ABOUT ME

I've spent nearly 20 years in HR, and what I enjoy most is supporting people, leaders, and the business in ways that make work better through clearer expectations, stronger communication, better processes, and workplaces where people feel supported and treated fairly. I love solving complicated problems and helping make things simpler and more effective.

Outside of work, my husband, Adam, and I have a big blended family of seven kids, two grandbabies with another on the way, plus our dogs. I love spending time with family, traveling, learning new things, exploring new places, and being involved in my community.



THINGS I LOVE

- ❤️ My family
- ✈️ Traveling & exploring new places
- 🏰 Disney trips
- 💪 Working out & staying active
- 📷 Photography
- 🐾 Dogs & pretty much all animals
- 📖 Reading, learning & figuring things out
- 🙌 Giving back & community involvement



I believe people do their best work when expectations are clear, communication is honest, and they know we've got their back.



NORTH STAR
— WIRELESS —

Hello! I'm

**Erin
Arnold**

REGIONAL SALES DIRECTOR &
PROUD PEOPLE DEVELOPER &
PROBLEM SOLVER



ABOUT ME

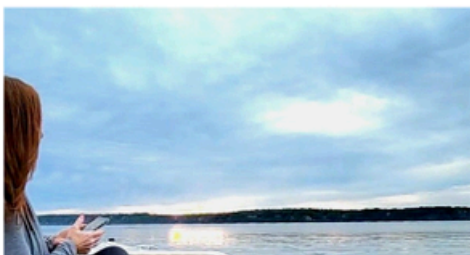
I've spent more than 20 years in the wireless world, and somewhere along the way found my sweet spot in training, developing people, solving problems, and figuring out better ways to do things.

In my free time, I have two speeds: expert-level lounging and "sure, I'll jump off that" adventure.



THINGS I LOVE

- Family, friends & fur babies (in no particular order 🤪)
- Learning & teaching
- Hiking & running
- Sustainability in work & home
- Puzzles, plants & true crime
- All things fall



Together, we make technology simple & build connections that matter.



NORTH STAR
— WIRELESS —

Hello! I'm

**Jay
Fox**

REGIONAL SALES DIRECTOR &
PROUD FATHER OF 5 AMAZING KIDS &
2 FUR BABIES



ABOUT ME

I was born and raised in Clay County, TN. I am the father of 3 boys, Issac, Reubin, and Elijah. I am also the father of two girls, Megan and Lylah, and the proud grandfather of 3.

My interests outside of work and family include: President of the Clay Co Youth Football League, anything outdoors, and Yahtzee. I am also a huge TN Vols and TN Titans fan!

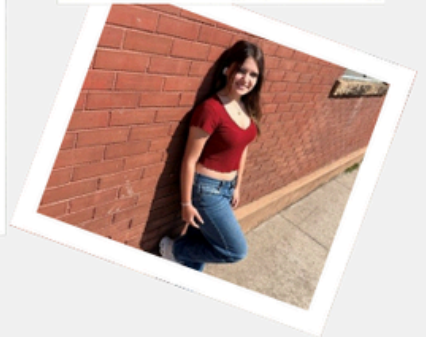
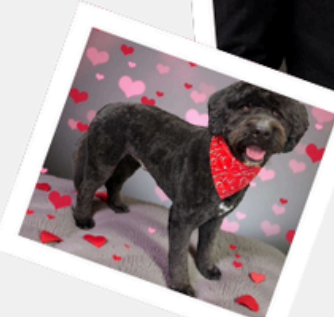


THINGS I LOVE

- Football
- Being on the lake
- Michael Jordan
- Grilling on my porch



TENNESSEE



Together, we make technology simple & build
connections that matter.

NORTH STAR | TRANSITION FAQs

Who will be my employer beginning September 1?

Beginning September 1, your employer will be North Star Group, LLC.

What is the relationship between North Star, Your Wireless, and Verizon?

North Star operates as a Verizon authorized retailer through Your Wireless, our Verizon master agent. North Star provides your direct leadership, HR support, payroll, and employment resources, while Your Wireless provides additional operational support and Verizon-related resources.

When will I receive my offer letter?

Offer letters will be sent to your personal email address by Friday afternoon. Please check your inbox and spam or junk folders.

How will I complete my onboarding?

Onboarding will be completed electronically through Paylocity. Instructions will be included with your onboarding information.

Will my hourly pay remain the same?

Individual compensation information will be included in your offer letter. If you have questions about your specific pay, please contact Jill Henderson, our HR Director.

How will commissions work?

Commission information will be shared separately once finalized. Individual questions about your compensation should be directed to HR or your regional leader.

What benefits will be available?

Information about medical benefits, retirement options, and other available benefits will be shared during the onboarding process.

How will paid time off be handled?

Information about PTO eligibility, accrual, and recognition of prior tenure will be communicated once finalized.

Will my current schedule change?

Our goal is to minimize unnecessary changes during the transition. Additional information about schedules and store hours will be communicated by your regional leader.

NORTH STAR | TRANSITION FAQs

(continued)

How will I clock in and out?

North Star will use Paylocity for timekeeping. All employees will clock in and out using the mobile app starting September 1. Instructions and training will be provided.

When will I receive my North Star email address?

North Star email addresses and system-access instructions will be provided beginning September 1.

Will I continue using my current Verizon login?

Existing Verizon sales and system IDs are expected to transfer. Additional instructions will be provided if any action is required.

What should I expect on September 1?

September 1 is your first day with North Star. You will receive additional information about store access, opening procedures, equipment setup, system access, and support contacts before your first day.

What identification will I need for onboarding?

You will need to provide acceptable identification and employment-authorization documentation for Form I-9 verification. HR will provide instructions regarding acceptable documents and the verification process.

Will there be changes to the dress code?

Continue following your current dress expectations unless you receive other instructions. Any future changes will be communicated in advance.

Who will be my regional leader?

Regional leadership assignments and contact information will be shared separately. Your regional leader will connect with you and your store team as part of the transition.

Will leadership visit our store?

Yes. North Star leaders plan to visit locations following the transition and will also use virtual meetings, phone calls, and regular check-ins to support each team.

Where can I find company information and resources?

You will receive information about accessing North Star's Help Center, Microsoft Teams, training materials, and other resources after your company account is established.

NORTH STAR | TRANSITION FAQs

(continued)

What is North Star's mission?

Make technology simple. Build connections that matter.

Who should I contact with questions?

For employment, onboarding, benefits, or individual compensation questions, contact Jill Henderson at jill.henderson@gonorthstar.group.

Will we receive new tablets and desktop computers?

Yes. Our IT team is preparing and shipping the new equipment, which is expected to arrive before September 1.

When is our first payday, and what dates will it cover?

Your first payday will be Friday, September 18. This paycheck will include all hours worked from September 1 through September 12.

Does North Star hold our first paycheck?

No. Employees are paid biweekly, one week in arrears. This means you will receive your paycheck on the Friday following the end of each pay period.

When will employees be able to access earned wages before payday?

North Star's On-Demand Pay program differs from the early-transfer option you may currently use. The program allows employees to access a limited portion of eligible earned wages before payday rather than their entire paycheck. We are confirming the details and will share additional information as soon as it is available.