



ADVERTISING

Date: 7/24/08 Time: 12 PM

JOB #: 80243 JOB TITLE: Direct Welcome Guide LANGUAGE: Chin/Cant/Mand VERSION#: 1 80% vs 100%

TRANSLATOR: Diana Doss

ORIGINAL ENGLISH	CHIN/CANT/MAND LANGUAGE TRANSLATION	BACK TRANSLATION
(cover)		
Welcome		
Everything you need to get started.		
Getting Started with Voice Mail, How to Manage Your Account & More Customer Agreement Terms & Conditions Wireless Safety & Assistance Return & Exchange Policy		
Important: Please read carefully and file in a safe place.		
(back cover)		
It's the Network®		
We're not 100% satisfied unless you are. Please let us know what you think. At Verizon Wireless, we really value your opinion. Visit verizonwirelessurvey.com and tell us how we're doing.		
For additional information, speak to your Sales		



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Representative, visit verizonwireless.com or call 1.800.2 JOIN IN.		
DIRWEL0908EN ©2008 Verizon Wireless		
(inside back)		
Welcome to Verizon Wireless!		
We're glad you have joined America's Most Reliable Wireless Network.		
To help you understand your new service and make the most of all we offer, we've provided this helpful, easy-to-use guide.		
Worry Free Guarantee® <ul style="list-style-type: none"> • You'll enjoy America's Best, Most Reliable Wireless Network. • You can change your plan at any time. • If you ever have a problem, it becomes our problem the first time you call. • Your satisfaction is guaranteed with our Test Drive program. 		



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<ul style="list-style-type: none"> You can get a free phone every two years with <i>New Every Two</i>.® 		
<p>One- or two-year Customer Agreement required. For complete details on Worry Free Guarantee, Test Drive and <i>New Every Two</i>, refer to your Consumer brochure.</p>		
<p>We're not 100% satisfied unless you are. <i>Please let us know what you think.</i> At Verizon Wireless, we really value your opinion. Visit verizonwirelessurvey.com and tell us how we're doing.</p>		
<p>(Table of contents)</p>		
<p>Now, let's get started.</p>		
<p>Set up and access your Voice Mailbox from your new phone, plus check out other great Verizon Wireless features.</p>		
<p>Review Your Plan <i>(refer to your Consumer brochure for details)</i></p> <ul style="list-style-type: none"> Activation Fee Monthly Access Charge for Plan Monthly Anytime Minutes 		



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<ul style="list-style-type: none"> • (IN) Calling Minutes and Coverage Area • Night & Weekend Minutes and Hours • Per-Minute Rate After Allowance • Per-Megabyte Rate for Data Sent/Received • Home Rate and Coverage Area • Benefits of, and additional charges for, Included Features and Optional Services, including Insurance 		
<p>2 Features and Services</p> <ul style="list-style-type: none"> • How to Set Up and Listen to Voice Mail • My Verizon • Manage Your Account on the Go • Online Support Center 		
<p>8 Understanding Your Bill</p>		
<p>10 Customer Agreement Terms & Conditions</p> <ul style="list-style-type: none"> • Minimum Term • Early Termination Fee • Deposit Requirements (if applicable) • What to Expect on Your First Bill <ul style="list-style-type: none"> - A full month of access charges for your plan, billed in advance 		



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<ul style="list-style-type: none"> - Prorated access charges for a partial month of service, from date of activation through first billing cycle date - Applicable taxes, surcharges and fees <ul style="list-style-type: none"> • Privacy—Use of Your Information 		
<p>14 Important Information</p> <ul style="list-style-type: none"> • Account Manager • Wireless Safety & Assistance • Return & Exchange Policy 		
<p>(Page 2)</p>		
<p>Using your Voice Mail.</p>		
<p>Setting up and listening to Voice Mail.</p>		
<p>Here's how to set up and access your Voice Mailbox from your wireless phone on the Verizon Wireless Network:</p>		
<ol style="list-style-type: none"> 1. Dial * 8 6 SEND (*VM). 2. Set Up: follow the prompts to create a password and greeting. <p>Listen: follow the prompts to enter your password,</p>		



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then press #.		
Here's how to set up and access your Voice Mailbox outside the Verizon Wireless Network or from any Touch Tone® phone:		
1. Dial your wireless number. 2. If you hear your own greeting or a system greeting, press # to interrupt it. 3. Set Up: follow the prompts to create a password and greeting. Listen: follow the prompts to enter your password, then press #.		
<i>Note: You will know a message is waiting for you when you see an envelope or other icon.</i>		
Quick Reference Guides for how to use Voice Mail features can be found online at: verizonwireless.com/callingfeatures		



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(Page 2 chart)		
Dial * VM For Voice Mail		
Time-saving tips		
While listening to a message, press: 1 - Rewind 2 - Pause 3 - Fast Forward 4 - Slower 5 - Envelope info (date/time) 6 - Faster 7 - Delete 11 - Rewind to beginning 33 - Fast Forward to end * - Cancel/Exit # - Finish/Skip 0 - Help After listening to a message, press: 4 - Replay		



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<p>7 - Delete 9 - Save 0 - Help</p>		
<p>(Page 3)</p>		
<p>Cool Voice Mail features.</p>		
<p>Skip greeting. Press * to skip a greeting and leave messages faster.</p> <p>Language option. Choose between English or Spanish prompts.</p> <p>Delayed message deletion. Resave an accidentally deleted message before exiting Voice Mail session.</p> <p>Callback number. Callers are prompted to press 5 to leave a callback number in the form of a text message.</p> <p>Future delivery. Allows you to record a message to be sent at a future date/time.</p> <p>Distribution lists. Send messages to numerous individuals at the same time.</p> <p>Personal Operator.*† Forward calls to a second</p>		



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<p>destination when you do not answer. Just alert your callers to press 0 so they have another way to reach you.</p> <p>Fax feature.*† Allows you to accept fax transmissions into your Voice Mailbox and then forward them to a fax machine for printing. Holds up to 20 pages.</p>		
(Page 3 chart)		
Voice Mail Options		
Coming Soon		
Basic		
Premium		
Maximum Message Length		
3 minutes		
5 minutes		
Saved Messages Retained		
21 days		
40 days		
Maximum Number of Messages		



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20		
40		
Monthly Access		
Included		
\$1 ⁹⁹		
Call Return.*† Allows you to return a call from your Voice Mailbox after listening to a message by following the “to return a call, <input type="checkbox"/> press 8 8” prompt at the end of the message.		
Accessorize your phone.		
Visit verizonwireless.com , your nearest Verizon Wireless Communications Store or call 1.866.VZ GOT IT (1.866.894.6848).		
Motorola MOTOSONAR™ HR1 Bluetooth Headset		
Liz Claiborne patchwork pouch		
8 GB Memory Card		
IN Calling Minutes do not apply to Voice Mail		



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<p>set up, retrievals or calls made using Call Return. You will be charged to maintain your connection to Voice Mail. When you access your Voice Mailbox from your wireless phone in your Home Rate and Coverage Area, the minutes will be deducted from your Monthly Anytime Minutes or your Night & Weekend Minutes, depending on the time that your call is placed. Voice Mail access exceeding your Monthly Anytime Minutes will be billed at the Per-Minute Rate After Allowance specified in your plan. When you access your Voice Mailbox from your wireless phone and you are not in your Home Rate and Coverage Area, the minutes will be billed at your plan's roaming rate (if applicable). Toll and/or long distance charges may be incurred when accessing your Voice Mailbox from your wireless phone. No airtime is incurred when retrieving messages from a Touch Tone phone. Verizon Wireless is not liable for missed messages, or deletions of messages from your Voice Mailbox, even if you've saved them. Voice Mail is not available in some areas.</p>		
<p>Set Up: Your Voice Mailbox is not password protected until you access it and complete the new-user tutorial, which includes selection of a permanent password. Voice Mailboxes not</p>		



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initialized within 60 days of feature activation may be deleted.		
Group Lists: Phone numbers on your distribution list must have Verizon Wireless Voice Mail activated and be in your area to receive the messages you send.		
Call Forwarding: When Call Forwarding is enabled, you will not be able to access Voice Mail in some local areas or while roaming (if applicable). If you are unable to access Voice Mail, disable Call Forwarding to gain access.		
Not all Voice Mail features are available in all areas. *Not available in all areas. †Requires Premium Voice Mail.		
(Page 4)		
Manage it all with My Verizon.		
My Verizon is your gateway to doing everything from checking minutes and messages to paying your bill, buying music and more. And it's FREE!		
Do it all in one place.		



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<p>You are in control with My Verizon. Check your and your family members' usage, reset Voice Mail passwords, upgrade your plan, learn about your specific device and more—all in one place. Do it all at verizonwireless.com/myverizon</p>		
<p>The My Verizon Advantage.</p>		
<p>Backup AssistantSM When you register as the Account Owner in My Verizon, we'll waive the monthly charge for Backup Assistant.* (That's a \$1⁹⁹ per month value, for all lines on your account!) Backup Assistant retains a copy of your saved phone numbers to a secure website, so they're always available if you lose or upgrade your phone.</p>		
<p>Annual Upgrade You can get a new phone every year with Annual Upgrade. Sign up for a two-year agreement on a plan of at least \$49⁹⁹ and you can purchase a new phone at its promotional price through My Verizon every year (upgrade fee may apply).</p>		



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<p>Minute Check If you're using more minutes than your plan includes, we'll let you know with Minute Check.[†] Minute Check will periodically notify you through My Verizon if you're exceeding your plan allowance and let you know of other plan options that may save you money.</p>		
<p>*Subject to specific terms of use. Results may vary based on backup schedule and other factors. Unless you subscribe to V CAST VPak, V CAST Mobile TV Select Package or Nationwide Premium Plan, downloading the Backup Assistant application will require approximately 1 MB of data. Data sent or received will be aggregated each month, rounded up to the next megabyte and billed at \$^{1.99}/MB. [†]See verizonwireless.com/myverizon for details. Minute Check is available for accounts with up to ten lines that are enrolled in My Verizon. ^Δ Some limitations and restrictions apply; filtering is not guaranteed to be accurate.</p>		
<p>For additional details, see the Consumer brochure.</p>		



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Plus:		
Rebate Center Conveniently track and view the status of your mail-in rebates online.		
Content Filters^Δ FREE with My Verizon. Limit access to content in V CAST Music with Rhapsody or Videos, Premium Messaging Services and more with a simple interface that uses familiar rating systems.		
Referral Program Refer new customers to America's Most Reliable Wireless Network and receive a \$25 Verizon Wireless Rewards Visa Prepaid Card for everyone who joins.		
verizonwireless.com/myverizon		
My Verizon on your device. Check your balance, make a payment, update latest network coverage and more—right on your device.		



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Manage your account on the go.		
Get automated services FREE on your wireless phone.		
View your plan and features, reset your Voice Mail password, find a Verizon Wireless Communications Store and more.		
Check your balance*† Dial #BAL (#225) SEND • Actual billing may vary based on plan • Check account balance		
Make a payment Dial #PMT (#768) SEND • Make payments, manage payment accounts and view payment history		
Update latest network coverage Dial +228 SEND and select option 2 • Recommend updating every 3 months		



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<p>Check your minutes used*† Dial #MIN (#646) SEND • Estimate of your current month's unbilled usage</p>		
<p>Check your Data, Text, Picture & Video Messages* Dial #DATA (#3282) SEND</p>		
<p>If your wireless phone features Mobile Web 2.0, you can manage your account through your phone's web browser FREE OF CHARGE. Launch My Verizon directly from the Settings & Tools menu. If you're a Mobile Web 2.0 subscriber, select VZW Services and then My Verizon. If you're not a subscriber, you'll see a VZW Services menu with a FREE link to My Verizon.</p> <p>*A free text message with your information will automatically be sent to your wireless phone. Or, you can stay on the line to hear your information or to make a payment.</p> <p>†The estimate of your balance and/or minutes used may not include calls placed or received outside your Local Calling Area. Further, billing for minutes used may vary, depending on your plan (and whether any of the minutes used are included in a Nights & Weekends or IN Calling allowance or were made while roaming).</p>		



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For interactive account information.		
Dial *611 SEND or dial 1.800.922.0204		
Automated services—Press 1 <ul style="list-style-type: none"> • To check your balance • To make a payment • To check minutes used for Voice, Text Messages and kilobyte usage • To find a store 		
Voice Mail password, add or remove features, or help with features—Press 2 <ul style="list-style-type: none"> • To reset your Voice Mail password • To add Caller ID blocking • To add or remove features • For help using features 		
Data services—Press 3 <ul style="list-style-type: none"> • For pricing or billing questions related to all data products • For technical support with: <ul style="list-style-type: none"> – Get It Now@/Media Center, Text or Picture Messaging and Mobile Web 2.0 – BlackBerry® or smartphone devices 		



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<p>– BroadbandAccess-capable devices</p>		
<p>Additional customer service options—Press 0</p> <ul style="list-style-type: none"> • For roaming or problems making or receiving calls • To stop your service • For all other requests 		
<p>(Page 7)</p>		
<p>Online support center.</p>		
<p>Find the answers you need on our website.</p>		
<p>For valuable information to help you make the most of your wireless service, visit verizonwireless.com/gettingstarted</p> <ul style="list-style-type: none"> • Find information about your device and learn about our features. • What to do if your phone is lost or stolen. • Sign up for email notices featuring special offers, new products and services. 		
<p>Get Ringtones, Ringback Tones, music, games, TV clips and more.</p> <ul style="list-style-type: none"> • Music verizonwireless.com/music 		



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<ul style="list-style-type: none"> • Ringtones/Ringback Tones verizonwireless.com/mediastore • TV verizonwireless.com/mobiletv • V CAST Videos verizonwireless.com/vcast • Games verizonwireless.com/games 		
<p>Stay in touch with messaging.</p> <ul style="list-style-type: none"> • Text Messaging verizonwireless.com/text • Picture & Video Messaging verizonwireless.com/picture • Animated Messaging verizonwireless.com/animatedmessaging • Instant Messaging verizonwireless.com/im 		
<p>Useful tools and applications.</p> <ul style="list-style-type: none"> • Voice Mail, Caller ID, Call Forwarding, Call Waiting 		



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<p>verizonwireless.com/callingfeatures</p> <ul style="list-style-type: none"> • Backup Assistant verizonwireless.com/backupassistant • VZ Navigator verizonwireless.com/vznavigator • Chaperone verizonwireless.com/chaperone • Usage Controls verizonwireless.com/usagecontrols 		
<p>Download Backup Assistant.</p>		
<ul style="list-style-type: none"> • Launch <i>Get It Now</i> and select <i>Get Going</i> or <i>Tools on the Go</i>. • Select <i>Get New Applications</i>. • Select <i>Business/Tools</i>. • Download <i>Backup Assistant</i>. • Accept the \$¹⁹⁹ monthly charge. <p>Note: For My Verizon customers, this fee will be waived for all lines on your account as long as you remain enrolled in My Verizon as the Account Owner. You will not see a charge for this service on your bill.</p> <ul style="list-style-type: none"> • Run the application and follow the simple steps 		



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<p>provided on your phone to back up your information. During this process, you will be prompted to select a PIN code; however, your password for My Verizon will be used to access the online address book or to restore your address book to another device. You may also choose the time each day when Backup Assistant will automatically update changes made to your contacts.</p>		
<p>Instructions may vary by device. Users with multiple lines of service will need to download the application and establish a PIN for each line on their account. Please remember to make note of the PIN assigned to each phone during the Backup Assistant setup process. The primary account user needs to register for My Verizon for the monthly charge to be waived.</p>		
<p>(Page 8)</p>		
<p>Understanding your bill.</p>		
<p>We know it's important for you to understand all the charges, calls and data usage for your account. So we made it easy. This step-by-step overview explains the charges and information on your bill.</p>		



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<p>Manage Your Account: Here you'll find our website and your account number, so you can easily view or manage your account online.</p>		
<p>Date Due: A quick and helpful reminder about when your next payment is due.</p>		
<p>Quick Bill Summary: This area provides a general overview of current charges, recent payments received and any outstanding balances that may apply.</p>		
<p>Payment Options: This area provides convenient ways to pay your Verizon Wireless bill promptly and securely, including options to pay online or by phone (wireless or toll free).</p>		
<p>Payment Remit Slip: This convenient tear-off slip ensures that your payment is applied properly to your account. Please return it with your payment in the envelope provided with your bill.</p>		
<p>Change of Address:</p>		



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<p>An easy way to notify us of a change of mailing address. It is important that we have your most current information.</p>		
<p>Your Account's Calling Plan: This area provides a general description of your Calling Plan, including monthly access charge, number of included minutes and more.</p>		
<p>Breakdown of Charges: This area provides a breakdown of charges for each line included in your Family SharePlan.</p>		
<p>Breakdown of Minutes: This area provides an easy-to-read, quick summary of your Family SharePlan allowance minutes used and any overages that may apply.</p>		
<p>(Page 9)</p>		
<p>Your Calling Plan: This area provides a description of your Calling Plan and services with Verizon Wireless. This includes monthly access charges, allowances, features and optional services.</p>		
<p>Monthly Access Charges:</p>		



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<p>This area provides a list of monthly access charges for your Calling Plan, data features and other wireless services.</p> <p>Usage Charges: This area provides a summary of your monthly charges for Voice, Data and Roaming services.</p> <p>Verizon Wireless Surcharges: Summarizes the surcharges and fees imposed by Verizon Wireless.</p> <p>Other Charges and Credits: Lists other charges and/or credits that may apply.</p> <p>Taxes, Governmental Surcharges and Fees: Describes the charges imposed by local, state and federal government.</p>		
<p>Usage Charges: This area provides a detailed and cumulative account of monthly minutes as they apply to your Voice, Data and Roaming usage. Ex: Voice (Calling Plan Minutes, 411 Connect[®] and long distance), Data (TXT Messaging, downloads and Ringback Tones) and Roaming (voice and data usage outside of your home coverage area).</p>		
<p>Usage Details: This area will only appear if you receive a detailed</p>		



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<p>bill. It provides details regarding your Voice, Data and Roaming usage.</p>		
<p>(Page 10)</p>		
<p>Terms & Conditions</p>		
<p>Your Verizon Wireless Customer Agreement Please carefully read this agreement, including the Plan or Plans you've chosen, before filing it in a safe place. <i>(Para una copia de este documento en español, llame al 1.800.922.0204 o visite a nuestro website a espanol.vzwshop.com.)</i> By accepting this agreement, you're bound by its conditions. It covers important topics such as how long it lasts, fees for early termination and late payments, our rights to change its conditions and your wireless service, limitations of liability, privacy, and settlement of disputes by arbitration instead of in court. If you accept this agreement, it will apply to all your wireless service from us, including all your existing Plans and other lines in service.</p>		
<p>Your Plan YOUR PLAN BECOMES PART OF THIS AGREEMENT. Your Plan includes your monthly service allowances and features, the coverage areas in which those allowances and features may be used, and the</p>		



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<p>recurring access and pay-per-use charges associated with those allowances and features, all as described in the materials made available to you at the time you accepted this agreement. To the extent any condition in your Plan expressly conflicts with this agreement, the condition in your Plan will govern. If at any time you change your service (by accepting a promotion, for example), you'll be subject to any requirements, such as a new minimum term, we set for that change.</p>		
<p>Your Rights to Refuse or Cancel This Agreement THIS AGREEMENT STARTS WHEN YOU ACCEPT. Paragraphs marked "∞" continue after it ends. You accept when you do any of the following things after an opportunity to review this agreement:</p> <ul style="list-style-type: none"> • Give us a written or electronic signature; • Tell us orally or electronically that you accept; • Activate your service through your wireless phone; • Open a package that says you are accepting by opening it; or • Use your service after making any change or addition when we've told you that the change or addition requires acceptance. <p>IF YOU DON'T WANT TO ACCEPT, DON'T DO ANY OF THESE THINGS. You can cancel (if you're a new customer and not assuming another customer's service) WITHIN 30 DAYS of accepting. You'll still be</p>		



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<p>responsible through that date for the new service and any charges associated with it.</p>		
<p>Your Rights to Change or End Your Service; Termination Fees; Phone Number Portability ∞ Except as explicitly permitted by this agreement, you're agreeing to maintain service with us for your minimum term. (Periods of suspension of service don't count towards fulfillment of your minimum term.) After that, you'll become a month-to-month customer under this agreement. AN EARLY TERMINATION FEE WILL APPLY IF YOU CHOOSE TO END YOUR SERVICE BEFORE BECOMING A MONTH-TO-MONTH CUSTOMER, OR IF WE TERMINATE IT EARLY FOR GOOD CAUSE. FOR SERVICE ACTIVATED PRIOR TO 11/16/06, THE EARLY TERMINATION FEE IS \$175 PER WIRELESS PHONE NUMBER. FOR SERVICE ACTIVATED ON OR AFTER 11/16/06, OR FOR LINES OF SERVICE WITH MINIMUM TERMS EXTENDED ON OR AFTER 11/16/06, THE EARLY TERMINATION FEE IS \$175, WHICH WILL BE REDUCED BY \$5 FOR EACH FULL MONTH TOWARD YOUR MINIMUM TERM THAT YOU COMPLETE.</p>		



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(The Early Termination Fee applies only to the extent permitted by law. If you buy your wireless phone from an authorized agent or third-party vendor, you should check to see if they charge a separate termination fee.) If you terminate your service as of the end of your minimum term, you won't be responsible for any remaining part of your monthly billing cycle.

Otherwise, all terminations by you during a monthly billing cycle become effective on the last day of that billing cycle. You'll remain responsible for all fees and charges incurred until then and won't be entitled to any partial-month credits or refunds. You may be able to take, or "port," your current wireless phone number to another service provider. If you request your new service provider to port a number from us, and we receive your request from that new service provider, we'll treat it as notice from you to terminate our service for that number upon successful completion of porting. After the porting is completed, you won't be able to use our service for that number. You'll remain responsible for any Early Termination Fee, and for all fees and charges through the end of that billing cycle, just like any other termination. If you're porting a phone number to us from another company, we may not be able to provide



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TRANSLATOR: Diana Doss

<p>you some services, such as 911 location services, immediately.</p>		
<p>Your Rights to Appoint an Account Manager You may at any time appoint someone else to manage your account, which will include the authority to make changes that will extend your minimum term. Those changes will be treated as modifications to this agreement, and you are responsible for any such changes made by a person whom you appoint. If you choose to appoint someone, you can do so either orally or in writing, and either for a single transaction, or indefinitely until you revoke the appointment.</p>		
<p>Our Rights to Make Changes Your service is subject to our business policies, practices and procedures, which we can change without notice. UNLESS OTHERWISE PROHIBITED BY LAW, WE CAN ALSO CHANGE PRICES AND ANY OTHER CONDITIONS IN THIS AGREEMENT AT ANY TIME BY SENDING YOU WRITTEN NOTICE PRIOR TO THE BILLING PERIOD IN WHICH THE CHANGES WOULD GO INTO EFFECT. IF YOU CHOOSE TO USE YOUR SERVICE AFTER</p>		



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<p>THAT POINT, YOU'RE ACCEPTING THE CHANGES. IF THE CHANGES HAVE A MATERIAL ADVERSE EFFECT ON YOU, HOWEVER, YOU CAN END THE AFFECTED SERVICE, WITHOUT ANY EARLY TERMINATION FEE, JUST BY CALLING US WITHIN 60 DAYS AFTER WE SEND NOTICE OF THE CHANGE.</p>		
<p>Your Wireless Phone Your wireless phone is any device you use to receive our wireless voice or data service. It must comply with Federal Communications Commission regulations and be compatible with our network and your Plan. Whether you buy your wireless phone from us or someone else is entirely your choice. At times we may change your wireless phone's software, applications or programming remotely and without notice. This could affect data you've stored on, the way you've programmed or the way you use your wireless phone. If you purchased a wireless phone (other than a "global phone") from Verizon Wireless for use with a plan with a minimum term and want to reprogram your phone for use with another wireless carrier network, the default service programming code is set to</p>		



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<p>"000000" or "123456." Verizon Wireless in no way guarantees that your Verizon Wireless phone will be capable of being reprogrammed for use with another wireless carrier network after the service programming code is entered, or that another wireless carrier will accept your device for use on its network.</p>		
<p>Your Wireless Phone Number and Caller ID You don't have any rights in any personal identification number, email address or identifier we assign you (we'll tell you if we decide to change or reassign them). The same is true of your wireless phone number, except for any right you may have to port it. Your wireless phone number and name may show up when you call someone. You can block this "Caller ID" for most calls by dialing *67 before each call, or by ordering per-line call blocking (dialing *82 to unblock) where it's available. You can't block Caller ID to some numbers, such as toll-free numbers.</p>		
<p>(Page 11)</p>		
<p>How Service Works Wireless phones use radio transmissions, so we can't</p>		



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<p>provide service when your phone isn't in range of a transmission site used to provide service. Even within a coverage area, there are many factors, including network capacity, your phone, terrain, proximity to buildings, foliage and weather, that may impact availability and quality of service.</p>		
<p>Charges and Fees We Set</p> <p>∞ You agree to pay all access, usage and other charges and fees we bill you or that the user of your wireless phone accepted, even if you weren't the user of your wireless phone and didn't authorize its use. These include Federal Universal Service, Regulatory and Administrative Charges, and may also include other charges related to our governmental costs. We set these charges. They aren't taxes, aren't required by law, are kept by us in whole or in part, and the amounts and what's included are subject to change. You may have to pay fees to begin service or reconnect suspended service. Usage charges may vary depending on where, when and how you call. You have a Home Rate and Coverage Area and a Local Calling Area (which may be different). When you call from inside a Local Calling Area to somewhere outside of it, or call from anywhere</p>		



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<p>outside a Local Calling Area, there may be toll, regional calling or long distance charges in addition to airtime (we provide or select the long distance service for calls on our network). When you make a call inside your Local Calling Area that uses a local phone company's lines (for example, a call to a typical home phone number), we may charge landline or connection fees. We charge airtime for most calls, including toll-free and operator-assisted calls. Additional features and services such as operator or directory assistance, call dialing, calling card use, Call Forwarding, data calls, automatic call delivery, Voice Mail, Text Messaging and wireless Internet access, may have additional charges. Features such as Call Waiting, Call Forwarding or 3-Way Calling involve multiple calls and multiple charges.</p>		
<p>Taxes, Fees and Surcharges We Don't Set ∞ You agree to pay all taxes, fees and surcharges set by the government. We may not always give advance notice of changes to these items. If you're tax-exempt you must give us your exemption certificates and pay for any filings we make.</p>		



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<p>Roaming and Roaming Charges You're "roaming" whenever you make or receive a call using a transmission site outside your Home Rate and Coverage Area, or using another company's transmission site. Your wireless phone may sometimes connect to and roam on another company's network even when you're within your Home Rate and Coverage Area or Local Calling Area. There may be extra charges (including charges for long distance, tolls or calls that don't connect) and higher rates for roaming calls, depending on your Plan.</p>		
<p>Your Bill ∞ Your bill is our notice to you of your fees, charges and other important information. You should read everything in your bill. We bill usage charges after calls are made or received. We bill access fees and some other charges in advance. You can view your detailed bill online. We'll also send you a streamlined bill without call detail (or a detailed bill if you request one, subject to any applicable fee). We may charge a fee for bill reprints. If you choose Internet billing (where available), you waive any right to paper bills or</p>		



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<p>notices.</p>		
<p>How We Calculate Your Bill</p> <p>Your bill reflects the fees and charges in effect under your Plan at the time they're incurred. You can dispute your bill, but only within 180 days of receiving it. Unless otherwise provided by state law, you must still pay any disputed charges until the dispute is resolved. Charges may vary depending on where your wireless phone is when a call starts. If a charge depends on an amount of time used, we'll round up any fraction of a minute to the next full minute. Time starts when you first press SEND or the call connects to a network on outgoing calls, and when the call connects to a network (which may be before it rings) on incoming calls. Time may end several seconds after you press <input type="checkbox"/> SEND or the call otherwise disconnects. For calls made on our network, we only bill for calls that are answered (which includes calls answered by machines). Most calls you make or receive during a billing cycle are included in your bill for that cycle. Billing for airtime (including roaming) and</p>		



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<p>related charges may, however, sometimes be delayed. Delayed airtime will be applied against the included airtime for the month when you actually made or received the call, even though such charges may show up on a later bill. This may result in charges higher than you'd expect in the later month.</p>		
<p>Your Rights for Dropped Calls or Interrupted Service</p> <p>If you get disconnected by our network from a voice call in your Home Rate and Coverage Area, redial. If the same number answers within 5 minutes, call us within 90 days and we'll give you a 1-minute airtime credit. If service is interrupted in your Home Rate and Coverage Area for more than 24 hours in a row due to our fault, call us within 180 days and we'll give you a credit for the period of interruption. These are your only rights for dropped calls or interrupted service.</p>		
<p>Payments, Deposits, Credit Cards and Checks</p> <p>∞ Payment is due in full as stated on your bill. IF WE</p>		



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<p>DON'T RECEIVE PAYMENT IN FULL WHEN DUE, WE MAY, TO THE EXTENT PERMITTED BY THE LAW OF THE STATE OF THE BILLING ADDRESS WE HAVE ON FILE FOR YOU AT THE TIME, CHARGE YOU A LATE FEE OF UP TO 1.5 PERCENT A MONTH (18 PERCENT ANNUALLY), OR A FLAT \$5 A MONTH, WHICHEVER IS GREATER, ON UNPAID BALANCES. (IF YOU CHOOSE ANOTHER COMPANY TO BILL YOU FOR OUR SERVICE [SUCH AS ANOTHER VERIZON COMPANY], LATE FEES WILL BE SET BY THAT PARTY OR BY ITS TARIFFS, WHICH MAY BE HIGHER THAN OUR LATE FEE RATE.) WE MAY ALSO CHARGE YOU FOR ANY COLLECTION AGENCY FEES THAT WE ARE CHARGED BY A COLLECTION AGENCY WE USE TO COLLECT FROM YOU IF IT IS PERMITTED BY THE LAW OF THE STATE WHERE YOU HAVE YOUR BILLING ADDRESS WHEN WE FIRST SEND YOUR ACCOUNT TO A COLLECTION AGENCY. We may require an advance deposit (or an increased deposit) from you. We'll pay simple interest on any deposit at the rate the law requires. Please retain your evidence of deposit. You agree that we can apply deposits, payments or pre-payments in any order to any</p>		
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<p>amounts you owe us on any account. You can't use a deposit to pay any bill unless we agree. We refund final credit balances of less than \$1 only upon request. We won't honor limiting notations you make on or with your checks. We may charge you up to \$25 for any returned check, depending on applicable law.</p>		
<p>If Your Wireless Phone is Lost or Stolen</p> <p>If your wireless phone is lost or stolen, it is very important that you notify us immediately for your own protection, so that we can suspend your service to prevent further usage. If your bill shows charges to your phone after the loss but before you reported it, and you want a credit for those charges, we will investigate your account activity. You do not have to pay the charges you dispute while they are being investigated to determine whether the charges resulted from usage by someone not authorized to use the phone. Further, if we haven't given you a courtesy suspension of recurring monthly fees within the prior year, we'll give you one for 30 days, or until you replace or recover your wireless phone, whichever comes first. You may</p>		



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<p>need to provide further information regarding the theft or loss if we ask for it.</p>		
<p>(Page 12)</p>		
<p>Our Rights to Limit or End Service or This Agreement You agree not to resell our service to someone else without our prior written permission. You also agree your wireless phone won't be used for any other purpose that isn't allowed by this agreement or that's illegal. You agree that you won't install, deploy or use any regeneration equipment or similar mechanism (for example, a repeater) to originate, amplify, enhance, retransmit or regenerate a transmitted RF signal. WE CAN, WITHOUT NOTICE, LIMIT, SUSPEND OR END YOUR SERVICE OR ANY AGREEMENT WITH YOU FOR THIS OR ANY OTHER GOOD CAUSE, including, but not limited to: (i) if you: (a) breach this agreement; (b) pay late more than once in any 12 months; (c) incur charges larger than a required deposit or billing limit (even if we haven't yet billed the charges); (d) provide credit information we can't verify; (e) become insolvent or go bankrupt; (f) lie to</p>		



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<p>us; (g) allow anyone to tamper with your phone; or (ii) if you, any user of your phone or any authorized contact on your account: (a) threatens or commits violence against our representatives; (b) uses vulgar and/or inappropriate language toward our representatives; (c) steals from us; (d) harasses our representatives; (e) interferes with our operations; (f) "spams," or engages in other abusive messaging or calling; (g) modifies your phone from its manufacturer's specifications; or (h) uses the service in a way that adversely affects our network or other customers. We can also temporarily limit your service for any operational or governmental reason. If you file for bankruptcy, our rights to limit, suspend or end your service or any agreement with you will be governed by bankruptcy law.</p>		
<p>Directory Information ∞ We don't publish directories of our customers' phone numbers. We don't provide them to third parties for listing in directories either.</p>		
<p>Your Privacy – IMPORTANT INFORMATION – PLEASE READ CAREFULLY BEFORE MAKING YOUR PURCHASE DECISION ∞ In the course of providing services to you, we may</p>		



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collect certain information that is made available to us solely by virtue of our relationship with you, such as information about the quantity, technical configuration, type, destination and amount of your use of the telecommunications services you purchase. This information and related billing information is known as Customer Proprietary Network Information, or CPNI. (CPNI does not include your name, address and wireless phone number.) Further, except as provided in this agreement, we won't intentionally share personal information about you without your permission.

SUBJECT TO THE FOREGOING, WE MAY USE AND SHARE INFORMATION ABOUT YOU AND HOW YOU USE ANY OF OUR SERVICES:

(A) SO WE CAN PROVIDE OUR GOODS OR SERVICES TO YOU; (B) SO OTHERS CAN PROVIDE GOODS OR SERVICES TO US OR TO YOU ON OUR BEHALF; (C) SO WE OR OUR AFFILIATES IN THE VERIZON FAMILY OF COMPANIES CAN COMMUNICATE WITH YOU ABOUT GOODS OR SERVICES THAT ANY OF US OFFER; (D) TO PROTECT OURSELVES; OR (E) AS



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REQUIRED BY LAW, LEGAL PROCESS OR EXIGENT CIRCUMSTANCES. IN ADDITION, WE MAY INCLUDE OUR OWN OR THIRD-PARTY ADVERTISING IN THE SERVICES YOU PURCHASE FROM US, AND WE MAY COLLECT NON-PERSONALLY IDENTIFIABLE INFORMATION ABOUT YOU AND YOUR USE OF THOSE SERVICES. WE MAY SHARE THAT NON-PERSONALLY IDENTIFIABLE INFORMATION WITH OTHER VERIZON COMPANIES, VENDORS AND THIRD PARTIES TO PROVIDE RELEVANT ADVERTISING. IF YOU DO NOT WANT US TO COLLECT OR USE SUCH NON-PERSONALLY IDENTIFIABLE INFORMATION FOR THIS PURPOSE, YOU SHOULD NOT USE OUR SERVICES; BY USING THE SERVICES, YOU EXPRESSLY AUTHORIZE US TO USE YOUR INFORMATION FOR THIS PURPOSE.

Further, you authorize us to investigate your credit history at any time and to share credit information about you with credit reporting agencies and other Verizon companies. If you ask, we'll tell you the name and address of any credit agency that gives us a credit report about you. It's illegal for unauthorized people to intercept your calls, but such interceptions can occur.



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<p>For training or quality assurance, we may also monitor or record our calls with you.</p>		
<p>Special Discounts You may be eligible for a discount on your monthly access fee based on your affiliation with an organization that has an agreement with us, or if you qualify under a government employee discount program. To validate that you meet the eligibility requirements for such a discount, we may require you to provide proof of your affiliation with your organization upon activation of service or when you make changes to your account or (other than for a government employee discount program) we may share certain information relating to your service (including your name, your wireless telephone number and total monthly charge) with your organization to verify your affiliation. We may adjust your discount in accordance with your organization's agreement with us and remove your discount after your minimum term expires or if you end or change your affiliation with the organization. You agree that any change or removal of your discount, based on your affiliation with the organization or your organization's agreement with us,</p>		



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<p>shall not be considered to have a material adverse effect on you.</p>		
<p>Disclaimer of Warranties ∞ WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICE OR YOUR WIRELESS PHONE. WE CAN'T PROMISE UNINTERRUPTED OR ERROR-FREE SERVICE AND DON'T AUTHORIZE ANYONE TO MAKE ANY WARRANTIES ON OUR BEHALF. THIS DOESN'T DEPRIVE YOU OF ANY WARRANTY RIGHTS YOU MAY HAVE AGAINST ANYONE ELSE.</p> <p>Waivers and Limitations of Liability ∞ UNLESS THE LAW FORBIDS IT IN ANY PARTICULAR CASE, WE EACH AGREE TO LIMIT CLAIMS FOR DAMAGES OR OTHER MONETARY RELIEF AGAINST EACH OTHER TO DIRECT DAMAGES. THIS LIMITATION AND WAIVER WILL</p>		



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APPLY REGARDLESS OF THE THEORY OF LIABILITY, WHETHER FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, PERSONAL INJURY, PRODUCTS LIABILITY OR ANY OTHER THEORY. THIS MEANS THAT NEITHER OF US WILL SEEK ANY INDIRECT, SPECIAL, CONSEQUENTIAL, TREBLE OR PUNITIVE DAMAGES FROM THE OTHER. THIS LIMITATION AND WAIVER ALSO APPLIES TO ANY CLAIMS YOU MAY BRING AGAINST ONE OF OUR SUPPLIERS, TO THE EXTENT THAT WE WOULD BE REQUIRED TO INDEMNIFY THE SUPPLIER FOR SUCH CLAIM.

You agree we aren't liable for problems caused by you or a third party; by buildings, hills, network congestion, tunnels, weather or other things we don't control; or by any act of God. You also agree we aren't liable for missed Voice Mails, or deletions of Voice Mails from your Voice Mailbox (if you have one), even if you've saved them, or for other information that may be lost or deleted if we service your phone. If another wireless carrier is involved in any problem (for example, while you roam), you also agree to any limitations of liability in



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its favor that it imposes.		
<p>Dispute Resolution and Mandatory Arbitration</p> <p>∞ WE EACH AGREE TO SETTLE DISPUTES ONLY BY ARBITRATION OR IN SMALL CLAIMS COURT AS PROVIDED BELOW. THERE'S NO JUDGE OR JURY IN ARBITRATION, BUT AN ARBITRATOR CAN AWARD THE SAME DAMAGES AND RELIEF, AND MUST HONOR THE SAME LIMITATIONS IN THIS AGREEMENT, AS A COURT WOULD. IF AN APPLICABLE STATUTE PROVIDES FOR AN AWARD OF ATTORNEY'S FEES, AN ARBITRATOR CAN AWARD THEM TOO. WE ALSO EACH AGREE, TO THE FULLEST EXTENT PERMITTED BY LAW, THAT:</p>		
(Page 13)		
(1) THE FEDERAL ARBITRATION ACT APPLIES TO THIS AGREEMENT. EXCEPT FOR QUALIFYING SMALL CLAIMS COURT CASES, ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT, OR ANY PRIOR		



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AGREEMENT FOR WIRELESS SERVICE WITH US OR ANY OF OUR AFFILIATES OR PREDECESSORS IN INTEREST, OR ANY PRODUCT OR SERVICE PROVIDED UNDER OR IN CONNECTION WITH THIS AGREEMENT OR SUCH A PRIOR AGREEMENT, OR ANY ADVERTISING FOR SUCH PRODUCTS OR SERVICES, WILL BE SETTLED BY ONE OR MORE NEUTRAL ARBITRATORS BEFORE THE AMERICAN ARBITRATION ASSOCIATION (“AAA”) OR BETTER BUSINESS BUREAU (“BBB”). YOU CAN ALSO BRING ANY ISSUES YOU MAY HAVE TO THE ATTENTION OF FEDERAL, STATE OR LOCAL GOVERNMENT AGENCIES AND THEY CAN, IF THE LAW ALLOWS, SEEK RELIEF AGAINST US ON YOUR BEHALF.

(2) UNLESS YOU AND VERIZON WIRELESS AGREE OTHERWISE, THE ARBITRATION WILL TAKE PLACE IN THE COUNTY OF YOUR BILLING ADDRESS. FOR CLAIMS OVER \$10,000, THE AAA’S WIRELESS INDUSTRY ARBITRATION (“WIA”) RULES WILL APPLY. IN LARGE/COMPLEX CASES UNDER THE WIA RULES, THE ARBITRATORS MUST APPLY THE FEDERAL RULES OF EVIDENCE AND THE LOSER MAY HAVE THE AWARD REVIEWED BY A PANEL OF THREE NEW ARBITRATORS. FOR CLAIMS OF \$10,000 OR LESS, THE COMPLAINING PARTY CAN



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CHOOSE EITHER THE AAA'S SUPPLEMENTARY PROCEDURES FOR CONSUMER-RELATED DISPUTES, AN INDIVIDUAL ACTION IN SMALL CLAIMS COURT OR THE BBB'S RULES FOR BINDING ARBITRATION. YOU CAN OBTAIN PROCEDURES, RULES AND FEE INFORMATION FROM THE AAA (WWW.ADR.ORG), THE BBB (WWW.BBB.ORG) OR FROM US. EACH OF US MAY BE REQUIRED TO EXCHANGE RELEVANT EVIDENCE IN ADVANCE. FOR CLAIMS OF \$10,000 OR LESS, WE AGREE THAT YOU MAY CHOOSE WHETHER THE ARBITRATION WILL BE CONDUCTED SOLELY ON THE BASIS OF DOCUMENTS SUBMITTED TO THE ARBITRATOR, BY TELEPHONIC HEARING, OR BY AN IN-PERSON HEARING.

(3) THIS AGREEMENT DOESN'T PERMIT CLASS ARBITRATIONS EVEN IF THOSE PROCEDURES OR RULES WOULD.

THE ARBITRATOR MAY AWARD MONETARY OR INJUNCTIVE RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY'S INDIVIDUAL CLAIM.



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<p>IN EXCHANGE FOR YOUR AGREEMENT TO ARBITRATE ON AN INDIVIDUAL BASIS, WE'RE PROVIDING YOU A FREE INTERNAL MEDIATION PROGRAM. MEDIATION IS A PROCESS FOR MUTUALLY RESOLVING DISPUTES. A MEDIATOR CAN HELP PARTIES REACH AGREEMENT, BUT DOESN'T DECIDE THEIR ISSUES. IN OUR MEDIATION PROGRAM, WE'LL ASSIGN SOMEONE (WHO MAY BE FROM OUR COMPANY) NOT DIRECTLY INVOLVED IN THE DISPUTE TO MEDIATE. THAT PERSON WILL HAVE ALL THE RIGHTS AND PROTECTIONS OF A MEDIATOR. NOTHING SAID IN THE MEDIATION CAN BE USED IN A LATER ARBITRATION OR LAWSUIT. CONTACT US AT VERIZONWIRELESS.COM OR THROUGH CUSTOMER SERVICE TO FIND OUT MORE. TO INITIATE MEDIATION UNDER THIS AGREEMENT, YOU MUST COMPLETE THE MEDIATION REQUEST FORM AVAILABLE AT VERIZONWIRELESS.COM OR FROM CUSTOMER SERVICE AND MAIL IT TO US AT THE ADDRESS PROVIDED ON THE FORM. TO INITIATE ARBITRATION UNDER THIS AGREEMENT, CONTACT THE AAA OR BBB, WHICH WILL PROVIDE THE NECESSARY FORMS FOR YOU TO SUBMIT.</p>		
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(4) IF YOU REQUEST MEDIATION UNDER OUR PROGRAM, PARTICIPATE IN AT LEAST ONE TELEPHONIC MEDIATION SESSION, AND THE MEDIATION DOESN'T RESOLVE THE DISPUTE BETWEEN US, WE'LL PAY ANY FILING FEE LATER CHARGED YOU BY THE AAA OR BBB FOR ONE ARBITRATION OF THOSE DISPUTES. IF THAT ARBITRATION PROCEEDS, WE'LL ALSO PAY ANY FURTHER ADMINISTRATIVE AND ARBITRATOR FEES LATER CHARGED FOR IT AND (IF THE ARBITRATION AWARD IS APPEALABLE UNDER THIS AGREEMENT) ANY APPEAL TO A NEW THREE ARBITRATOR PANEL. IF, HOWEVER, THE ARBITRATOR FINDS THAT YOUR CLAIM WAS FRIVOLOUS OR BROUGHT FOR IMPROPER PURPOSES (AS MEASURED BY THE STANDARDS SET FORTH IN RULE 11 OF THE FEDERAL RULES OF CIVIL PROCEDURE) THEN THE PAYMENT OF ALL FEES AND EXPENSES SHALL BE GOVERNED BY AAA OR BBB RULES, AND WE MAY SEEK TO RECOVER FROM YOU ANY FEES AND EXPENSES THAT WE HAVE PAID AND FOR WHICH YOU WOULD HAVE OTHERWISE BEEN RESPONSIBLE FOR UNDER THOSE RULES.

(5) WE MAY MAKE YOU A WRITTEN OFFER OF



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SETTLEMENT ANYTIME BEFORE ARBITRATION BEGINS. IF YOU DO NOT ACCEPT THE OFFER, OR IF WE DO NOT MAKE YOU AN OFFER, AND THE ARBITRATOR ISSUES AN AWARD IN YOUR FAVOR FOR AN AMOUNT THAT IS GREATER THAN THE AMOUNT OF OUR OFFER BUT LESS THAN \$5000, THEN WE AGREE TO PAY YOU \$5000 INSTEAD OF THE AMOUNT OF THE ARBITRATOR'S AWARD. IN ADDITION, IN SUCH CASE WE AGREE TO PAY YOUR ATTORNEYS' FEES AND EXPENSES (IF ANY) REGARDLESS OF WHETHER YOU WOULD BE ENTITLED TO PAYMENT OF ATTORNEYS FEES UNDER THE AWARD OF THE LAW PURSUANT TO WHICH YOU HAVE BROUGHT THE CASE. IF THE ARBITRATOR'S AWARD IS GREATER THAN \$5000, THEN WE WILL PAY YOU THE ARBITRATOR'S AWARD.]

(6) AN ARBITRATION AWARD AND ANY JUDGMENT CONFIRMING IT ONLY APPLIES TO THE ARBITRATION IN WHICH IT WAS AWARDED AND CAN'T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF.

(7) IF FOR SOME REASON THE PROHIBITION ON CLASS ARBITRATIONS SET FORTH IN SUBSECTION (3) ABOVE IS DEEMED



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<p>UNENFORCEABLE, THEN THE AGREEMENT TO ARBITRATE WILL NOT APPLY. FURTHER, IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, WE EACH WAIVE ANY TRIAL BY JURY.</p>		
<p>About You ∞ You represent that you're at least 18 years old and have the legal capacity to accept this agreement. If you're ordering for an organization, you're representing that you're authorized to bind it, and where the context requires, "you" means the organization.</p>		
<p>About This Agreement ∞ A waiver of any part of this agreement in one instance isn't a waiver of any part or any other instance. You can't assign this agreement or any of your rights or duties under it. We may assign all or part of this agreement or your debts to us without notice, and you agree to make all subsequent payments as instructed. NOTICES ARE CONSIDERED DELIVERED WHEN WE SEND THEM BY EMAIL OR FAX TO ANY EMAIL OR FAX NUMBER YOU'VE PROVIDED TO US, OR 3</p>		



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TRANSLATOR: Diana Doss

<p>DAYS AFTER MAILING TO THE MOST CURRENT BILLING ADDRESS WE HAVE ON FILE FOR YOU, IF BY US, OR TO THE CUSTOMER SERVICE ADDRESS ON YOUR MOST RECENT BILL, IF BY YOU. If any part of this agreement, including any part of its arbitration provisions, is held invalid, that part may be severed from this agreement. This agreement and the documents to which it refers form the entire agreement between us on their subjects. You can't rely on any other documents or statements on those subjects by any sales or service representatives, and you have no other rights with respect to service or this agreement, except as specifically provided by law. This agreement isn't for the benefit of any third party except our parents, affiliates, subsidiaries, agents, and predecessors and successors in interest. Except to the extent we've agreed otherwise in the provisions on late fees, collection costs and arbitration, or as required by Federal law, this agreement and disputes covered by it are governed by the laws of the state encompassing the area code assigned to your wireless phone number when you accepted this agreement, without regard to the conflicts of laws rules of that state.</p>		
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Important Information		
Account Manager		
Sharing Your Account Access		
Adding an Account Manager gives another person authority to manage your account on a day-to-day basis. This includes the authority to change the address on your account, request Plan changes, add features and more, as well as have access to all of your account information, including payment history. Account Managers must be 18 years old, and can enter into contracts and perform all transactions regarding all lines on your account except for the following:		
<ul style="list-style-type: none"> • Change account password • Add/change Account Manager • Perform Assumption of Liability (AOL) 		
Wireless Safety & Assistance		



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Safety is Your First Priority		
<p>For your well-being and the well-being of those around you, you should always use your wireless phone responsibly while driving. The following recommendations and reminders are not only sensible, they may be mandatory in your area.</p>		
<ul style="list-style-type: none"> • When behind the wheel, safe and responsible driving is always your first priority. • Do not manually dial or look up phone numbers when driving. Pre-program important and frequently-dialed numbers and use the voice-activated and speed-dialing features of your phone. Do not take notes while driving. • Using a wireless phone while driving may increase your risk of distraction, whether or not you use a hands-free device. To eliminate this risk, consider turning your phone off and allowing calls to go to Voice Mail. • The risk of using a wireless phone while driving may be increased during hazardous traffic or weather conditions. When driving in these conditions, consider turning your phone off and allowing calls to go to Voice Mail. • If you choose to talk while driving, always use a 		



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<p>hands-free device. Make sure your hands-free device is on and working before driving.</p> <ul style="list-style-type: none"> • Do not engage in complex, stressful or emotional calls while driving. • Know your wireless phone number, so emergency personnel can call you back. You may want to write it down and keep it in your car for quick reference. 		
<p>Location Information</p>		
<p>Your wireless device can determine its (and your) physical, geographical location (“Location Information”). Certain software applications are capable of accessing, collecting and using Location Information and disclosing the information to the application provider and other people. You should use caution and discretion when determining whether or not Location Information should be made available to them. You should carefully review the privacy policies of application providers and third parties who you allow access to Location Information, and you should know that significant risks can be associated with disclosing Location Information to others. To limit potential</p>		



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<p>unauthorized access to your Location Information, Verizon Wireless devices are preset to “E911 ONLY” which will only allow emergency response personnel to locate you if you dial 9-1-1 from your wireless device. By changing the setting on the device to “LOCATION ON” you are enabling third party access to Location Information through software, widgets or peripheral components you choose to download, add or attach to your wireless device. Verizon Wireless encourages you to check your wireless device periodically and only use software, widgets and peripheral components that are obtained from reliable sources. When you use your mobile browser or other services and applications, you authorize Verizon Wireless to collect, use and disclose your Location Information as appropriate to provide you with any location services that you enabled. Verizon Wireless does not retain Location Information longer than necessary to provide the services to you. We will not knowingly disclose your Location Information to third parties without your consent.</p>		
<p>Toll-Free Calls and Emergency Services</p>		



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<p>Calls to 800, 855, 866, 877 and 888 numbers are toll-free; however, you will be billed for airtime. The exceptions are calls to Verizon Wireless Customer Service and Technical Support (press <input type="checkbox"/>*611 <input type="checkbox"/>SEND from your wireless phone) and emergency calls <input type="checkbox"/> (911), <input type="checkbox"/> which are toll- and airtime-free. 911 <input type="checkbox"/> <input type="checkbox"/>Emergency Assistance: 911 SEND (toll- and airtime-free from your wireless phone).</p>		
<p>Fraud Prevention</p>		
<p>Verizon Wireless wants to protect your privacy and works hard to prevent unauthorized phone usage or fraud. Wireless phone numbers and calls are capable of being intercepted by someone with specialized equipment. We use anti-fraud technology to make fraudulent calling very difficult, particularly on digital calls. When roaming in some areas outside our network, you may still need to enter a PIN code before you can place calls. If you did not receive a PIN code when you enrolled for service, and you need one, please call Customer Service.</p>		
<p>Here are some other steps you can take to protect</p>		



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yourself:		
<ul style="list-style-type: none"> • Report a lost or stolen phone to the police and Verizon Wireless immediately. • Never leave your phone unattended, especially in your office or car. • When not in use, lock phone using your lock code. • Review your bill and report any suspicious calling activity. <p>If we conclude that the calls are fraudulent, you will not be held responsible for the charges.</p> <ul style="list-style-type: none"> • Record your phone's electronic serial number in the back of this Welcome Guide and keep it in a safe place. • Have your phone serviced only at a Verizon Wireless Communications Store or an authorized agent or retailer, manufacturer's service center or other repair center authorized by the manufacturer. 		
FCC Rules and Regulations		
The Federal Communications Commission (FCC) requires that wireless phones be operated in accordance with FCC rules and regulations and		



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under supervision of the licensee.		
Severe punishment can result from failure to comply with the following regulations:		
<ul style="list-style-type: none"> • No person shall knowingly utter or transmit any false or fraudulent signal or distress communication. • No person shall willfully or maliciously interfere with, or cause interference to, any radio communication or signal. • It is unlawful to "listen in" on conversations intended for others or to divulge any information thereby obtained. 		
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<ul style="list-style-type: none"> • No person shall utter any obscene, indecent or profane language by means of radio communication. 		
National Do Not Call Registry Program as it Relates to Your Wireless Phone		
<ul style="list-style-type: none"> • FCC regulations prohibit telemarketers from using automated dialers to call wireless phone numbers. • The federal government does not maintain a national 		



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<p>wireless phone registry.</p> <ul style="list-style-type: none"> • Personal wireless phone users can add their wireless numbers to the National Do Not Call Registry by either of the following methods: 		
<p>1. By telephone: 1.888.382.1222 from the telephone number you wish to register.</p> <p>2. Online at: www.donotcall.gov</p>		
<p>Registrations become effective within 31 days of signing up and are active for five years. There is no cutoff date or deadline for registrations.</p>		
<p>For additional details, please visit www.fcc.gov</p>		
<p>Assistive Communication Devices</p>		
<p>TTY (Text Telephony) or TDD (Telecommunications Device for the Deaf) allows individuals who are deaf, hard of hearing or have speech or language disabilities to communicate by telephone. When a user types his or her conversation on a TTY keyboard, it is transmitted as tones through the telephone. The tones are received by the other person's TTY, translated into text and displayed on a screen. In order to use the TTY network, your phone must be TTY-compatible and must be in the</p>		



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<p>TTY mode in order to place or receive calls. Please note that most digital wireless phones are TTY-compatible devices.</p>		
<p>Content Filters</p>		
<p>Verizon Wireless offers you the ability to filter unwanted content using Content Filters. Content Filters give Account Owners the ability to place restrictions on what type of content can be accessed on their own or their children’s wireless device. This service is provided to Account Owners at no additional charge and allows Account Owners to establish filter settings for each line on their account. There are currently three filter settings available (Child - 7+, Teen - 13+ and Young Adult - 17+). The default setting is Filter Off. Currently, Content Filters can filter video clips available through V CAST Video, web sites accessible through most wireless devices, short code-based messaging campaigns and “Explicit” labeled music on V CAST Music with Rhapsody. Content from other sources, including <i>Get It Now</i>, is not filtered at this time. Other limitations apply. Visit verizonwireless.com/parentalcontrols or call 1.800.922.0204 for additional information.</p>		



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Security Deposit		
<p>You may have been asked to leave a security deposit at the time you activated your wireless service. You are eligible to receive your security deposit back at the end of one year of uninterrupted service, or upon termination of your service. Your deposit will automatically be refunded after one year, including interest, provided that you have kept your account in “good standing” (this means that you paid your bill continuously for one year in a timely manner). This refund may take up to three billing cycles to be processed. Should you be disconnected at any time during the first year for lack of payment, you forfeit any interest accrued during that time frame. If you terminate your service, but have not paid your final bill, the deposit will be applied to your account, and you will receive any remaining funds. If your service is terminated after the initial 30-day Worry Free Guarantee period but before the end of your minimum term, your deposit will be applied against the \$175 Early Termination Fee in addition to any outstanding balance before a check is processed.</p>		
Connecticut Customers Only		



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<p>If you have any questions about your bill or concerns about your service, please call Customer Service at 1.800.922.0204 or dial *611 from your wireless phone.</p>		
<p>If we cannot resolve your issue, you have the option of contacting the Department of Public Utility Control (DPUC):</p>		
<p>Online: www.state.ct.us/dpuc</p>		
<p>Phone: 1.866.381.2355</p>		
<p>Mail: Connecticut DPUC 10 Franklin Square New Britain, CT 06051</p>		
<p>Return & Exchange Policy</p>		
<p>Phone/Accessory Return Policy</p>		
<p>We will gladly accept returns or make exchanges on all merchandise purchased from Verizon Wireless within 30 days of purchase.</p>		



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Satisfaction Guarantee		
<p>You may terminate service for any reason within 30 days of activation. If you purchased equipment from us at a promotional price at the time of activation, you must return that equipment to avoid being assessed a \$175 Early Termination Fee. You will remain responsible for your Activation Fee unless you terminate service within 3 days of activation. You will also be responsible for all applicable usage fees, prorated access charges, taxes, surcharges or other charges that accrued to your account through the termination date. If you paid a security deposit, it may take between 30 and 60 days to process the return of your security deposit. The charges for any service used on the account before the service termination date may be applied against your security deposit.</p>		
Return and Service Termination		
<p>You may return any or all of your merchandise for any reason within 30 days of purchase.</p> <p>The original customer receipt must accompany all returns.</p>		



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<p>If you cancel your service after the 30-day period, but prior to the expiration of your minimum term, you will be responsible for the Activation Fee, all applicable usage fees, access charges, taxes, surcharges or other charges that accrued to your account through the termination date, including an Early Termination Fee of up to \$175.</p>		
<p><i>If you return your merchandise, even by mistake, more than 30 days after your purchase, you will not receive a refund and the merchandise you returned will not be returned to you.</i></p>		
<p>At our discretion, we may decline your return or charge you a fee for a missing item, or for items that we determine are damaged or require service. If you return and we accept your merchandise within the 30-day return period, we will refund your merchandise's purchase price. If you return a phone without a UPC on the box, the amount of the refund will be reduced by the amount of any mail-in rebate that was available for the phone at the time of purchase. Purchases made by cash or check, credit card or gift card will be refunded by check, credit card or gift card, respectively.</p> <p>If you received your merchandise through a "Buy One, Get One Free" or similar offer, both items must be</p>		



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<p>returned in order to receive a refund. If you received a discount based on the purchase of an item, the return of that item will result in the forfeit of the discount, which may be deducted from any refund amount. For exchanges for the same merchandise make and model, only the item to be exchanged needs to be included. If Verizon Wireless must remove installed equipment from a vehicle or fixed location in order to return or exchange it, you will be charged a service fee.</p>		
<p>(Page 16)</p>		
<p>Opened software purchased separately may be exchanged only for the exact same item at a Verizon Wireless Communications Store and may not be returned for refund.</p> <p>Before returning or exchanging any product that has data in its memory, please transfer all files you wish to retain to another file source. Once the product is returned, your files cannot be recovered.</p> <p>This return policy does not apply to customers who have purchased a Prepay Plan.</p> <p>Because the FCC requires that carriers convert nearly all of their devices to GPS capability, Verizon Wireless will no longer allow non-GPS phones to be activated on</p>		



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<p>our network. If you upgrade from a non-GPS-capable to a GPS-capable phone and then return it within the 30-day period, Verizon Wireless will not allow the older non-GPS-capable phone back on our network. We will, however, allow you to exchange your new phone for another GPS-capable device that will meet your needs.</p>		
<p>If you purchased your merchandise from the Verizon Wireless Online Store or by phone, please follow the instructions below to process your return:</p>		
<ul style="list-style-type: none"> • <i>Returning your merchandise does not automatically terminate your service. In order to cancel your service, you MUST contact Customer Service at the phone number on your receipt.</i> 		
<ul style="list-style-type: none"> • Pack the merchandise (including phone, charger, battery, instructions, etc.) in its ORIGINAL box and shipping carton. • All merchandise must be in like-new condition. The original customer receipt must accompany all returns. Refunds will only be issued to the purchaser whose name appears on the receipt. Please retain a copy of the receipt for your records. 		



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<ul style="list-style-type: none"> • Complete the prepaid, preaddressed return-shipping label enclosed with your purchase. Be sure to include your name on the label and affix it to the outside of the shipping carton. Please retain a copy of the shipping label. This is proof of shipment, which contains your tracking information. Verizon Wireless cannot process any claims, or provide refunds, for lost or missing returns without this tracking information. The shipping label should be addressed to: 		
<p>Verizon Wireless c/o New Breed 4320 N. Sylvania Avenue Fort Worth, TX 76137</p>		
<ul style="list-style-type: none"> • Call 1.800.GO.FEDEX (1.800.463.3339) to schedule a pickup or simply drop the package off at any Federal Express station. Please do not send your merchandise through the post office, as Verizon Wireless will not pay postage. • To track your return shipment via FEDEX call 1.800.GO.FEDEX or 1.800.238.5355. You can also track your return shipment online at www.fedex.com. If your return shipment is via another courier, please see courier's return label for specific 		



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tracking procedures.		
If you purchased your merchandise from a Verizon Wireless Communications Store, please follow the instructions below to process your return:		
<ul style="list-style-type: none"> • Customers who purchased their merchandise at a Verizon Wireless Communications Store should return/exchange their merchandise at a Verizon Wireless Communications Store only. • Pack the merchandise (including phone, charger, battery, instructions, etc.) in its ORIGINAL box. • All merchandise must be in like-new condition. The original customer receipt must accompany all returns. Please retain a copy of the receipt for your records. • Return the merchandise to any Verizon Wireless Communications Store. • Returning your merchandise does not automatically terminate your service. Cancellation of service can only be done at the request of the customer. 		
If you purchased your equipment from another retailer, the retailer's return policy applies.		



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Gift Card Returns		
<p>Gift Cards can be returned at a Verizon Wireless Communications Store within 30 days of the date of purchase if accompanied by the original receipt. If the Gift Card was purchased from the Verizon Wireless Online Store, please visit your nearest Verizon Wireless Communications Store to process the return. The online store is unable to process Gift Card returns.</p>		
Exchange New Merchandise		
<p>Within 30 days of purchase of new merchandise, you may exchange it one time. In order to make the exchange, return the merchandise (including phone, charger, battery, instructions, etc.) in its ORIGINAL box. All merchandise must be in like-new condition. Please have your customer receipt available as proof of purchase. A \$20 Device Initiation Fee will apply.</p> <p>Shipping charges may apply to exchange merchandise sent to you by Verizon Wireless.</p> <p>If you purchased your merchandise from the Verizon Wireless Online Store or over the phone from one of our Telemarketing or Customer Service</p>		



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<p>Representatives, please contact the phone number on your customer receipt for additional details on completing your exchange. If you purchased your merchandise from a Verizon Wireless Communications Store, please contact the store for additional information on completing your exchange. If you purchased your merchandise from another retailer, the retailer's exchange policy applies.</p>		
<p>Device Exchange Program</p>		
<p>If you're having a problem with your device, just contact Verizon Wireless toll-free at 1.866.406.5154 from a landline phone. We'll diagnose the issue with you right over the phone. If we cannot resolve the problem while you're on the line and the problem is caused by a manufacturing defect within the first year you own the device, we'll send you a certified like-new replacement device (either a like unit or one of comparable quality) right to your door at no cost to you.</p> <p>If you call us after the return and exchange period, the device you receive may be reconditioned equipment. A certified like-new replacement device will carry the remaining warranty period from the original device, or</p>		



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<p>90 days, whichever is greater.</p> <p>If the original one-year warranty period has expired and you are not enrolled in the Extended Warranty or Total Equipment Coverage programs, Verizon Wireless will assess a fee if you wish to replace a defective device due to electrical malfunction or manufacturer defect.</p> <p>You have 15 days from the date of activation of a new device to enroll in Extended Warranty or Total Equipment Coverage. The deductible fee for certified like-new replacement devices after one year from original purchase is \$50.</p> <p>Devices subjected to neglect, misuse, liquid damage, unreasonable wear and tear and the like, are not eligible for any return or exchange program. This program does not cover devices on Prepaid Accounts or lost or stolen devices.</p> <p>These policies do not limit or supersede any existing manufacturer's warranties. This program may be considered to be a "warranty" or "service contract" in certain states. In these states, please see the Verizon Wireless Consumer or Business brochure for full details.</p>		
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When returning merchandise, don't forget to:		
Be sure to follow all the steps below to ensure you receive credit for your returned items.		
Cancel your service by contacting Customer Service at the phone number on your receipt.		
Pack the merchandise in its original box and shipping carton.		
Include the original customer receipt and retain a copy for your records.		
Complete the prepaid, preaddressed return-shipping label and affix it to the outside of the shipping carton.		
Retain a copy of the shipping label as proof of shipment.		
Your Wireless Phone Number is:		
Account Managers:		
An Account Manager gives another person authority		



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to manage your account on a day-to-day basis.		
Please staple your Sales Representative's business card here.		
Please clip your receipts here for future use or reference.		