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June 23, 2010

Ex Parte

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Consumer Information and Disclosure, CG Docket No. 09-158; Truth-in-Billing and Billing Format, CC Docket No. 98-170; IP-Enabled Services, WC No. 04-36

Dear Ms. Dortch:

On June 22, 2010, John Scott and Jerry Karnick, Verizon Wireless, and Donna Epps and Kathleen Grillo, Verizon, met with Joel Gurin, Chief, Consumer and Governmental Affairs Bureau, and Mark Stone, Yul Kwon, Colleen Heitkamp, and Julie Saulnier of the Consumer and Governmental Affairs Bureau. The purpose of the meeting was to discuss the various disclosures Verizon Wireless provides to consumers regarding Verizon Wireless' services, rates, terms and conditions during each stage of the customer experience. In particular, we discussed the type of information we disclose in advertisements and online, and in retail stores and through customer care representatives. We also discussed how Verizon Wireless discloses information about early termination fees and outlined a variety of tools we provide customers to manage their usage.

We provided the attached documents during the meeting:

- Attachment 1 - Print Advertisement
- Attachment 2 - Consumer Product and Service Guide
- Attachment 3 - Product Display Cards
- Attachment 4 - Customer Confirmation Letter
- Attachment 5 - Usage Management Tools
- Attachment 6 - Sample Bill

Respectfully submitted,

A handwritten signature in black ink that reads "Kathleen Grillo".

Attachments

cc: Joel Gurin
Mark Stone
Yul Kwon

Colleen Heitkamp
Julie Saulnier

ATTACHMENT 1



NEW! Samsung Reality™
The hardworking social networker
BUY 1 GET 1 FREE
\$49.99

\$99.99 2-yr. price – \$50 mail-in rebate debit card.
Add'l phone: \$50 2-yr. price – \$50 mail-in rebate debit card. Requires a voice plan with data pak \$9.99 or higher per phone.

NEW! LG Cosmos™
Socially skilled text machine
\$19.99

\$69.99 2-yr. price – \$50 mail-in rebate debit card.



LG enV® TOUCH
Verizon Wireless 3G Exclusive
One-touch access to multimedia
BUY 1 GET 1 FREE
\$79.99

\$179.99 2-yr. price – \$100 mail-in rebate debit card.
Add'l phone: \$100 2-yr. price – \$100 mail-in rebate debit card. Requires a voice plan with data pak \$9.99 or higher per phone.

GIVE DAD THE BEST FOR LESS.

Don't miss these impressive offers for Dad and the whole family.



A family of 4 gets
Unlimited Messaging
Text, picture, video and IM to anyone on any network in the U.S.

FOR ABOUT \$1 A DAY per line

First 2 lines for \$99.99 monthly access with 700 anytime minutes, additional lines \$9.99 monthly access each (Activation fees, taxes & other charges apply).*

All phones require new 2-yr. activation. While supplies last.

When you want your wireless network to work, you want Verizon.



1.800.2.JOIN.IN
1.800.256.4646



verizonwireless.com



vzw.com/storelocator

*Our Surcharges (incl. Fed. Univ. Svc. of 15.3% of interstate & int'l telecom charges (varies quarterly), 16¢ Regulatory & 83¢ Administrative/line/mo. & others by area) are not taxes (details: 1-888-684-1888); gov't taxes & our surcharges could add 6% – 37% to your bill. Activation fee/line: \$35 (\$25 for secondary Family SharePlan® lines w/ 2-yr. Agmts).
IMPORTANT CONSUMER INFORMATION: Subject to Cust Agmt, Calling Plan, rebate form & credit approval. Up to \$175 early termination fee/line (\$350 for advanced devices), up to 45¢/min after allowance & add'l charges for data sent or received. Device capabilities: Add'l charges & conditions apply. Offers & coverage, varying by svc, not available everywhere. Network details & coverage maps at vzw.com. Rebate debit card takes up to 6 wks & expires in 12 months. While supplies last. Shipping charges may apply. All company names, trademarks, logos & copyrights not the property of Verizon Wireless are the property of their respective owners. © 2010 Verizon Wireless. ADCODE

ATTACHMENT 2

WE'RE ALL IN THIS TOGETHER.

KIN

Your **Guide**



Phones / Plans / Pricing
Spring/Summer 2010 | **FREE**



You, me, and everything in between.
Who you're into, what you love,
and all the best moments—
shared in one spot.



Windows Phone | |

KIN.COM



CONSUMER80510EN

Contents

Worry Free Guarantee®

No wireless provider stands behind you like Verizon Wireless.

As a Verizon Wireless Customer:

You'll enjoy America's Largest and Most Reliable Wireless Network.

We test and improve our network every day so you get the best service on America's Largest and Most Reliable Voice and 3G Data Network.

You can change your Plan at any time with no fee or contract extension.*

As your needs change, you can move to any current plan without paying a fee or extending your contract.

You can try out our service for 30 days.†

At Verizon Wireless, we stand behind our service. If you're not completely satisfied, you can cancel service within 30 days of activation and pay no early termination fee if you return your device. A restocking fee will apply.

You can get a free device every two years with New Every Two®.†

Sign up for a two-year plan of at least \$34⁹⁹ and qualify for a free device, up to \$30 or \$50 in value depending on your Plan, with a two-year contract renewal. You can also transfer your *New Every Two* credit to another line on your account. Visit My Verizon to see when you'll be eligible for the *New Every Two* discount.

You'll enjoy exceptional customer service with our team of certified wireless experts.

We're here to help when and how you need it. Come into any Communications Store or call us or go online for 24/7 assistance.

For complete details on Worry Free Guarantee and *New Every Two*, see page 33 in the Important Information section.

* Some plans are available only with specific equipment. Acceptance of a promotion may require a new one- or two-year agreement. Customer will be limited to two plan changes per billing cycle. Service activated on a netbook may not be changed to a non-Mobile Broadband device or plan during any minimum contract term.

† Return policies may vary and *New Every Two* redemptions may not be available at Verizon Wireless authorized agents. Your *New Every Two* discount is applied to the two-year discounted retail price of a new device.



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3G Smartphones

✓ Available
– Not Available



KIN ONE
New!



KIN TWO
New!



DROID Incredible
by HTC
New!



DROID
by Motorola



Motorola Devour™



Palm® Pre™ Plus



Palm® Pixi™ Plus



BlackBerry® Storm2™



BlackBerry® Curve™ 8530



BlackBerry® Bold™ 9650
Coming soon!



HTC Imagio™



Samsung Omnia® II

Capabilities*													
Operating System	Windows Phone OS for KIN	Windows Phone OS for KIN	Android	Android	Android		Palm webOS™	Palm webOS™	BlackBerry Device Software v5.0	BlackBerry Device Software v5.0	BlackBerry Device Software v5.0	Windows Mobile® 6.5 Professional	Windows Mobile® 6.5 Professional
Wireless Email Service†	Email and Web for Smartphone	Email and Web for Smartphone	Email and Web for Smartphone	Email and Web for Smartphone	Email and Web for Smartphone		Email and Web for Smartphone	Email and Web for Smartphone	Email and Web for BlackBerry/GlobalEmail	Email and Web for BlackBerry	Email and Web for BlackBerry/GlobalEmail	Email and Web for Smartphone/GlobalEmail	Email and Web for Smartphone
Wi-Fi	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
EV-DO	Rev. A	Rev. A	Rev. A	Rev. A	Rev. A		Rev. A	Rev. A	Rev. A	Rev. 0	Rev. A	Rev. A	Rev. A
Mobile Broadband Connect	–	–	✓	–	–		–	–	✓	✓	✓	✓	✓
Global-capable (includes pre-installed SIM card)	–	–	–	–	–		–	–	✓	–	✓	✓	–
Navigation	–	–	Google Maps™ Navigation (beta)	Google Maps™ Navigation (beta)	VZ Navigator (Domestic) and Google Maps™		VZ Navigator (Domestic)	VZ Navigator (Domestic)	VZ Navigator (Domestic and Global)	VZ Navigator (Domestic)	VZ Navigator (Domestic and Global)	VZ Navigator (Domestic and Global)	VZ Navigator (Domestic)
Visual Voice Mail	–	–	✓	✓	✓		–	–	✓	✓	✓	✓	✓
Music	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
Ringtones, Ringback Tones and V CAST Song ID	Ringtones/ Ringback Tones ¹	Ringtones/ Ringback Tones ¹	Ringtones/ Ringback Tones	Ringtones/ Ringback Tones	Ringtones/ Ringback Tones		Ringback Tones	Ringback Tones	✓	✓	✓	✓	✓
Skype mobile™	–	–	–	✓	✓		–	–	✓	✓	✓	–	–

Specifications													
Flash/RAM Memory	4 GB/256 MB	8 GB/256 MB	512 MB/512 MB (8 GB on-board memory ¹)	512 MB/256 MB	512 MB/256 MB		16 GB/512 MB	8 GB/256 MB	256 MB/256 MB (2 GB on-board memory)	256 MB/256 MB	512 MB/512 MB	512 MB/288 MB	512 MB/208 MB (8 GB on-board memory)
Expandable Memory Support (microSD™ Card)	–	–	up to 16 GB	up to 16 GB	up to 16 GB		–	–	up to 16 GB	up to 16 GB	up to 16 GB	up to 16 GB	up to 16 GB
Pre-installed Memory Card (microSD™ Card)	–	–	–	16 GB	8 GB		–	–	16 GB	–	2 GB	–	–

Features													
Keyboard Type	Slide-Out QWERTY	Slide-Out QWERTY	Virtual	Virtual and Slide-Out QWERTY	Virtual and Slide-Out QWERTY		Slide-Out QWERTY	QWERTY	SurePress™	QWERTY	QWERTY	Virtual	Virtual
Digital Camera	5.0-megapixel	8.0-megapixel	8.0-megapixel	5.0-megapixel	3.0-megapixel		3.0-megapixel	2.0-megapixel	3.2-megapixel	2.0-megapixel	3.2-megapixel	5.0-megapixel	5.0-megapixel
Other Features and Capabilities	Automatically back up messages, photos and more, and share them via KIN Studio. Stream and download unlimited tracks to your phone or PC with the Zune-powered Music & More. ²		HTC Sense™ with Snapdragon 1 GHz processor	Voice to Text, multi-touch display	View messages, social networks and more with MOTOBLUR™		3G Mobile Hotspot	3G Mobile Hotspot	V CAST Apps, V CAST Video On Demand, City ID–capable	V CAST Apps, City ID–capable	Push to Talk–capable, V CAST Apps	V CAST Mobile TV, City ID–capable	V CAST Video On Demand

Recommended Accessories													
	Wicked Audio Metallics Stereo Earbuds	Skullcandy™ Smokin Buds Stereo Earbuds	Plantronics Discovery® 975 Bluetooth Headset	Motorola H17 Bluetooth Headset	MOTOROKR™ S305 Wireless Stereo Headphones		Touchstone™ Inductive Desktop Charger	Touchstone™ Inductive Battery Cover	Otterbox Rugged Case	Shell/Holster Combo	Charging Pod	Chargepod® Charger	Jawbone® Icon™ Rogue Bluetooth Headset

3G Smartphones are considered Advanced Devices for the purposes of early termination fee and Wireless Phone Protection. Phones subject to availability. Selection may vary. Accessories may vary by device model and location. 3G Smartphones cannot be activated on Prepaid Plans. 3G Smartphones require a data package of \$29⁹⁹ or higher. DROID is a trademark of Lucasfilm Ltd. and its related companies. Used under license.

* Additional charges may apply when using certain capabilities.

† Not compatible with all email services. Corporate email, if available, varies by phone.

¹ Google Maps™ Navigation (beta) available via download from Android Market.

² Only available online through the Verizon Wireless Media Store.

³ Actual formatted capacity is less.

⁴ Additional charge for Zune may be applicable from Microsoft.

3G Multimedia Phones

✓ Available
– Not Available



Capabilities*							
Music	✓	✓	✓	✓	✓	✓	✓
V CAST Video On Demand	✓	✓	✓	✓	✓	✓	✓
Mobile Email	✓	✓	✓	✓	✓	✓	✓
Navigation	VZ Navigator (Domestic)						
Visual Voice Mail	✓	✓	✓	✓	✓	✓	✓
Text, Picture, Video, Voice and Instant Messaging	✓	✓	✓	✓	✓	✓	✓
Mobile Web	HTML browser	✓	HTML browser				
Ringtones, Ringback Tones and V CAST Song ID	✓	✓	✓	✓	✓	✓	✓

Features							
Keyboard Type	QWERTY	Virtual and QWERTY	QWERTY	Virtual	QWERTY	QWERTY and keypad	QWERTY
microSD™ Memory Slot	✓	✓	✓	✓	✓	✓	✓
Digital Camera	3.2-megapixel	3.2-megapixel	3.0-megapixel	3.2-megapixel	3.0-megapixel	2.0-megapixel	3.2-megapixel
Bluetooth® Stereo Support	✓	✓	✓	✓	✓	✓	✓
Other Features and Capabilities	Touch screen navigation, slide-out QWERTY keyboard, EV-DO Rev. 0-capable, City ID-capable	Touch screen navigation, EV-DO Rev. A-capable, City ID-capable	Dashboard-capable, enhanced messaging features, City ID-capable	1 GB of internal memory dedicated for music, [†] touch screen, FM radio	Unique swivel form factor with QWERTY keyboard, habitat mode, contact light ring, City ID-capable	Dual-flip design with e-ink technology, City ID-capable	Push to Talk-capable, meets military specifications 810F standards for dust, shock and water resistance [‡]



Feature Phones

✓ Available
– Not Available



Capabilities*						
Music	–	–	–	–	✓	✓
V CAST Video On Demand	–	–	–	–	✓	✓
Mobile Email	✓	✓	✓	✓	✓	✓
Navigation	VZ Navigator (Domestic)	VZ Navigator (Domestic)	VZ Navigator (Domestic)	VZ Navigator (Domestic)	VZ Navigator (Domestic)	VZ Navigator (Domestic)
Push to Talk	–	–	–	–	✓	✓
Text, Picture, Video, Voice and Instant Messaging	Text, Picture, Voice and IM	Text, Picture and Voice	Text, Picture and Voice	Text, Picture, Voice and IM	✓	✓
Mobile Web	✓	✓	✓	✓	✓	✓
Ringtones, Ringback Tones and V CAST Song ID	✓	✓	✓	✓	✓	✓

Features						
Keyboard Type	QWERTY	Keypad	Keypad	Keypad	Keypad	Keypad
microSD™ Memory Slot	✓	–	–	–	✓	✓
Digital Camera	1.3-megapixel	VGA Camera	1.3-megapixel	2.0-megapixel	2.0-megapixel	2.0-megapixel
Bluetooth® Stereo Support	–	–	–	–	✓	✓
Other Features and Capabilities	Slide-out QWERTY design	Slim form factor	Slim design with large, easy-to-see keypad	Quad Band-capable, Global-capable device with pre-installed SIM card	Meets military specifications 810F standards for dust and shock resistance, waterproof up to one meter for 30 minutes [‡]	Meets military specifications 810F standards for dust, shock and water resistance [‡]



* Additional charges may apply when using certain capabilities.
[†] Actual formatted capacity is less.
[‡] For complete list of military specs, please visit verizonwireless.com

Phones subject to availability. Selection may vary. Accessories may vary by device model and location.
 3G Multimedia Phones cannot be activated on Prepaid Plans.
 3G Multimedia Phones require a data package of \$9⁹⁹ or higher.

City ID®
 This enhanced Caller ID application automatically displays the city and state for every incoming and outgoing call – more than 20,000 locations in North America and 200 countries. Free for 15 days, then just \$1⁹⁹ per month or an unlimited subscription of \$34⁹⁹ per line.

Netbooks

✓ Available
– Not Available



**Samsung
N150**
Coming soon!



**HP® Mini
210-1076NR**
Coming soon!



**HP® Mini
311-1037NR**
(while supplies last)

Capabilities*			
Operating System	Windows® 7 Starter	Windows® 7 Starter	Windows® 7 Home Premium
Mobile Broadband	3G EV-DO Rev. A	3G EV-DO Rev. A	3G EV-DO Rev. A
GlobalAccess	• 3G Tri Band UMTS/HSPA • Quad Band GSM/GPRS/EDGE	• 3G Tri Band UMTS/HSPA • Quad Band GSM/GPRS/EDGE	• 3G Tri Band UMTS/HSPA • Quad Band GSM/GPRS/EDGE
Wi-Fi	802.11 b/g/n	802.11 b/g	802.11 b/g/n
Features			
Video	VGA Out	VGA Out	NVIDIA® ION™ for Windows® 7 with up to 895 MB total graphics memory, VGA and HDMI Out
Audio	Stereo Speakers	Stereo Speakers	Altec Lansing® Stereo Speakers
Webcam	✓	✓	✓
Bluetooth†	✓	✓	✓
Specifications			
USB Ports	3	3	3
Processor	Intel® Atom™ N450 1.66 GHz	Intel® Atom™ N450 1.66 GHz	Intel® Atom™ N270 1.60 GHz
System Memory	1 GB RAM	1 GB RAM	2 GB RAM
Storage	160 GB Hard Disk Drive	250 GB Hard Disk Drive	160 GB Hard Disk Drive
Display	10.1" diagonal LED LCD Widescreen (1024 x 600)	10.1" diagonal LED BrightView Widescreen (1024 x 600)	11.6" diagonal HD LED BrightView Widescreen (1366 x 768)
Size (L x D x H)	10.4" x 7.4" x 1.05"	10.55" x 6.9" x 0.90–1.57"	11.4" x 8.03" x 0.78–1.20"
Weight	2.73 lb	2.99 lb	3.22 lb
Battery	6-cell, approx. 7 hours	6-cell, approx. 8.75 hours	6-cell, approx. 6.25 hours
Media Card Reader	3-in-1: Secure Digital (SD), Secure Digital High Capacity (SDHC) MultiMediaCard	5-in-1: Secure Digital (SD), MultiMediaCard, Memory Stick, Memory Stick Pro, xD-Picture Card	5-in-1: Secure Digital (SD), MultiMediaCard, Memory Stick, Memory Stick Pro, xD-Picture Card

Recommended Accessories



**Body Glove
Netbook Sleeve**



**External
CD/DVD Drive**



**Targus Wireless
Mobile Mouse**

For more information, visit verizonwireless.com/netbooks

* Additional charges may apply when using certain capabilities.
† For a list of Bluetooth profiles supported, visit verizonwireless.com/netbooks

Netbooks are considered Advanced Devices for the purposes of early termination fee and Wireless Phone Protection. Netbooks subject to availability. Selection may vary. Accessories may vary by device model and location.

Be your own hotspot with MiFi.

Five devices, one mobile 3G connection. Only with MiFi.*

Put Wi-Fi where you are with the portable Verizon Wireless MiFi™ 2200 Intelligent Mobile Hotspot.

- Use Mobile Broadband to connect up to **five Wi-Fi-enabled devices**[†] in remote places.
- In addition to netbooks and notebooks, MiFi also works with tablet PCs, cameras, PDAs, portable gaming systems and MP3/media players.

Visit verizonwireless.com/mobilehotspot for details.

Additional Information

For Mobile Broadband and Prepaid Mobile Broadband pricing information, see pages 20–21.

How It Works

From anywhere within the Broadband Services coverage area, MiFi can let you access our reliable wireless broadband connection.

In Wi-Fi mode:

Connect up to five Wi-Fi-enabled devices at once. Use the lithium-ion battery for up to four hours (40 hours standby) or plug the device directly into an outlet.

In USB mode:

Connect the MiFi device to your notebook via the included USB cable to use it as a modem.



**Verizon Wireless
MiFi™ 2200**
(while supplies last)

* MiFi is a trademark of Novatel Wireless, Inc.

† When multiple users are connected to the Intelligent Mobile Hotspot, all their data usage will be aggregated and applied to the Mobile Broadband customer's monthly, weekly or daily allowance. Prepaid Mobile Broadband customers who reach their data allowance limit will need to purchase another session through VZAccess® Manager.

Satisfy your app-etite.

With apps from Verizon Wireless, your phone does extra duty – as a search engine, a GPS navigation tool, a game console, even a video conferencer.

Verizon Wireless Media Store and V CAST Apps

Go online to find loads of cool apps, as well as the latest games, music, tones and more, at the Verizon Wireless Media Store. Go to verizonwireless.com/apps, make your purchase, then download apps straight to your phone. You can also access apps directly from select 3G BlackBerry Smartphones with V CAST Apps.

V CAST™ Media Manager

Transfer pictures, videos and music between your phone and computer with just a USB cable connection. V CAST Media Manager also includes a media player and media management tools. Go to verizonwireless.com/vmm to download your free copy.

All company names, trademarks, logos and copyrights not the property of Verizon Wireless are the property of their respective owners.

Downloaded content and apps may only be used on the device to which they are downloaded. If you change devices, you will need to re-download the content and pay any applicable charges. Not all apps are available on all devices or with Prepaid service. Always download and use content legally.

Some applications are not available at this time.



Skype mobile™

Put the planet in your pocket. Introducing unlimited Skype-to-Skype calls and IM with anyone anywhere in the world. Skype mobile now available on America's Most Reliable Wireless Network – Verizon. Text keyword "SKYPE" to 2255 to download Skype mobile to your capable phone.



Android Market™

Download as many apps as your caffeine-fueled attention span can handle. Choose from thousands of apps. Download at will. Run them simultaneously. Multi-tasking and taking names. Only with apps from the ever-expanding Android Market. To explore Android Market, click on the shopping bag icon on your Android™ device.



Google Apps

Open up a world of possibilities on your phone with Google Mobile Apps. Search the web and find local businesses and movie times with Google Mobile™.

Access your email on the go with Gmail™. Browse and watch videos with YouTube™. Get directions, see real-time traffic and much more with Google Maps™. To get Google Mobile Apps on your phone, point your mobile browser to m.google.com

Apps & More



ScanLife

Turn your camera phone into a code reader. Download ScanLife, then just snap a picture of a UPC or 2D barcode and you'll get price comparisons, product reviews and more – right on your phone. Text "SCAN" to 43588 for the ScanLife code reader. Message and data rates may apply. Scan the codes on this page to get info on featured apps.



Aloqa



Real-time recommendations sent straight to your phone. Find businesses, restaurants, events, music, hotels and activities close by. No searching, no typing, no browsing required.



Locale



Never worry about your ringer going off in the wrong place again. Locale dynamically manages phone settings based on conditions like location and time.



Layar



The app that reveals wikis and geotags human eyes can't see. Unlock hidden info literally floating around your head.

Do more with data.

Email, the web, games, apps and more for your phone.

For an extra \$9⁹⁹ a month, get a data package that includes Mobile Email on Feature or 3G Multimedia Phones.

Here's what you can do:

- Check email on the go with popular Internet-based email accounts, including Yahoo!® Mail, AOL® Mail, Gmail®, Windows Live and Verizon.net.
- Browse the web whenever you want.
- Download the latest games, apps, Ringtones and more. See pages 8–9 for more information on apps.

Data Packages				
Device Type	Monthly Access Per Line	Data Allowance	Per-MB Rate	Email Service
Feature Phones	–	Pay per use	\$1 ⁹⁹	\$5
Feature or 3G Multimedia Phones	\$9 ⁹⁹	25 MB	20¢ after allowance	Included
	\$29 ⁹⁹	Unlimited	–	Included
3G Smartphones (Email and Web for BlackBerry/Smartphone)	\$29 ⁹⁹	Unlimited	–	Included

Data package of \$9⁹⁹ or higher required for 3G Multimedia Phones. All 3G Smartphones require a data package of \$29⁹⁹ or higher.

Data Features and Capabilities:

Mobile Email*

- Get alerts when new messages arrive and view picture attachments. Available in English and Spanish.†
- Text EMAIL to **APPS (2777)** to get Mobile Email.

Email and Web for BlackBerry/Smartphones

View your personal email and surf the web on your BlackBerry device or 3G Smartphone.

Keep track of your data usage.

To find out how much data you've used, dial **#DATA (#3282)**, or access My Verizon through the Mobile Web homepage.



Mobile Web

Take the Internet with you wherever you go. You can read the latest news, get the weather, follow your stocks on CNBC and lots more – all from your phone. To learn more, visit verizonwireless.com/mobileweb

Monthly Use Example	Pay As You Go @ \$1 ⁹⁹ /MB	25 MB @ \$9 ⁹⁹
Mobile Web (view approximately 100 pages)	3.0 MB	3.0 MB
VZ Navigator (initial download)	2.0 MB	2.0 MB
PAC-MAN by Namco game	0.3 MB	0.3 MB
Tetris® game	0.3 MB	0.3 MB
Spanish Translator	0.2 MB	0.2 MB
Three Ringtones	0.6 MB	0.6 MB
Total Megabytes (rounded up to the nearest MB)	7.0 MB	7.0 MB
Estimated Cost	\$13⁹⁹	\$9⁹⁹

* Mobile Email is available only in the National Enhanced Services and Prepaid Data Rate and Coverage Areas and the Verizon Wireless Prepaid Rate and Coverage Areas and only on select devices. Prepaid subscribers will need to opt in to Mobile Email every month. The application will not automatically renew. Not compatible with all Internet service provider service offerings. Supports up to 10 email accounts. Send and receive plain-text emails, with attachment indicator, only. **Downloading the Mobile Email application will require approximately 2 MB of data. Application not available on all devices.** Picture attachment support is available for .jpg, .gif and .png. Pictures will be downsized to fit mobile device display. Email services that offer a POP- or IMAP-based connection are supported. † Gmail, Spanish and viewing of attachments are available only on select devices.

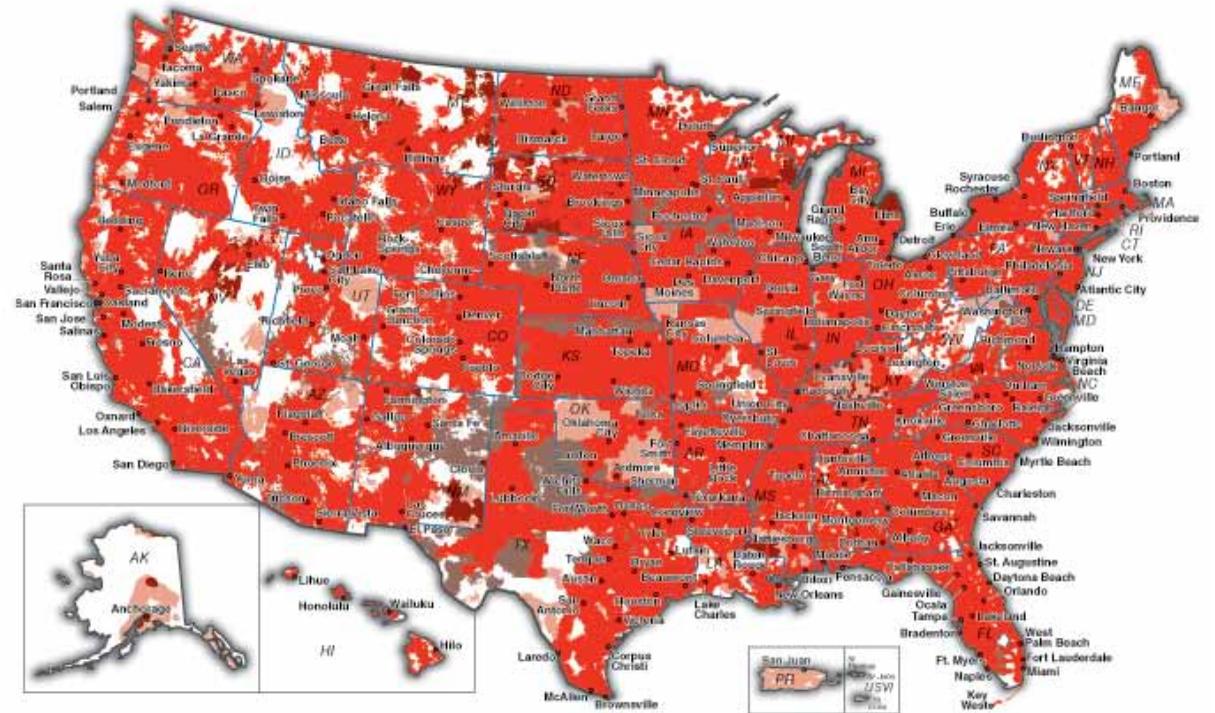
CDMA Data Roaming

- Data sent or received in Canada is billed at \$0.002 per KB or \$2⁹⁹/MB.
- Data sent or received in Mexico is billed at \$0.005 per KB or \$5¹²/MB.

The examples at left are just estimates, based on approximate size assumptions. Actual file sizes and user experiences will vary.

When it matters most, you want Verizon 3G.

America's Largest 3G Network is what you want for Facebook®, Twitter™, BlackBerry and more.



Rate & Coverage Area Map

V CAST/Mobile Broadband/National Enhanced Services/ Push to Talk

Map Key

- Broadband Services and Prepaid Data Rate and Coverage Area (Mobile Broadband (3G, V CAST and Push to Talk))
- National Enhanced Services and Prepaid Data Rate and Coverage Area (BlackBerry and Smartphone Solutions, Get A Move/Video Center, Live Solutions, VZ Navigator and Family Locator Services, Mobile Web, National Access, Text/Picture/Video Messaging and Push to Talk)
- Extended Broadband Services Rate and Coverage Area (Mobile Broadband (3G, V CAST and BlackBerry with Push to Talk) - Prepaid Data Roaming Not Available)
- Extended National Enhanced Services Rate and Coverage Area (BlackBerry and Smartphone Solutions, BlackBerry with Push to Talk, Get A Move/Video Center, Mobile Web, National Access, Text/Picture/Video Messaging) - Prepaid Data Roaming Not Available
- National Enhanced Services and Prepaid Data Not Available

Important Map Information:

This map is not a guarantee of coverage and may contain areas with no service.
 This map reflects a depiction of predicted and approximate wireless coverage. The coverage area shown does not guarantee service availability and may include locations with limited or no coverage. Even with a coverage area, there are many factors, including network capacity, your device, terrain, proximity to buildings, foliage and weather, that may impact availability and quality of service. An Android device will not operate or be able to make 911 calls when digital service is not available. The Extended Broadband Services and Extended National Enhanced Services Rate and Coverage Areas include networks run by other carriers; some of the coverage depicted is based on their information and public sources and we cannot ensure its accuracy. See verizonwireless.com/coveragelocator for additional coverage information.

Handset Banner Information

When your handset displays "Extended Network" or "Roaming," Included Features and Optional Services may not be available. Standard Text/Picture/Video Messaging rates apply when available. When your handset displays "Verizon Wireless," Optional Services, including Unlimited Text/Picture/Video Mobile to Mobile Messaging (if purchased), are available. V CAST is available if the "EV" indicator is displayed.

Get tuned in.

Bring music and personality to your phone.

Take your music anywhere.

Get MP3s from our Media Store. Use a compatible USB cable to transfer downloaded MP3s to your V CAST Music phone. Visit vzw.com/mp3 for details. Or download songs over the air, directly to your phone using the V CAST Music On Demand application on your phone.*

Ringtones and Ringback Tones

Pick from our huge catalog of more than 90,000 tracks of high-quality tones. Buy Ringtones on your phone or on your computer for \$2.99 per tone. Ringback Tones† pricing is 99¢ per month and \$1.99 one-time charge per tone[‡] (12-month license). Get 10% off the retail price when you buy a Ringtone/Ringback Tone bundle.

There are two ways to buy Ringtones and Ringback Tones:

- On your phone at *Get It Now/Media Center > Music & Tones > Get New Ringtones > VZW Tones Deluxe*

- On the web at vzw.com/tones

3G Smartphone users should go to V CAST Apps, VZAppZone or VZ Start on their mobile browser.

V CAST Live: Where music comes to life.

Visit vcastlive.com to find:

- Exclusive music and videos available only from Verizon Wireless
- Information about contests and concert tours
- Cool social networking applications like Green Screen videos and remixers

Follow us on Twitter! Go to twitter.com/vcastmusic

Text "Y" to **3575** to receive MMS newsletters with the latest music updates, exclusive contests and content, and more.

Name that tune.

Need to know who sings that new song? V CAST Song ID[§] can help. Hold your phone up when you hear the song playing and Song ID will identify it for you.

Visit verizonwireless.com/songid



V CAST Music with Rhapsody®

Get unlimited access to millions of songs. For just \$14.99 per month, you can listen to as many songs as you want and transfer music from your PC to up to three compatible devices.^{1,2}

Subscription Service	Monthly Charge
V CAST Music with Rhapsody ^{®2}	\$14.99
Add memory cards for more music.	
2 GB	1000 songs ³
4 GB	2000 songs ³
8 GB	4000 songs ³

Download charges apply.

^{*} In addition to the per-song download charge, a 99¢ fee applies to the first song Verizon Wireless Prepaid customers purchase from their phones in any 24-hour period. Battery depletion from song listening and/or downloading varies on all devices.

[†] Voice Mail is required for use of Ringback Tones. If your account does not already have Voice Mail, Basic Voice Mail will be provisioned at no charge.

[‡] 100-tone max.

[§] Downloading the V CAST Song ID application will require approximately 1 MB of data. V CAST Song ID is not available on all devices; results are not guaranteed and not all content is available for purchase. For availability, visit verizonwireless.com/songid

Rhapsody and the Rhapsody Logo are trademarks and registered trademarks of RealNetworks, Inc.

¹ V CAST Music with Rhapsody® PC software required. Available as a free download at verizonwireless.com/music. V CAST Music with Rhapsody® monthly subscription customers must sync their subscription-capable device to the PC software once per month to renew song licenses. Software available only on Microsoft® Windows Vista™ or Windows XP.

² V CAST Music with Rhapsody® subscription-capable device required. In-store device software update flash may be required. Verizon Wireless Prepaid customers are not eligible for V CAST Music with Rhapsody® monthly subscription service, but they can sign up on rhapsody.com with a credit card and sync music to their subscription-capable device or subscription-capable MP3 player.

³ Approximate number based on manufacturer's labeled memory card size and 4-minute songs at 64 Kbps downloaded to your phone over the air. Synced music files may require significantly more memory.

Watch wherever, whenever.

Put your favorite shows in the palm of your hand.

V CAST Video On Demand

Catch your favorite shows and live sports from anywhere in the V CAST Coverage Area. We've got more than 100 channels, with additional shows added every day in on-demand, full-length episodes.

Visit verizonwireless.com/video

V CAST Video On Demand includes:

- Unlimited Basic Video On Demand Entertainment, sports, news, weather and more! (Content refreshed daily.)

\$10
monthly charge

Additional Charges for Premium Music Videos: \$2.99 per video clip, download only.
Additional Charges for Premium Video Subscriptions: Prices vary by channel.

No additional data charges apply for Unlimited Basic Video On Demand.

V CAST Mobile TV

With more than 25 prime-time shows and kids' programming, V CAST Mobile TV lets you watch your favorite programs on the go. Just press the TV key on your device.

Visit verizonwireless.com/mobiletv or speak with a Sales Representative for details.

V CAST Mobile TV includes:

- Unlimited Access to all the great channels listed below.
- Block programs by rating.

\$15
monthly charge

The V CAST Mobile TV Limited Package, which includes only MSNBC, CNBC, NBC2Go, CBS Mobile and FOX, is available for a \$13 monthly charge.

Watch the 2010 FIFA World Cup™ live on ESPN Mobile TV and V CAST Video On Demand.



Additional Information

For more details, see the Important Information section in the back of this brochure.

V CAST Video On Demand is also available for \$3 for 24 hours, only through direct access from your V CAST-capable device with Video Client software version 3.0 or higher. Music videos can be downloaded but cannot be streamed.

Celebrity endorsements not implied.

Not available in all areas. Visit verizonwireless.com/mobiletv for V CAST Mobile TV Coverage Maps. For important additional information, including the collection, transmission and use of viewing information, see the V CAST Mobile TV Terms and Conditions in the back of this brochure. V CAST Mobile TV phone required; coverage not available everywhere. All company names, trademarks, logos and copyrights not the property of Verizon Wireless are the property of their respective owners. All rights reserved.

V CAST Video On Demand now available on the BlackBerry Storm2 and other 3G Smartphones!

Got games?

Verizon Wireless gives you plenty to play, from the classics to the hottest new releases.

The choice is yours.

Verizon Wireless offers hundreds of gaming applications – and two ways to get them:

- Browse, buy and download games on your device via *Get It Now/Media Center*.
- Browse and buy games online at verizonwireless.com/games



Set a new speed record with Sonic the Hedgehog!

The original, ground-breaking console game has been faithfully recreated for your mobile phone. Help Sonic escape bubbling molten lava and swim through turbulent waterfalls. You've never seen anything like it.

Data charges apply. V CAST Games are subject to the *Get It Now/Media Center* License Agreement. *Get It Now/Media Center*—capable device required. V CAST Game charges may vary.

Visualize your Voice Mail.

Forget dialing in to see who just called. With Visual Voice Mail, save time by managing your messages with just a glance.

Visual Voice Mail

Always on the go and need to save time? With Visual Voice Mail, you can access and manage your voice mails instantly, right on your device. You can view, listen to or delete messages in whatever order you like.

Skip messages – but still respond to callers.

You can return calls right from the Visual Voice Mail inbox without listening to the Voice Mail message. If callers are not in your contacts, you can add them from the inbox.

Respond instantly – even when you're busy.

Immediately call back from the inbox or reply with a text message or Voice Mail. You can also create and send Voice Mail messages to other Verizon Wireless subscribers.*

Get Visual Voice Mail for \$2⁹⁹/month on most 3G phones.†



BlackBerry® Storm2™

* Not available on all phones.

† See pages 2–5 or visit verizonwireless.com for more information on Visual Voice Mail—capable phones.

Visual Voice Mail is available only in the National Enhanced Services Coverage Area and only on select devices. Former Alltel customers may not be able to take advantage of Visual Voice Mail. Please search Visual Voice Mail on verizonwireless.com for more details.

Basic Voice Mail required. Not compatible with Text Messaging Block. Data charges apply during application download, and standard messaging rates apply for messages initiated from the application. Accessing Voice Mail, Call Forwarding, Call Return, Personal Operator and other features is subject to airtime, long distance, roaming charges and taxes, and Mobile to Mobile Calling minutes do not apply. Visual Voice Mail stores the password and Voice Mail messages in electronic format on the device. Anyone in possession of the device can access Visual Voice Mail and Voice Mail messages.

Your family. Your call.

Verizon Safeguards give families added peace of mind.

Usage Controls

Protect your pocketbook against overage charges and monitor your family's usage any time.

- Set allowances and get free texts when nearing and reaching limits.
- Block unwanted calls and texts, incoming and outgoing.
- Restrict phone use at specific times of the day or week.
- Choose numbers that can always communicate with family members.
- 911 priority access with alert to parent when 911 is dialed.

Visit verizonwireless.com/usagecontrols

Content Filters

Manage your family's access to content for free. An age-based rating system helps you filter content available through the Internet, text messaging campaigns, V CAST Apps, V CAST Music with Rhapsody® and V CAST Video On Demand.

Visit verizonwireless.com/contentfilters

Spam Controls

Prevent unwanted inbound calls and messages with our free spam control service.

Visit verizonwireless.com/spamcontrols

Additional Information

Find more info on all of these great services at verizonwireless.com/verizonsafeguards

For more information about Verizon's Parental Controls, including tutorials and educational videos, please visit verizon.net/parentalcontrol

For additional details on Family Locator and Usage Controls, see the Important Information section in the back of this brochure.

Family Locator

Never lose sight of what's most important to you. Use your mobile phone or the Internet to view the location of family members with Family Locator—capable devices. If you have VZ Navigator, you can even get turn-by-turn directions to get there.*† For added peace of mind, set predetermined locations – like school, work, home and soccer practice – and get instant updates when family members enter or leave the location.



Visit verizonwireless.com/familylocator

Service	Monthly Charge
Usage Controls	\$4 ⁹⁹ per line
Family Locator	\$9 ⁹⁹ per locatable device*

Most Verizon Wireless 3G Smartphones and 3G Multimedia Phones are equipped to serve as a Locator.

* VZ Navigator subscription required.

† To use Family Locator, you must have a Family Locator—capable device.

Usage Controls: Subject to specific terms of use. Usage Controls is not guaranteed to be precise or accurate and all usage will be billed in accordance with the applicable plan, feature or bundle. Usage Controls requires a supported, capable device on a Nationwide Plan and **does not work with Text Messaging Block, V CAST Mobile TV, or Mobile IM 3.0 or higher.** Not available with prepaid accounts or accounts with more than 10 lines of service and not compatible with BlackBerry devices, Mobile Broadband devices such as PC cards, Push to Talk devices or devices with Static Internet Protocol addresses. Usage Controls may not work outside the National Enhanced Services Rate and Coverage Area. Spending limits and allowances for Premium Messaging and content products and services are not supported. Time Restrictions does not restrict use of Family Locator (formerly called Chaperone), VZ Navigator, Backup Assistant, Premium Messages, V CAST Mobile TV, or calls and text/picture/video messages to and from Trusted Numbers, 911 and 611.

Content Filters: Limitations and restrictions apply. Subject to specific terms of use. Visit verizonwireless.com/contentfilters for more information.

Family Locator: Subject to specific terms of use. Verizon Wireless does not guarantee the accuracy or completeness of any information, including location information. Only available in the National Enhanced Services Rate and Coverage Area. Family Locator and arrival and departure updates should not be used as child management tools and are not a substitute for adult supervision. **Downloading the Family Locator Member application will require approximately 1 MB of data. Megabyte charges will not be incurred for using the Family Locator Member application after download to the device. Application not available on all devices.**

More protection, less worry.

Lost or damaged phone? Problem on the road? Don't sweat it. We've got you covered.

Total Equipment Coverage

Sign up for Total Equipment Coverage and if your device breaks, gets lost or stolen, or malfunctions, you're covered, and we offer overnight shipping at no extra cost. Usually you'll get your replacement within 1-2 business days after approval.

Total Equipment Coverage combines Verizon Wireless Extended Warranty and Asurion's Wireless Phone Protection.* To enroll, visit a Verizon Wireless store or call **1.800.2 JOIN IN** within 30 days of new device activation or upgrade. Also, you may cancel coverage anytime without penalty and receive a prorated refund of your unused premium.

Total Equipment Coverage		
	Phones	Advanced Devices (See verizonwireless.com/advanceddevices for a complete list.)
<ul style="list-style-type: none"> Lost Devices Theft Accidental Damage (e.g., liquid damage) Manufacturer Defects (after manufacturer's warranty expires) Overnight Shipping 	\$5⁹⁹ monthly charge	\$7⁹⁹ monthly charge

The Verizon Wireless Extended Warranty program provides a free replacement device for mechanical or electrical defects after the manufacturer's warranty expires. Available separately for \$1⁹⁹ per month.[†]

Asurion Wireless Phone Protection includes a \$39 (phones) or \$89 (Advanced Devices) nonrefundable deductible per approved claim, a \$400 (phones) or \$1500 (Advanced Devices) per-claim limit and a two-claim limit per 12-month period. In addition, Asurion may fulfill claims with new, reconditioned or different equipment. Available separately for \$4⁹⁹ (phones) or \$6 (Advanced Devices) per month.

Defective devices under the manufacturer's warranty will be replaced for free with a certified like-new device. Just contact Verizon Wireless at 1.866.406.5154.

Verizon Wireless Roadside Assistance

Sometimes things get bumpy. But don't worry – emergency roadside help is only a call away, anywhere in the U.S. and Canada, 24/7. With Verizon Wireless Roadside Assistance, you're covered when you have your wireless device with you, regardless of the vehicle you're in. Dial **#ROAD (#7623)** and press **SEND** from your mobile phone to get help or answers to service questions.

Only \$3 per month for a single line or \$5 per month for all Family SharePlan lines. To enroll, visit My Verizon on your handset or at verizonwireless.com/myverizon, call **1.800.2 JOIN IN** or *611 and press **SEND**, or go to your nearest Verizon Wireless store.

Roadside Assistance includes:

- Towing services
- Lockout services
- Battery boost & tire changes
- Fuel delivery

411 Search^{4,†}

Talk to a real person and get the information you need.

- Automatic call completion and text message of listing available.
- Send listing information directly to VZ Navigator to get free driving directions.¹

⁵\$1⁹⁹ per call, plus airtime and standard Text Messaging charges.

Additional Information

For additional details, see the Important Information section in the back of this brochure.

* Wireless Phone Protection provided by Asurion Insurance Services, Inc. For complete terms and conditions, see Equipment Protection Programs brochure, call Asurion at 1.888.881.2622 or visit phoneclaim.com/verizon

[†] Verizon Wireless Extended Warranty is \$1⁰⁰ (phones) or \$1⁹⁹ (Advanced Devices) when included as part of Total Equipment Coverage. For more program details, see the Important Information section in the back of this brochure for Extended Limited Warranty or Service Contract information. Total Equipment Coverage and Extended Warranty are not available in all retail locations and/or states (e.g., state of Florida).

⁴ Not available in some areas.

⁵ Per-call charge and availability of credit for incorrect information for 411 Search may vary when your phone's banner displays "Extended Network" or "Roaming." Text charges may apply for 411 Search text message. If you are not a Verizon Wireless Prepaid customer and receive incorrect information from 411 Search, call 411 immediately to request credit. Preference options may not be available in all areas.

¹ Not available in all areas or to Verizon Wireless Prepaid customers (see vznavigator.com/about.html for details). Not all listings are available for driving directions. VZ Navigator subscription required for use.

Find yourself.

Let the GPS technology of VZ Navigator tell you what's nearby and how to get there.

VZ Navigator

Find, share and navigate to millions of locations, avoid traffic and drive or walk with ease, relying on a powerful and intelligent mobile GPS navigator.

- New!** Keep your friends and family updated by posting your location to Facebook.
- New!** Having car trouble? Use VZ Navigator to send your location to Verizon Wireless Roadside Assistance and get help fast.
- New!** Stay updated with instant local information.
- Keep your eyes on the road while navigating with voice-activated address entry.
- Get traffic information, alerts and rerouting options.
- Find gas prices and all the stations around you.

VZ Navigator Global

You can enjoy the benefits of VZ Navigator when you travel overseas. (Global device required. Not available in all countries. For other terms and conditions, see page 38.)

VZ Navigator	
DOMESTIC	
Monthly Charge	\$9⁹⁹ per line
Per-Day Charge (good for 24 hours)	\$2⁹⁹ per line*
GLOBAL (INCLUDING DOMESTIC)	
VZ Navigator Global	\$19⁹⁹ per month, per line

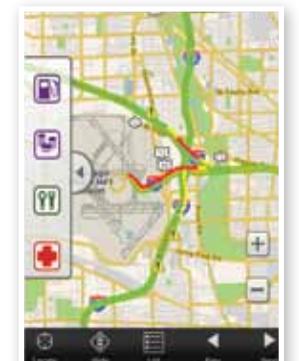
* Not available on RIM/BlackBerry devices.

VZ Navigator: Features may vary on different devices. Automatic Speech Recognition and VZ Navigator Global available on certain devices. VZ Navigator screen images may vary by device. Subject to specific terms of use. Text Messaging fees and airtime may apply when using certain features. Available only in the National Enhanced Services Rate and Coverage Area. Always use caution when displaying your location to third parties. Do not attempt to enter or change information while driving. Traffic features



BlackBerry® Storm2™

Map data provided by NAVTEQ MAPS



Apps & More

are limited to major roadways in certain areas only. Accuracy and completeness of information is not guaranteed. The daily pricing option available on select models. **Downloading the VZ Navigator application will require approximately 2 MB of data. Megabyte charges will not be incurred for using the application after download to the device. Application not available on all devices.** Unlimited data allowance BlackBerry and 3G Smartphone subscribers will not incur download charges. Network details, coverage limitations and maps are available at verizonwireless.com

The new **My Verizon**: All the tools. All the features. More convenience.

Register now at
verizonwireless.com/myverizon

Everything you need to manage your wireless service is here.
Life is easier with My Verizon.

Content Archiving

Back up your contacts, Ringtones, music and more.



Transfer your contacts in no time.

Protect and manage your contacts online for no monthly charge by downloading the Backup Assistant^{SM*} application.



Move your media.

When you switch to a new phone, Media Retrieval helps you get your favorite Ringtones, applications and games.[†]

Family Security

Filter unwanted content and manage family usage.



Get tools to help protect your family.

With Verizon Safeguards, locate family members' phones, block numbers, filter unwanted content and manage usage.



Pick your Friends & Family.

Set and change your Friends & Family numbers online to get unlimited calling to those you call most, anywhere in the U.S., anytime.

Bonus Features

Switch phones – instantly.



To activate an old phone if you have lost yours, dial *228.[‡] If you have Equipment Protection and your phone is lost, stolen or damaged, file a claim online. You can also suspend or resume service.

Find reviews you can use.



Shopping for phones? See how customers like you rate our phones, and leave feedback of your own.

Get your personalized support information.



Need help? Have questions? Find info on hot topics, frequently asked questions, customer forums and blogs.



Account Status

Easily check real-time minute, text and data usage.



Manage your usage.

Quickly check your voice, text and data usage or make adjustments to your Plan at any time, all without extending your contract.

Get a new phone for less.



With Annual Upgrade, sign up for a two-year agreement on a plan of at least \$49⁹⁹ and you can buy a new phone at its promotional price every year with a two-year renewal (upgrade fee may apply). Or see when you'll be eligible for the *New Every Two* discount.

Pay bills your way.



View or print your bills anytime. Go green and set up Paperless Billing. Make one-time payments, or use Auto Pay and never worry again about missing a payment.[‡]

Track referral rewards.



Introduce us to your friends and you'll both get rewarded.

Manage your account on your phone – for free.¹

- Make payments.
- Manage your Friends & Family numbers.
- Check balance and usage.
- View current plan.
- Add or delete features.

To get My Verizon Handset, go to *Mobile Web > My Verizon*. Directions may vary for 3G Smartphones and other devices.



* Subject to specific terms of use. Results may vary based on backup schedule and other factors. Downloading the Backup Assistant application will require approximately 1 MB of data. Compatible device required.

† Available to consumer customers only with *Get It Now/Media Center*—capable devices who are enrolled in My Verizon. Standard content charges will apply for all downloads, unless you are retrieving eligible content to a certified like-new replacement device through Media Retrieval. Airtime or megabyte charges, as applicable, apply for all downloads. Does not apply to business customers, federal/state government customers, national account customers, or PDA and 3G Smartphone users.

‡ As a reminder, after any device change, please check your account features to make sure they are correct.

§ Detailed Billing: Customers can choose to receive a detailed bill by mail for \$1⁹⁹ per month, per mobile telephone number.

¶ There are no airtime or data charges for using these services from within the National Enhanced Services Rate and Coverage Area.

Connection perfection.

With Mobile Broadband, you can work or play in more places than ever before.

- Complement your home Internet connection with Mobile Broadband when you're on the go.
- Check email, send instant messages, download music and videos, or interact with friends on Facebook – all on America's Largest 3G Network, covering more than 90% of the U.S. population.
- Typical download speeds are 600 Kbps to 1.4 Mbps. Upload speeds average 500 to 800 Kbps.*†

Mobile Broadband Plans <small>(National Access service included)</small>	With a PC Card, ExpressCard®, USB Modem, Intelligent Mobile Hotspot or notebook/netbook with Mobile Broadband Built-In	
	Light users	Heavy users
Which plan is right for you?	Need a mobile connection occasionally for: <ul style="list-style-type: none"> • Checking email • Light web browsing 	Need a mobile connection very frequently for: <ul style="list-style-type: none"> • Checking email with attachments • Heavy web browsing
Monthly Access	\$39⁹⁹	\$59⁹⁹
Monthly Allowance	250 MB	5 GB <small>(5120 MB)</small>
Per-MB Rate After Allowance	10¢	5¢

High-speed Internet when you need it.

With Prepaid Mobile Broadband,⁴ you pay only for what you need, when you need it – by the day, the week or the month.

Prepaid Mobile Broadband Plans		
Data Allowance <small>(sending and receiving)</small>	Access	Expires
75 MB	\$15	Day
250 MB	\$30	Week
500 MB	\$50	Month

Not available through all retail locations.

Once Prepaid Mobile Broadband allowance or expiration is reached, any session that is in progress will end and any content that is being sent or received may be lost. For expirations, day = 24 hours, week = 7 days, month = 30 days. Windows Automatic Updates or any other automatic updates will apply against your data allowance. Go to the Control Panel on your notebook/netbook and/or the settings for other software to control updates manually.



Make your data go further with Verizon Wi-Fi.¹

As a Verizon Wireless Mobile Broadband customer, you can access the Internet at thousands of **Verizon Wi-Fi**¹ hotspots across the U.S., Canada and Mexico at no additional charge. Verizon Wi-Fi lets you connect to the Internet at hotspots like coffee shops, bookstores, airports and hotels – without using up your data allowance. For more information, visit verizonwireless.com/wi-fi

Let your phone work harder for you.

Your wireless device already acts like a modem, pulling in a mobile broadband signal for your phone to use. With **Mobile Broadband Connect** or **3G Mobile Hotspot**, you can connect your phone directly to your notebook for instant online access. For more information, see the *Small Business Guide* brochure.

How can I check data usage for my Mobile Broadband device?

You can check your approximate unbilled monthly data usage for your Mobile Broadband device through the following options:²

- **VZAccess**® Manager “Usage” button³
- My Verizon or My Business Account
- Have your Mobile Broadband device wireless number available and call **1.800.922.0204**
- Prepaid Mobile Broadband customers can check usage through the **VZAccess Manager** “Usage” button³ or by calling **1.800.786.8419**

Included features⁴

Mobile Broadband Plans include Text Messaging⁴ and *New Every Two*. Digital service and specific equipment may be required.

* Speeds require an EV-DO Rev. A-capable device. When using an EV-DO Rev. 0 device or traveling in the Extended Broadband Services Rate and Coverage Area, you can expect download speeds of 400–700 Kbps and upload speeds of 60–80 Kbps.

† Mobile Broadband speed claims based on our network tests with 5 MB FTP data files, without compression. **VZAccess Manager** will indicate when you're in an EV-DO Rev. A coverage area.

⁴ Prepaid Mobile Broadband usage is not available on any PC cards. Only available on ExpressCards, USB modems, Intelligent Mobile Hotspots and Mobile Broadband Built-In on select notebooks/netbooks.

⁴ Not available with Prepaid Mobile Broadband Plans. Not available with Mobile Broadband Connect features.

¹ To use Verizon Wi-Fi, a Mobile Broadband device must be inserted into your computer, or your Mobile Broadband Built-In-enabled computer must be powered on. Intelligent Mobile Hotspot must be connected to a PC via USB cable to use Verizon Wi-Fi service. When in USB mode, Wi-Fi gateway capability on the Intelligent Mobile Hotspot is disabled. Only one PC at a time can access Verizon Wi-Fi service when the Intelligent Mobile Hotspot is in USB mode. Verizon Wi-Fi available on select devices. **VZAccess Manager** version 7.2 or higher required. To download the latest version, select *Check for Updates* from the Help menu in **VZAccess Manager** or visit vzam.net, which will also show device availability. Not compatible with Mac OS notebooks. Verizon Wi-Fi hotspots are not owned or operated by Verizon Wireless. Verizon Wireless cannot estimate upload or download speeds at these locations. Customers need to provide security measures for their computers and data. Many Wi-Fi hotspots are not secure. Customers should connect to the Mobile Broadband network when more security is needed.

² There will be a time lag between the end of a data session and the point at which the usage will appear on any of these tools.

³ Customers must download the most recent version of **VZAccess Manager** from vzam.net for this capability. For Windows, version 6.7 or higher. For Mac OS X, version 4.0 or higher. When using Intelligent Mobile Hotspot, you must connect with the included USB cable to check your usage in **VZAccess Manager**.

⁴ Not available in some areas. Text Messaging is 20¢ per message sent (per recipient) or received (including messages to and from wireless customers in Canada, Mexico, Puerto Rico and U.S. Virgin Islands). International Text Messaging is 20¢ per message received and 25¢ per recipient per message sent. International Picture and Video Messaging is 25¢ per message received and 50¢ per recipient per message sent. For PC Card, ExpressCard, USB Modem, Intelligent Mobile Hotspot and Mobile Broadband Built-In notebook/netbook devices, if you don't utilize **VZAccess Manager** (or an SMS-capable connection manager), you will be billed for text messages that are sent to you, but you will not be able to receive them. When using Intelligent Mobile Hotspot, you must be connected via the provided USB cable to receive text messages; if you are connected via Wi-Fi, you will be billed for text messages that are sent to you, but you will not receive them. Text Messaging Block is available upon request.

Additional Information

For coverage details, visit verizonwireless.com/broadband and verizonwireless.com/broadbandcoverage

For Data Roaming information, see page 37.
For Additional Plan Information, see page 33.

Nationwide Plans

Pick the plan that fits your life and get **Unlimited Mobile to Mobile Calling** with more than 80 million Verizon Wireless customers.

All Verizon Wireless Nationwide Plans include:

Unlimited National Mobile to Mobile Calling Minutes

Join the Verizon Wireless Mobile to Mobile Calling Family. Over 80 million strong.

No Domestic Roaming or Long-Distance Charges

Coverage not available everywhere. Airtime charges apply.

Unlimited Night & Weekend Minutes

Night hours: (Mon–Fri) 9:01 p.m.–5:59 a.m.

Weekend hours: (Sat–Sun) 12:00 a.m.–11:59 p.m.

Save more with **Friends & Family**®

Choose the 5 or 10 people you want to talk with the most.

Pick 5 friends on Nationwide Single-Line Plan with **900 Anytime Minutes**.

Pick 10 friends on Nationwide Family SharePlans with **1400+ Anytime Minutes**.

Gain an average of 430 minutes* of talk time per month.

Other services:

Calling Features†

Basic Voice Mail with Message Waiting Indicator,‡ Caller ID, Call Waiting,‡ 3-Way Calling,‡ Call Forwarding‡ and No Answer/Busy Transfer.‡

Text, Picture, Video and Voice Messaging

See page 24.

International Roaming/Global Services

See page 32.



* Verizon Wireless Nationwide Family SharePlan customers with Friends & Family use an average of 430 minutes for calls with their Friends & Family numbers each month.

† Not available in some areas.

‡ Airtime applies to message retrievals from your wireless phone. Voice Mailboxes not initialized within 60 days of activation will be canceled.

§ Airtime applies to all simultaneous calls and to forwarded/transferred calls even if you send the call to wireline telephones.

Nationwide Single-Line

Anytime Minutes	Talk & Text ¹	Talk	Friends & Family ²	Per-Minute Rate After Allowance ²
	Monthly Access			
450	\$59 ⁹⁹	\$39 ⁹⁹	–	45¢
900	\$79 ⁹⁹	\$59 ⁹⁹	Pick 5 friends	40¢
Unlimited ³	\$89 ⁹⁹	\$69 ⁹⁹	–	–

Nationwide Family SharePlan®

Shared Anytime Minutes	Talk & Text ¹	Talk	Friends & Family ²	Per-Minute Rate After Allowance ²	Each Extra Line (up to 3)
	Monthly Access – for the first two lines				
700	\$99 ⁹⁹	\$69 ⁹⁹	–	45¢	\$9 ⁹⁹ monthly access
1400	\$119 ⁹⁹	\$89 ⁹⁹	Pick 10 friends	40¢	
2000	\$129 ⁹⁹	\$99 ⁹⁹	Pick 10 friends	35¢	
Unlimited ³	\$149 ⁹⁹	\$119 ⁹⁹	–	–	\$49 ⁹⁹ monthly access

Data charges of \$1⁹⁹/MB apply for data sent or received, unless you subscribe to a data package. Data package of \$9⁹⁹ or higher required for 3G Multimedia Phones. All 3G Smartphones require a data package of \$29⁹⁹ or higher.

Additional Information

Anytime Minutes, National Mobile to Mobile Calling Minutes, Night & Weekend Minutes and Per-Minute Rate are for domestic calls from within the Nationwide Rate and Coverage Area. See page 11 for Coverage Areas for other services. **For Additional Plan Information, see page 33. For the Nationwide map, see pages 26–27.**

¹ Unlimited Messaging for sending and receiving (i) Text, Picture, Video and Voice Messages with Verizon Wireless and non-Verizon Wireless customers in the United States; (ii) Text, Picture, Video and Voice Messages sent via email; (iii) Instant Messages; and (iv) Text Messages with customers of wireless carriers on participating networks in Canada, Mexico, Puerto Rico and U.S. Virgin Islands. International Text Messaging is 20¢ per message received and 25¢ per recipient per message sent. International Picture and Video Messaging is 25¢ per message received and 50¢ per recipient per message sent. Premium Messaging programs not included. Messaging is available from within the National Enhanced Services Rate and Coverage Area and is not available throughout the Nationwide Rate and Coverage Area.

² Applies to voice calling only.

³ Nationwide Unlimited Anytime Minute Plans are not eligible for any monthly access discounts.

Friends & Family: Only calls from Nationwide Rate and Coverage Area to and from designated domestic landline or wireless numbers (excluding Directory Assistance, 900 numbers, customer's own wireless or Voice Mail access numbers, or access gateways to and from other providers' voice or data communications systems) included; all qualifying lines on an account share the same Friends & Family numbers, up to account's eligibility limits; My Verizon required to set up and manage Friends & Family numbers. Coverage varies by service and is not available everywhere.

Talk with your hands.

Go beyond text. Make a bolder statement with picture, video and animated messages.

Connect your way.

Text, Picture, Video, Animated and Voice Messaging are fast, easy ways to connect.

- Respond to calls you receive on the road with Voice Messaging, a feature that lets you record up to 60 seconds of your voice.*
- 20¢ per text sent (per recipient) or received and 25¢ per picture, video and voice message sent (per recipient) or received (including Canada, Mexico, Puerto Rico and U.S. Virgin Islands).
- Basic Messaging† is only a \$5 monthly charge for 250 text, picture or video messages.

verizonwireless.com/messaging

Text Bundles
Unlimited Text, Picture, Video & Voice Messages
 with more than 80 million Verizon Wireless customers.

\$10 monthly charge	=	Unlimited Mobile to Mobile Texting	+	500 additional texts^a
\$20 monthly charge	=	Unlimited Mobile to Mobile Texting	+	5000 additional texts^a

^a Always applies when sending and receiving Instant Messages and when receiving Text Alerts. Also applies to Text, Picture, Video and Voice Messages: (i) with non-Verizon Wireless customers in the United States and on participating networks in Canada, Mexico, Puerto Rico and U.S. Virgin Islands; and (ii) via email. Premium Messaging programs not included. Overage Rate is 10¢ per message sent (per recipient) or received for Text/Picture/Video/Voice Messages.

Unlimited Mobile to Mobile Messaging with other Verizon Wireless customers from within the National Enhanced Services and Extended National Enhanced Services Rate and Coverage Areas. Text, Picture, Video and Voice Messaging is not available throughout the Nationwide Rate and Coverage Area. Instant Messages are not included as Mobile to Mobile Messages in any Unlimited Mobile to Mobile Messaging plan.

Additional Information

For additional details, see the Important Information section in the back of this brochure.

Please don't text and drive.

No message is worth risking your life and the lives of others.

* Users can also send a voice message by creating a sound within a Picture Message; Picture Message rates apply.
[†] Standard messaging charges will be billed to recipients. Premium Messaging programs and Mobile to Mobile Messaging not included. Overage Rate is 10¢ per recipient, per message sent or received for Text/Picture/Video Messages.
[‡] Premium Unlimited Storage subscription required. Supported social networking sites include Facebook, MySpace, YouTube and PhotoBucket.
[§] Standard messaging rates apply. Additional premium rates apply to picture alerts (which you will be required to accept before enrolling).
[¶] Message charges will be billed to recipients. Additional charges may apply for some animated messages; please see verizonwireless.com/animatedmessaging for details. Airtime or data usage will also apply when sending animated messages from your device.

Some short codes carry premium charges, which you'll be prompted to accept before subscribing and sending. Opt out of a program by texting "stop" to the code. Additional charges apply for international messages.

Store your pictures.

Save up to 75 pictures free of charge or get unlimited storage of pictures and videos for only \$1⁹⁹ per month.

- Order prints and gifts.
- Use V CAST Media Manager to organize, edit, and create albums and slideshows.
- Post stored pictures to your favorite social networking site.[‡]

verizonwireless.com/picture

IM from your device.

With Mobile IM,¹ have full IM conversations on AIM®, Yahoo! and Windows Live Messenger™. Preloaded on most devices and on select 3G Smartphones.

verizonwireless.com/IM



Stay informed.

Receive automatic alerts,¹ including AMBER alerts, sports scores and weather.

verizonwireless.com/alerts

Make your messages move.

Send animated character texts with Animated Messaging.²

verizonwireless.com/animatedmessaging

Nationwide Messaging Plans

We have plans designed specifically for our deaf or hard-of-hearing customers. Plans include Unlimited Messaging to anyone on any network in the U.S. Rates start as low as \$34⁹⁹ monthly access.

verizonwireless.com/accessibility

Nationwide 65 Plus Plans

With Verizon Wireless, you can keep it simple.

- Unlimited National Mobile to Mobile Calling Minutes
- Available to customers 65 or older

Nationwide 65 Plus	Single-Line Plan	Two-Line Plan*
Monthly Access	\$29 ⁹⁹	\$59 ⁹⁹
Monthly Anytime Minutes	200	–
Shared Monthly Anytime Minutes	–	450
No Domestic Roaming or Long-Distance Charges.		
Night & Weekend Minutes <small>Night hours: (Mon–Fri) 9:01 p.m.–5:59 a.m. Weekend hours: (Sat–Sun) 12:00 a.m.–11:59 p.m.</small>	500	–
Shared Night & Weekend Minutes <small>Night hours: (Mon–Fri) 9:01 p.m.–5:59 a.m. Weekend hours: (Sat–Sun) 12:00 a.m.–11:59 p.m.</small>	–	1000
National Mobile to Mobile Calling Minutes	Unlimited	
Per-Minute Rate After Allowance	45¢	

Data charges of \$1⁹⁹/MB apply for data sent or received, unless you subscribe to a data package. Data package of \$9⁹⁹ or higher required for 3G Multimedia Phones. All 3G Smartphones require a data package of \$29⁹⁹ or higher.

Additional Information

Nationwide 65 Plus Plans Anytime Minutes, National Mobile to Mobile Calling Minutes, Night & Weekend Minutes and Per-Minute Rate are for domestic calls within the Nationwide Rate and Coverage Area (see pages 26–27). For Included Features, see page 22. For Additional Plan Information, see page 33.

* Two lines maximum.

Connect now with Push to Talk.

No time to spare? Make your connections with the push of a button.

Push to Talk

Get the nation's largest Push to Talk Network coverage area, plus America's Most Reliable Voice Network.*

- Push one button to contact other Verizon Wireless Push to Talk customers.
- Make or join a group call with as many as 50 participants.
- Store up to 500 individual and up to 100 group Push to Talk contacts on your phone and online at pushtotalk.vzw.com

Push to Talk—capable phone is required. Push to Talk may not be available with all plans. Additional charges may apply when using certain capabilities. Phones subject to availability. Selection may vary. Not available on Nationwide Plus Canada and Nationwide Plus Mexico Plans.

Push to Talk

- Unlimited One-to-One Calling
- Unlimited Group Calling
- Manage Contacts Online at pushtotalk.vzw.com

\$5
additional monthly charge

* Largest claim based on comparison of carriers' owned/operated coverage areas. Coverage varies by service and is not available everywhere.

See the map on page 11 for the Push to Talk Coverage Area.

America's Largest and Most Reliable Wireless Network

Making sure our more than 80 million customers stay connected is our top priority.

Your satisfaction is serious business.

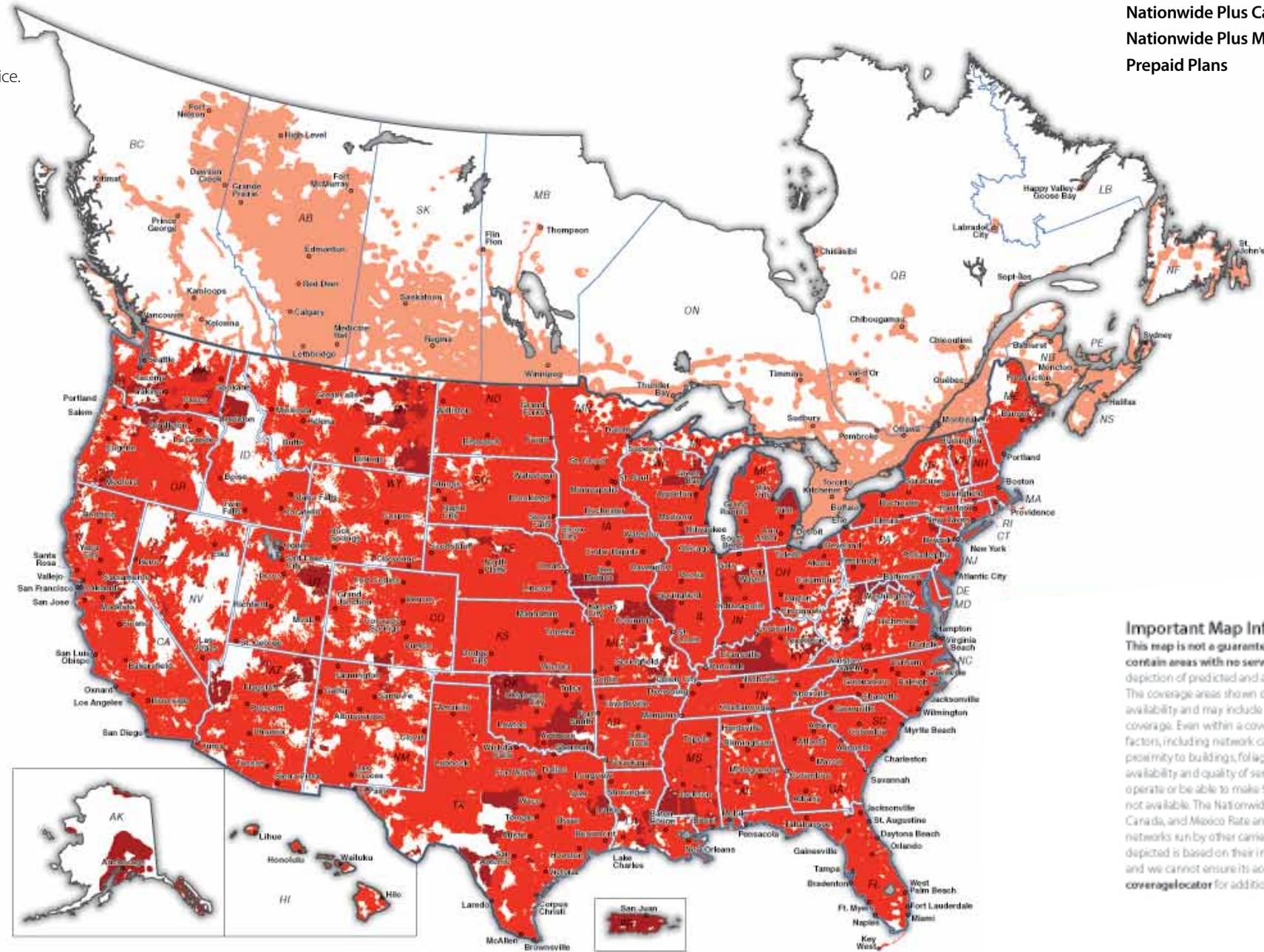
On average, we invest about \$1 billion every 60 days in network improvements to ensure that we're providing our customers with the best possible voice and data service.

We're always testing.

Real-life Test Men and Women drive 1 million miles a year, making 3 million voice-call attempts and more than 16 million data tests annually on our network and other carriers' networks.

Rate & Coverage Area Map

Verizon Wireless Nationwide, Nationwide Plus Canada, Nationwide Plus Mexico and Prepaid Plans



Important Map Information:

This map is not a guarantee of coverage and may contain areas with no service. This map reflects a depiction of predicted and approximate wireless coverage. The coverage areas shown do not guarantee service availability and may include locations with limited or no coverage. Even within a coverage area, there are many factors, including network capacity, your device, terrain, proximity to buildings, foliage and weather, that may impact availability and quality of service. An all-digital device will not operate or be able to make 911 calls when digital service is not available. The Nationwide, Prepaid, Prepaid Roaming, Canada, and Mexico Rate and Coverage Areas include networks run by other carriers; some of the coverage depicted is based on their information and public sources, and we cannot ensure its accuracy. See verizonwireless.com/coverage/locator for additional coverage information.

Prepaid Plans

Pay your way – by the day or by the month.

Just pay on the days you use it.

Verizon Wireless Prepaid Daily Plans			
Daily Access (only on days used)	\$3 ⁹⁹	\$1 ⁹⁹	99¢
Mobile to Mobile Calling (with Verizon Wireless customers)	Unlimited	Unlimited	Unlimited
Night & Weekend Minutes (per-minute)	Unlimited	Unlimited	10¢
Each Additional Minute (for all other calls)	Unlimited	5¢	10¢
Text Rates (per text message sent [per recipient] and received)	1¢	5¢	10¢

Monthly plans with the freedom of Prepaid.

Verizon Wireless Prepaid Monthly Plans			
Anytime Minutes	Talk & Text*	Talk	Per-Minute Rate After Allowance [†]
	Monthly Access		
450	\$64 ⁹⁹	\$44 ⁹⁹	45¢
900	\$84 ⁹⁹	\$64 ⁹⁹	40¢
Unlimited	\$94 ⁹⁹	\$74 ⁹⁹	25¢

All Prepaid Monthly Plans include:

- Unlimited Night & Weekend Minutes
- Unlimited Mobile to Mobile Calling with Verizon Wireless customers
- Talk Plan – Text Rate is 20¢ per message (per recipient)
- Talk & Text with a \$20 Unlimited Text Bundle

* Add a \$20 Text Bundle to receive Unlimited Texting to anyone on any network in the U.S.

[†] Per-Minute Rate After Allowance applies if you have used all your Anytime Minutes or have insufficient funds for your Monthly Access.

Unused Anytime Minutes will be forfeited on your Prepaid Monthly Plan renewal date. To change to a Prepaid Monthly Plan, dial *611 on your wireless phone or visit a Verizon Wireless store near you. For Talk Plans, Domestic Picture, Video and Voice Messaging is 25¢ per message sent (per recipient) or received, including Canada, Mexico and Puerto Rico.

Anytime Minutes, Unlimited Calling, Mobile to Mobile Calling/Messaging with Verizon Wireless customers, Night & Weekend Minutes, Each Additional Minute, and Per-Minute Rate After Allowance rates are for domestic calls/messages from within the Verizon Wireless Prepaid Rate and Coverage Area. Night Minutes are from 9:01 p.m. to 5:59 a.m. Weekend Minutes are from 12:00 a.m. Saturday to 11:59 p.m. Sunday. Messaging Rates are per message sent (per recipient) or received from within the U.S. to the U.S., Canada, Mexico and Puerto Rico. Activation fee up to \$35 may apply. Payments to your account are subject to applicable taxes and E911 fees.

Prepaid Basic

25¢ per minute

20¢ per text

How It Works

Prepaid Monthly Plans

1. Pay your full Monthly Access before the renewal date to ensure you have a sufficient balance to get your monthly minutes.
2. If you use all of your Anytime Minutes during the month, you can use any remaining account balance to pay for extra minutes or texts. You can make additional payments any time.
3. With enough in your account to cover your Monthly Access, your minutes will renew on the same date every month.

Prepaid Plans include:

Unlimited Mobile to Mobile Calling

Connect with more than 80 million Verizon Wireless customers on select plans.

Domestic Picture, Video and Voice Messaging

25¢ per message sent (per recipient) or received, including Canada, Mexico and Puerto Rico.

Domestic Roaming

20¢ per minute.

411 Search^A

Just \$1⁹⁹ per call, plus airtime. For more information, please see page 16.

International Services

For services and locations, see page 36.

Additional Information

Only eligible Feature Phones and select 3G Multimedia Phones can be activated on Prepaid service. For more details, see the map on pages 26–27 and the Important Information section in the back of this brochure.

Manage your account from the palm of your hand.

- Make a payment.
- Find a payment location near you.
- Check balance and usage.
- Add or remove features.
- Change your calling plan.

Press up on the four-way directional key to access My Verizon on your phone.



Get cool optional services on all Prepaid Plans:

Text Bundles		
Unlimited Text, Picture & Video Messages		
\$10 per month	=	Unlimited Mobile to Mobile Texting with more than 80 million Verizon Wireless customers + 250 additional texts [‡]
\$20 per month	=	Unlimited Texting [‡] to anyone on any network in the U.S.

More optional services:

- Page 10 **Mobile Email** \$6⁹⁹ for 30 days of service.
- Page 10 **Mobile Web** Surf the Internet for 99¢ per day (24-hour period).
- Page 12 **Ringtones,¹ Ringback Tones² and MP3s**
- Page 12 **V CAST Music with Rhapsody^{®1,3}**
- Page 17 **VZ Navigator** Just \$2⁹⁹ per day (24-hour period).
- Page 20 **Prepaid Mobile Broadband**

^A When outside the Verizon Wireless Prepaid Rate and Coverage Area, 411 Search rates, automatic connection and enhanced services may vary.

[‡] Additional and Unlimited Texting apply when sending and receiving: (i) Instant Messages, Text Alerts, and Picture and Video Messaging Portal Messages; (ii) Messages with non-Verizon Wireless customers in the United States or participating networks in Canada, Mexico and Puerto Rico; or (iii) via email. Unlimited Texting also includes Mobile to Mobile Messages with Verizon Wireless Customers. For Additional Messages, coverage Messaging rates default to those of your Plan. Premium Messaging programs and International Messaging not included.

¹ Additional charges apply.

² Voice Mail is required for use of Ringback Tones.

³ Verizon Wireless Prepaid customers are not eligible for V CAST Music with Rhapsody[®] monthly subscription service, but they can sign up with a credit card on rhapsody.com and sync music to their subscription-capable device or subscription-capable MP3 player.

Nationwide Plus Canada & Nationwide Plus Mexico Plans

Your life doesn't stop at the border. Neither should your wireless plan.

Nationwide Plus Canada and Nationwide Plus Mexico* Plans

- Unlimited National Mobile to Mobile Calling Minutes while in the U.S. (including Puerto Rico)
- Unlimited Long Distance to the U.S. (including Puerto Rico) and Canada or Mexico depending on your Plan (airtime charges apply)
- 1000 Night & Weekend Minutes in the U.S. and in Canada or Mexico depending on your Plan

Save even more with Friends & Family. See page 22 for details. Friends & Family can be used only while in the U.S., with other U.S. phone numbers. (Puerto Rico excluded.)

Data charges of \$1⁹⁹/MB apply for data sent or received, unless you subscribe to a data package. Data package of \$9⁹⁹ or higher required for 3G Multimedia Phones. All 3G Smartphones require a data package of \$29⁹⁹ or higher. Data sent or received in Canada is billed at \$0.002/KB or \$2⁹⁵/MB. Data sent or received in Mexico is billed at \$0.005/KB or \$5¹²/MB.

Additional Information

Anytime Minutes, Night & Weekend Minutes and Per-Minute Rate are for use within the Nationwide Plus Canada or Nationwide Plus Mexico Rate and Coverage Areas, as applicable. National Mobile to Mobile Calling Minutes are for domestic calls from within the Nationwide Rate and Coverage Area. Roaming in Canada outside of the Nationwide Plus Canada Rate and Coverage Area is 69¢ per minute. **For included features, see page 22. For Additional Plan Information, see page 33. For more details, see the map on pages 26–27 and the Important Information section in the back of this brochure.**



* Plan requires International Dialing (I-Dial) capability on your account, which is subject to a minimum payment history. Verizon Wireless will terminate your service for good cause if less than half of your voice calls over three consecutive billing cycles are from within the Nationwide Rate and Coverage Area.
 † Unlimited Mobile to Mobile Calling does not apply while in Canada or Mexico.

Nationwide Plus Canada and Nationwide Plus Mexico Single-Line				
Anytime Minutes	Nationwide Plus Canada Monthly Access	Nationwide Plus Mexico Monthly Access	Friends & Family	Per-Minute Rate After Allowance
450	\$59 ⁹⁹	\$54 ⁹⁹	–	45¢
900	\$79 ⁹⁹	\$74 ⁹⁹	Pick 5 friends	40¢
1350	\$99 ⁹⁹	\$94 ⁹⁹		35¢
2000	\$119 ⁹⁹	\$114 ⁹⁹		25¢
4000	\$169 ⁹⁹	\$164 ⁹⁹		20¢
6000	\$219 ⁹⁹	\$214 ⁹⁹		
No roaming charges in the U.S. or long-distance charges in the U.S. and Canada on Nationwide Plus Canada Plans; no roaming or long-distance charges in the U.S. and Mexico on Nationwide Plus Mexico Plans.				
Night & Weekend Minutes Night hours: (Mon–Fri) 9:01 p.m.–5:59 a.m. Weekend hours: (Sat–Sun) 12:00 a.m.–11:59 p.m.	1000			
National Mobile to Mobile Calling Minutes	Unlimited†			

Nationwide Plus Canada and Nationwide Plus Mexico Family SharePlan				
Anytime Minutes	Nationwide Plus Canada Monthly Access (for first two lines)	Nationwide Plus Mexico Monthly Access (for first two lines)	Friends & Family	Per-Minute Rate After Allowance
700	\$89 ⁹⁹	\$84 ⁹⁹	–	45¢
1400	\$109 ⁹⁹	\$104 ⁹⁹	Pick 10 friends	40¢
2000	\$119 ⁹⁹	\$114 ⁹⁹		35¢
3000	\$169 ⁹⁹	\$164 ⁹⁹		25¢
4000	\$219 ⁹⁹	\$214 ⁹⁹		20¢
6000	\$319 ⁹⁹	\$314 ⁹⁹		
No roaming charges in the U.S. or long-distance charges in the U.S. and Canada on Nationwide Plus Canada Plans; no roaming or long-distance charges in the U.S. and Mexico on Nationwide Plus Mexico Plans.				
Shared Night & Weekend Minutes Night hours: (Mon–Fri) 9:01 p.m.–5:59 a.m. Weekend hours: (Sat–Sun) 12:00 a.m.–11:59 p.m.	1000			
National Mobile to Mobile Calling Minutes	Unlimited†			
Each Extra Line (up to 3)	\$9 ⁹⁹ monthly access			

Go global.

Verizon Wireless keeps you connected around the corner and around the world.

From the U.S.:

Use your own phone to call anywhere in the world. (You may need to activate international dialing capability.) International long-distance rates start at 49¢ per minute, plus airtime.

International Long-Distance Value Plan

For \$3⁹⁹ monthly access, you'll get rates as low as 6¢ per minute, plus airtime, for calls from your Home Rate and Coverage Area.

- Save even more on international calls with Skype mobile. See page 9 for details.

International Messaging

Text family and friends in more than 140 countries for just 25¢ per recipient, per message sent or 20¢ per message received.

- Picture and video messaging to customers of carriers in more than 50 countries is 50¢ per recipient, per message sent or 25¢ per message received.
- Text, picture and video messages sent to phone numbers in Canada, Mexico, Puerto Rico and U.S. Virgin Islands are charged the same as messages to numbers in the U.S.

Visit verizonwireless.com/internationalmessaging

Outside the U.S.:

Global Phone offers reliable, consistent voice service at home and abroad.* Use one phone and one number for voice coverage in more than 220 countries. Get one bill for both domestic and international calls.

Global Value Plan

Get discounted rates in more than 150 countries for just \$4⁹⁹ per line per month.

Global Messaging

Send picture, video and text messages while traveling the world.

- Text rates are 50¢ per recipient, per message sent and 5¢ per message received.
- Picture and video messaging rates are the same as when you're in the U.S., plus global data roaming charges.[†]

Start cruising

With our Cruise Ship Service, you can call loved ones from international waters while on 17 major cruise lines, including Carnival®, Disney and Royal Caribbean®, for \$2⁴⁹ per minute. You can also send email with a BlackBerry or 3G Smartphone.

Please visit verizonwireless.com/goglobal for rates and coverage before traveling.

How to go global:

	Global capable in more than 40 countries	Global capable in more than 220 countries	
		Occasional Global Traveler ^A	Purchase a Global-Capable Device
How It Works	Use any Verizon Wireless phone in more than 40 popular countries worldwide, including Canada, Mexico and select Caribbean countries.	Use our Global Travel Program for occasional travel abroad in most overseas locations. Wireless voice- and data-capable devices are available.	Get a global phone, BlackBerry device or modem device for wireless service in the U.S. and in more than 220 countries worldwide. [†]
Cost	Voice rates as low as 69¢ per minute For a complete list of destinations and rates, visit verizonwireless.com/goglobal		
Sign Up	1.800.922.0204	1.800.711.8300	1.800.2 JOIN IN

International dialing capability (I-Dial), which is subject to minimum payment history, must be added to your account to make calls while traveling. I-Dial is not required to receive calls, or for data usage, while traveling in CDMA countries. In order for your global phone to work while traveling in GSM/UMTS countries, you must have a SIM card and you must have global capabilities on your account.

Global Services require credit approval.

* Service may be restricted without notice. Coverage limitations and maps available at verizonwireless.com/global

[†] In addition to the per-message rates, global data roaming rates also apply: Canada — \$0.002/KB or \$2⁹⁹/MB; Mexico — \$0.005/KB or \$5⁹⁹/MB; all other countries — \$0.02/KB or \$20⁹⁹/MB. See the *Small Business Guide* for more details on global data roaming charges.

^A Certain restrictions apply.

[†] Data availability in more than 195 countries with a Quad Band GSM/UMTS-capable device.

Customer Agreement & Important Information

Just to make sure we're on the same page – and if you're reading this, then we must be – we need to go over the following information with you. Sure, it looks like a lot, but it's all very good to know. OK, let's get going.

Additional Plan Information for Nationwide Plans and Mobile Broadband

Minimum Contract Term

Each line requires a month-to-month, one- or two-year contract.

Activation Fees

For most lines, there is a \$35 activation fee. If you have a secondary Family SharePlan or secondary Nationwide 65 Plus line with a two-year contract term, then the activation fee is \$25.

Early Termination Fees

The early termination fee is up to \$175, or up to \$350 if your contract term results from your purchase of an Advanced Device. For a complete list of Advanced Devices, go to verizonwireless.com/advanceddevices

If you're activating Mobile Broadband Plans or you're on a month-to-month term, you are not eligible for monthly access fee discounts.

Taxes, Surcharges and Fees

The market you're in determines taxes, surcharges and fees, such as E911 and gross receipt charges. As of April 1, 2010, they can add between 6% and 37% to your standard monthly access and other charges.

Monthly Federal Universal Service (15.3% of interstate and international telecom charges, as of April 1, 2010; varies quarterly based on FCC rate), Regulatory (16¢ per line for Nationwide Plans; 2¢ per line for Mobile Broadband Plans) and Administrative (83¢ per line for Nationwide Plans; 6¢ per line for Mobile Broadband Plans) charges are Verizon Wireless charges, not taxes, and are subject to change. For more details on these Verizon Wireless charges, call **1.888.684.1888**.

Worry Free Guarantee Additional Information

New Every Two

Like the name says, with *New Every Two*, eligible customers can get a discount toward a new device every two years. So if you have a plan of \$34⁹⁹ or higher and complete 20 months of your two-year contract, then you're eligible for the two-year discounted retail price, up to the price of the device after any available rebates. If you have a plan of \$79⁹⁹ or higher for the full three months prior to completing your *New Every Two* device upgrade, you'll get up to \$50 toward the purchase of that device. If your Plan is between \$34⁹⁹ and \$79⁹⁹ at any time during the three months prior to completing your *New Every Two* device upgrade, you'll get up to \$30 toward the purchase of that device. And if you want, you can also transfer your *New Every Two* credit to another line on your account.

Other Important Things to Know About New Every Two

- To receive your upgrade, you'll need to renew your agreement on that line for another two years with a plan of \$34⁹⁹ or higher.
- Upgrading your device at a discounted price, including exercising your Annual Upgrade option, will restart your eligibility for *New Every Two*.
- Secondary lines on a Family SharePlan are not eligible, *except* those on a Family SharePlan Unlimited Anytime Minute Plan.
- Discount amounts and plan tiers can change at the sole discretion of Verizon Wireless.
- Once you become eligible, you may have only six months to take advantage of your *New Every Two* benefits ... so don't delay.

Approximate Data Usage Examples

Basic information and examples showing the approximate data usage for several common Internet activities appear in the chart below.

Examples	
Application	Approximate Size
Email (1 text page without attachments)	10 KB
Word Document (5 text pages)	70 KB
Typical Web Page Lookup	400 KB*
Low Resolution Digital Photo	500 KB
Microsoft PowerPoint® Presentation (20 pages text and light graphics)	3 MB
V CAST Music with Rhapsody® PC Download (3-minute song)	4 MB

The above examples are just estimates, based on approximate size assumptions. Actual file sizes and user experiences will vary.

Please note: 1024 KB = 1 MB; 1024 MB = 1 GB

* Graphically intense pages or pages with video can exceed 3 MB.

My Verizon Wireless Customer Agreement

(Para una copia de este documento en español, visite a nuestro website: espanol.vzwshop.com)

Thanks for choosing Verizon Wireless. In this Customer Agreement, you'll find important information about your Service, including our ability to make changes to your Service or this agreement's terms, our liability if things don't work as planned and how disputes are resolved. If you're signing up for Service for a minimum contract term, you'll also find information about that contract term and what happens if you cancel a line of Service early or don't pay on time.

My Service

Your Service terms and conditions are part of this agreement. Your Plan includes your monthly allowances and features, where you can use them (your "Coverage Area"), and their monthly and pay-per-use charges. You can also subscribe to several Optional Services, like text messaging packages. Together, your Plan and any Optional Services you select are your Service. The terms and conditions for your Service can be found in the brochures that are available when you activate, or online at verizonwireless.com

How Do I Accept This Agreement?

You accept this agreement by:

- Agreeing in writing, by email, over the phone, or in person;
- Opening a package that says you are accepting by opening it; or
- Activating your Service.

When you accept, you're representing that you are at least 18 years old and are legally able to accept an agreement. If you're accepting for an organization, you're representing that you are authorized to bind that organization, and where the context requires, "you" means the organization.

If you don't want to accept, don't do any of these things. If you do accept, you can cancel a line of Service within 30 days of accepting without having to pay an early termination fee as long as you return any equipment you purchased from us at the time you accepted, but you'll still have to pay for your Service through that date. If you signed up for Prepaid Service, no refunds will be granted after 30 days or if your account has been activated.

My Privacy

We can collect personal information about you. We may also gather some information through our relationship with you, such as information about your quality, technical configuration, type, destination and amount of your use of our telecommunications services. You can find out how we use, share and protect the information we collect about you in the Verizon Privacy Policy, available at verizon.com/privacy. If you subscribe to Service for which usage charges are billed at the end of the billing period ("Postpay Service"), we may investigate your credit history at any time and share credit information about you with credit reporting agencies and other Verizon companies. If you'd like the name and address of any credit agency that gives us a credit report about you, just ask.

What Happens If My Postpay Service Is Canceled Before the End of My Contract Term?

If you're signing up for Postpay Service, you're agreeing to subscribe to a line of Service either on a month-to-month basis or for a minimum contract term, as shown on your receipt or order confirmation. (If your Service is suspended without billing, that time doesn't count toward completing your contract term.) Once you've completed your contract term, you'll automatically become a customer on a month-to-month basis for that line of Service. If you cancel a line of Service, or if we cancel it for good cause, during its contract term, you'll have to pay an early termination fee. If your contract term results from your purchase of an Advanced Device after November 14, 2009, your early termination fee will be $\$350$ minus $\$10$ for each full month of your contract term that you complete. (For a complete list of Advanced Devices, check verizonwireless.com/advanceddevices.)

Otherwise, your early termination fee will be $\$175$ minus $\$5$ for each full month of your contract term that you complete. Cancellations will become effective on the last day of that month's billing cycle, and you are responsible for all charges incurred until then. Also, if you bought your wireless device from an authorized agent or third-party vendor, you should check whether they charge a separate termination fee.

Can I Take My Wireless Phone Number to Another Carrier?

You may be able to take, or "port," your wireless phone number to another carrier. If you port a number from us, we'll treat it as though you asked us to cancel your Service for that number. After the porting is completed, you won't be able to use our service for that number, but you'll remain responsible for all fees and charges through the end of that billing cycle, just like any other cancellation. If you're a Prepaid customer, you won't be entitled to a refund of any balance on your account. If you port a number to us, please be aware that we may not be able to provide some services right away, such as 911 location services. You don't have any rights to your wireless phone number, except for any right you may have to port it.

Directory Information

We will not publish your wireless phone number in any available directory or give it to anyone for that purpose, unless you ask us to.

Can I Have Someone Else Manage My Postpay Account?

No problem – just tell us by phone, in person, or in writing. You can appoint someone to manage your Postpay account for a single transaction, or until you tell us otherwise. The person you appoint will be able to make changes to your account, including adding new lines of Service, buying new wireless devices, and extending your contract term. Any changes that person makes will be treated as modifications to this agreement.

Can Verizon Wireless Change This Agreement or My Service?

We may change prices or any other term of your Service or this agreement at any time, but we'll provide notice first, including written notice if you have Postpay Service. If you use your Service after the change takes effect, that means you're accepting the change. If you're a Postpay customer and a change to your Plan or this agreement has a material adverse effect on you, you can cancel the line of Service that has been affected within 60 days of receiving the notice with no early termination fee.

My Wireless Device

Your wireless device must comply with Federal Communications Commission regulations, be certified for use on our network, and be compatible with your Service. Please be aware that we may change your wireless device's software, applications or programming remotely, without notice. This could affect your stored data, or how you've programmed or use your wireless device. You don't own the software in any SIM (Subscriber Identity Module) card that you may use with your Service. The SIM card software is licensed to you for use with the Service only, and we may change it remotely and without notice. If you bought a wireless device for Postpay Service from Verizon Wireless that doesn't use a SIM card, and you want to reprogram it for use with another wireless network, the default programming code is set to "000000" or "123456." But please note that your wireless device may not work with another wireless network, or the other wireless carrier may not accept your wireless device on its network. If you activate a wireless device for Prepaid Service, it can be used for Prepaid Service only during the first six months after activation and cannot be reprogrammed for use with any other carrier's wireless service even if it's no longer used to receive our Service.

Where and How Does Verizon Wireless Service Work?

Wireless devices use radio transmissions, so unfortunately you can't get Service if your device isn't in range of a transmission signal. And please be aware that even within your Coverage Area, many things can affect the availability and quality of your Service, including network capacity, your device, terrain, buildings, foliage and weather.

What Charges Are Set by Verizon Wireless?

You agree to pay all access, usage and other charges that you or the user of your wireless device incurred. For Postpay Service, our charges also include Federal Universal Service, Regulatory and Administrative Charges, and we may also include other charges related to our governmental costs. We set these charges; they aren't taxes, they aren't required by law, they are kept by us in whole or in part, and the amounts and what they pay for may change.

Government Taxes, Fees and Surcharges

You must pay all taxes, fees and surcharges set by federal, state and local governments. Please note that we may not always be able to notify you in advance of changes to these charges.

What Are Roaming Charges?

You're "roaming" whenever your wireless device uses a transmission site outside your Coverage Area or uses another company's wireless network. Sometimes roaming happens even when you're within your Coverage Area. There may be higher rates and extra charges (including charges for long distance, tolls or calls that don't connect) for roaming calls, depending on your Plan.

How Does Verizon Wireless Calculate My Charges?

For charges based on the amount of time used, we'll round up any fraction to the next full minute. For outgoing calls, usage time starts when you first press **SEND** or the call connects to a network, and for incoming calls, it starts when the call connects to a network (which may be before it rings). Usage time may end several seconds after you press **END** or after the call disconnects. For calls made on our network, we only charge for calls that are answered, including by machines. For Postpay Service, usage cannot always be processed right away and may be included in a later bill, but the usage will still count towards your allowance for the month when the Service was used. If you're a Postpay customer, you can always dispute your bill within 180 days of receiving it, but unless otherwise provided by law or unless you're disputing charges because your wireless device was lost or stolen, you still have to pay all charges until the dispute is resolved. If you're a Prepaid customer, you can dispute a charge within 180 days of the date the disputed charge was incurred.

What Are My Rights for Dropped Calls or Interrupted Service?

If you drop a call in your Coverage Area, redial. If it's answered within 5 minutes, call us within 90 days if you're a Postpay customer, or within 45 days if you're a Prepaid customer, and we'll give you a 1-minute airtime credit. If you're a Postpay customer and you lose Service in your Coverage Area for more than 24 hours in a row and we're at fault, call us within 180 days and we'll give you a credit for the time lost. Please be aware that these are your only rights for dropped calls or interrupted Service.

About My Payments

If you're a Postpay customer and we don't get your payment on time, we will charge you a late fee of up to 1.5 percent per month (18 percent per year) on the unpaid balance, or a flat $\$5$ per month, whichever is greater, if allowed by law in the state of your billing address. (If you choose another company to bill you for our Service [such as another Verizon company], late fees are set by that company or by its tariffs and may be higher than our late fees.) If we use a collection agency to collect from you, we may charge you for any fees the collection agency charges us, if allowed by law in the state of your billing address when we first send your account to a collection agency. We may require a deposit at the time of activation or afterward, or an increased deposit. We'll pay simple interest on any deposit at the rate the law requires. We may apply deposits or payments in any order to any amounts you owe us on any account. If your final credit balance is less than $\$1$, we will refund it only if you ask. You may have to pay a fee to activate Service or to reconnect Service if it is interrupted for non-payment or suspended for any reason.

If you're a Prepaid customer, you may replenish your balance at any time before the expiration date by providing us with another

payment. Your balance may not exceed $\$1,000$ and you may be prevented from replenishing if your balance reaches $\$1,000$. We will suspend service when your account reaches the expiration date and any unused balance will be forfeited.

We may charge you up to $\$25$ for any returned check.

What If My Wireless Device Gets Lost or Stolen?

We're here to help. It's important that you notify us right away, so we can suspend your Service to keep someone else from using it. If you're a Postpay customer and your wireless device is used after the loss or theft but before you report it, and you want a credit for any charges for that usage, we're happy to review your account activity and any other information you'd like us to consider. Keep in mind that you may be held responsible for the charges if you delayed reporting the loss or theft without good reason, but you don't have to pay any charges you dispute while they are being investigated. If we haven't given you a courtesy suspension of recurring monthly charges during the past year, we'll give you one for 30 days or until you replace or recover your wireless device, whichever comes first.

What Are Verizon Wireless' Rights to Limit or End Service or End This Agreement?

We can, without notice, limit, suspend or end your Service or any agreement with you for any good cause, including, but not limited to: (1) if you: (a) breach this agreement; (b) resell your Service; (c) use your Service for any illegal purpose, including use that violates trade and economic sanctions and prohibitions promulgated by any U.S. governmental agency; (d) install, deploy or use any regeneration equipment or similar mechanism (for example, a repeater) to originate, amplify, enhance, retransmit or regenerate an RF signal without our permission; (e) steal from or lie to us; or, if you're a Postpay customer, (f) pay late more than once in any 12 months; (g) incur charges larger than a required deposit or billing limit, or materially in excess of your monthly access charges (even if we haven't yet billed the charges); (h) provide credit information we can't verify; or (i) are unable to pay us or go bankrupt; or (2) if you, any user of your device or any account manager on your account: (a) threaten, harass, or use vulgar and/or inappropriate language toward our representatives; (b) interfere with our operations; (c) "spam," or engage in other abusive messaging or calling; (d) modify your device from its manufacturer's specifications; or (e) use your Service in a way that negatively affects our network or other customers. We can also temporarily limit your Service for any operational or governmental reason.

Am I Eligible for Special Discounts?

If you're a Postpay customer, you may be eligible for a discount if you are and remain affiliated with an organization that has an agreement with us. Unless your discount is through a government employee discount program, we may share certain information about your Service (including your name, your wireless telephone number and your total monthly charges) with your organization from time to time to make sure you're still eligible. We may adjust or remove your discount according to your organization's agreement with us, and remove your discount if your eligibility ends or your contract term expires. In any case, this won't be considered to have a material adverse effect on you.

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, about your Service, your wireless device, or any applications you access through your wireless device. We do not warrant that your wireless device will work perfectly or will not need occasional upgrades or modifications, or that it will not be negatively affected by network-related modifications, upgrades or similar activity. Please be aware that if you activated your wireless device through our Open Development program, we can't vouch for the device's call quality or overall functionality.

Waivers and Limitations of Liability

You and Verizon Wireless both agree to limit claims against

each other for damages or other monetary relief to direct damages. This limitation and waiver will apply regardless of the theory of liability. That means neither of us will try to get any indirect, special, consequential, treble or punitive damages from the other. This limitation and waiver also applies if you bring a claim against one of our suppliers, to the extent we would be required to indemnify the supplier for the claim. You agree we aren't responsible for problems caused by you or others, or by any act of God. You also agree we aren't liable for missed or deleted voice mails or other messages, or for any information (like pictures) that gets lost or deleted if we work on your device. If another wireless carrier is involved in any problem (for example, while you're roaming), you also agree to any limitations of liability in its favor that it imposes.

How Do I Resolve Disputes with Verizon Wireless?

We hope to make you a happy customer, but if there's an issue that needs to be resolved, this section outlines what's expected of both of us.

You and Verizon Wireless both agree to resolve disputes only by arbitration or in small claims court. There's no judge or jury in arbitration, and the procedures may be different, but an arbitrator can award the same damages and relief, and must honor the same terms in this agreement, as a court would. If the law allows for an award of attorneys' fees, an arbitrator can award them too. We also both agree that:

(1) The Federal Arbitration Act applies to this agreement. Except for small claims court cases that qualify, any dispute that results from this agreement or from the Services you receive from us (or from any advertising for any products or Services) will be resolved 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 if the law allows, they can seek relief against us for you.

(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. We agree that in large/complex cases, the loser can ask for a panel of three new arbitrators to review the award. For claims of $\$10,000$ or less, the party bringing the claim can choose either the AAA's WIA rules or the BBB's rules for binding arbitration or, alternatively, can bring an individual action in small claims court. You can get procedures, rules and fee information from the AAA (www.adr.org), the BBB (www.bbb.org) or from us. For claims of $\$10,000$ or less, you can choose whether you'd like the arbitration carried out based only on documents submitted to the arbitrator, or by a hearing in person or by phone.

(3) This agreement doesn't allow class arbitrations even if the AAA or BBB procedures or rules would. The arbitrator may award money 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.

(4) As part of your agreement to arbitrate on an individual basis, we provide you with a free internal mediation program. In our mediation program, we assign someone who's not directly involved in the dispute (though possibly from our company) to help both sides reach an agreement. That person has all the rights and protections of a mediator. Nothing said in the mediation can be used later in an arbitration or lawsuit. If you'd like to know more, please contact us at verizonwireless.com or through customer service. If you'd like to start the mediation process, please go to verizonwireless.com or call customer service for a mediation request form to fill out, and mail it to us at the address shown on the form. Or if you'd prefer to

start the arbitration process, please contact the AAA or BBB for the forms you'll need to submit.

(5) If you opt for the mediation program and take part in at least one mediation session by phone, but we aren't able to settle the dispute between us, we'll pay any filing fee that the AAA or BBB charges you for arbitration of the dispute. If that arbitration proceeds, we'll also pay any administrative and arbitrator fees charged later, as well as for any appeal to a panel of three new arbitrators (if the arbitration award is appealable under this agreement).

(6) We may make a written settlement offer anytime before arbitration begins. If you don't accept the offer, or if we don't make you an offer, and the arbitrator awards you an amount of money that's more than our offer but less than $\$5,000$, then we agree to pay you $\$5,000$ instead of the amount awarded. In that case we also agree to pay any attorneys' fees and expenses, regardless of whether the law requires it for your case. If the arbitrator awards you more than $\$5,000$, then we will pay you that amount.

(7) An arbitration award and any judgment confirming it apply only to that specific case; it can't be used in any other case except to enforce the award itself.

(8) If for some reason the prohibition on class arbitrations set forth in subsection (3) cannot be enforced, then the agreement to arbitrate will not apply.

(9) Also, if for any reason a claim proceeds in court rather than through arbitration, you and Verizon Wireless agree that there will not be a jury trial.

About This Agreement

If we don't enforce our rights under this agreement in one instance, that doesn't mean we won't or can't enforce those rights in any other instance. You cannot assign this agreement or any of your rights or duties under it without our permission. However, we may assign this agreement or any debt you owe us without notifying you. If you're a Postpay customer, please note that many notices we send to you will show up as messages on your monthly bill. If you have online billing, those notices will be deemed received by you when your online bill is available for viewing. If you get a paper bill, those notices will be deemed received by you 3 days after we mail the bill to you. If we send other notices to you, they will be considered received immediately if we send them to your wireless device, or to any email or fax number you've given us, or after 3 days if we mail them to your billing address. If you need to send notices to us, please send them to the customer service address on your latest bill.

If you're a Prepaid customer and we send notices to you, they will be considered received immediately if we send them to your wireless device or to any email or fax number you've given us, or if we post them as a pre-call notification on your Service, or after three days if we mail them to the most current address we have for you. If you need to send notices to us, please send them to the Customer Service Prepaid address at verizonwireless.com/contactus

If any part of this agreement, including anything regarding the arbitration process, is ruled invalid, that part may be removed from this agreement.

This agreement and the documents it incorporates form the entire agreement between us. You can't rely on any other documents, or on what's said by any sales or customer service representatives, and you have no other rights regarding Service or this agreement. This agreement isn't for the benefit of any third party except our parent companies, affiliates, subsidiaries, agents, and predecessors and successors in interest. Except where we've agreed otherwise elsewhere in this agreement, this agreement and any disputes covered by it are governed by the laws of the state encompassing the area code of your wireless phone number when you accepted this agreement, without regard to the conflicts of laws and rules of that state.

Important Information

The services described in this brochure are subject to the following terms and conditions as applicable.

- Credit approval required.
- Billing, shipping and end-user address must be within an area where Verizon Wireless is licensed and provides service.
- Verizon Wireless is not responsible for third-party content you encounter using these services, including any possible defamation, obscenity or profanity.
- Want to block access to certain content? Set up Content Filters at verizonwireless.com/myverizon or call Customer Service to block any lines on your account from using Mobile Web, *Get It Now/Media Center*, Messaging, V CAST and certain international services.
- When you call someone, his or her phone may show your name and wireless phone number. If you want to block this Caller ID, dial *67 before each call, or order per-line call blocking (just dial *82 to unblock) where available. You can't block Caller ID for some of the numbers you may call, such as toll-free numbers.

■ Nationwide, Nationwide 65 Plus, Nationwide Plus Canada and Nationwide Plus Mexico Plans

Limited Mobile to Mobile Calling with Limited Night & Weekend: Does your Plan have limited Mobile to Mobile Calling and limited Night & Weekend allowances? If so, then when you make a Mobile to Mobile call during Night & Weekend hours, your allowance minutes will be used in the following order: 1) Mobile to Mobile Calling, 2) Night & Weekend and 3) Anytime Allowance.

Family SharePlans – Minimum Number of Lines: A Family SharePlan must include a minimum of two lines at all times. One line is the primary line, and the others are secondary. All lines must be activated on the same account, and in the spirit of family, they all use the number of minutes designated for the primary line.

■ Verizon Wireless Prepaid Plans

Balance Expiration and How to Carry It Forward: When you replenish your account, you'll be given an expiration date, and at 12:01 a.m. on that day, your account balance will expire. To avoid losing your unused balance, simply refill your account before your expiration date.

Access Fees, Charge Basis and Plan Changes: On the days you make or receive calls, a Daily Access fee, valid until 11:59 p.m., will be billed and deducted from your account. Monthly access will be billed and deducted from your account on the same date each month.

Your call charges are based on the cell sites used and the time of the day at the telephone switching office that carries your call, so the time may be different from the time shown on your phone.

You can only make four changes to your Plan in a 30-day period. Your account must have sufficient balance on the renewal date in order to receive the Monthly Anytime Minutes, Unlimited Mobile to Mobile Calling and Night & Weekend Minutes that are included with the Prepaid Monthly Plan.

Once activated, account balance will expire based on initial payment or in 60 days, whichever is longer. Domestic Long Distance included. Detailed Billing and Premium Voice Mail are not available on Verizon Wireless Prepaid Plans. Payment expirations once applied to the account: *15–*29⁹⁹ for 30 days; *30–*74⁹⁹ for 90 days; *75–*99⁹⁹ for 180 days; *100 or more for 365 days.

Mobile Web Charges and Usage: Mobile Web is billed at 99¢ per day only on the days you use it and provides unlimited Mobile Web use for 24 hours.

Service Suspension: If your account doesn't have enough funds for the Daily Access fee, you won't be able to make or receive any calls. Unfortunately, we'll have to suspend your service when your account reaches \$0 or after the expiration date.

If your account is suspended, you won't be able to use Unlimited Calling, Mobile to Mobile Calling/Messaging with Verizon Wireless customers, Anytime Minutes, and Night and Weekend Minutes.

If you activate service without a Refill Card and do not make a call within 60 days, you will lose any money in your account.

Your wireless number is subject to termination after the expiration period, and Verizon Wireless may charge up to a \$35 account setup fee to re-establish service.

Voice Mail: When you set up and listen to your Voice Mail from your wireless phone, your account will be billed at regular plan rates, just as if you were making a regular call.

Balance Limit: Your balance can't exceed \$1,000, and you may not be able to make payments to your account if it reaches \$1,000.

Taxes on Deposited Funds: When you deposit funds to your account through a Verizon Wireless Bill Payment Kiosk, taxes will be deducted from the total amount deposited at the applicable rate.

Balance Transfers: If you want to change from prepaid service to postpay service, any remaining funds in your account will be credited to your postpay account. We can't give you any credit for transaction taxes you may have paid when depositing funds into your account, so you could end up paying the same taxes twice.

Text Bundles: Once Text Bundle subscription is added to your account, subscription and charges will renew automatically on the same date each month. If you don't have sufficient funds in your account at the time of renewal, texts will be charged at the rates in your calling Plan. Once sufficient funds are added, your subscription and charges will be renewed, and you will be assigned a new renewal date.

- If you unsubscribe from a Text Bundle, you can still use it until the expiration date.
- If you re-subscribe before the expiration date, the bundle will resume with the original expiration date.
- If you re-subscribe after the bundle's expiration date, a new bundle will be set up and you will be billed at that time.

You can subscribe to only one Text Bundle at a time. If you have a Text Bundle and try to change it or add another one, the original bundle will drop off your account on the expiration date, and the subscription and charges for the new bundle will begin on the date it's added.

International Services: Locations and rates subject to change without notice. International Calling rates are Per-Minute Rate After Allowance or Each Additional Minute rate plus the listed surcharge. Unlimited Calling and Messaging Bundles, and Anytime, Night, Weekend and Mobile to Mobile Minutes do not apply to International Services.

International Voice Calling: Per-Minute Rate After Allowance or Each Additional Minute rate, plus the following surcharges: no extra charge to Puerto Rico, 10¢ per minute to landline numbers in Mexico, 29¢ per minute to wireless numbers in Mexico; 29¢ per minute to Canada, Guam, Saipan and the U.S. Virgin Islands. *1⁹⁹ per minute to other available locations.

International Text Messaging: 25¢ per message sent (per recipient) or as low as 1¢ per message received, depending on your Plan.

International Picture and Video Messaging: 50¢ per message sent (per recipient) and 25¢ per message to receive with participating carriers.

International Roaming: Voice Calling rates while roaming internationally are 69¢ per minute from Canada, Puerto Rico and the U.S. Virgin Islands; 99¢ per minute from Mexico; and \$1⁹⁹ per minute from Bermuda. Text Messaging rates while roaming internationally are 50¢ per message sent (per recipient) and 5¢ per message received. Visit verizonwireless.com/prepaid for more details and all available locations.

Picture and Video Messaging and data services and features not available when Roaming. International Roaming coverage only available on participating networks and is not guaranteed. Calling and Messaging to some locations may not be available at all times. For details on International Services, as well as the latest available locations and rates, visit verizonwireless.com/prepaid

Unavailable Services: The following features and services are not available on Verizon Wireless Prepaid Plans – V CAST Video On Demand, Mobile TV, New Every Two, Extended Warranty, Wireless Phone Protection, Total Equipment Coverage, Roadside Assistance, Detailed Billing and Visual Voice Mail.

In some instances, these features or services may work, but charges will deplete account balance.

Prepaid Plans cannot be used for access to the Internet, intranets or other data networks except as your device's native applications and capabilities permit, or for any applications that tether your device to notebooks, netbooks or personal computers, unless you subscribe to Prepaid Mobile Broadband.

Data Plans and Features: Content and Internet Access
Many services and applications offered through your device may be provided by third parties. Before you use, link to or download a service provided by a third party, or an application such as a non-Verizon Wireless location-based GPS-type service, chat room, marketplace or social network from your device, you should review the terms of such service or application and the privacy policy of the third party providing it. If you use any of these non-Verizon Wireless services or applications, personal information you submit may be read, collected or used by the service or application provider and/or other users of those forums.

You can access the Internet, including third party information, content and services, using your device. Verizon Wireless is not responsible for any information, content or services you access, download or use. When you visit a site or use a service, you do so at your own risk and any information you involuntarily or voluntarily provide to third parties may be subject to their intellectual property, privacy, use and other policies. You are responsible for maintaining virus protection when accessing service. It's a good idea to use security software, blocking processes or filtering mechanisms to protect you, your information, your assets and any others who may use your wireless devices on your account. For additional information, visit the Verizon Content Policy at <http://responsibility.verizon.com/contentpolicy>

■ Data Plans and Features

You may access and monitor your own data usage during a particular billing period, including during the Return Period under your Worry Free Guarantee, by accessing My Verizon online or by contacting Customer Service.

Data sessions automatically terminate after 24 hours of activity. Data session is inactive when no data is being transferred. Data session may seem inactive while data is actively being transferred to the device, or may seem active when it is actually cached and not transferring data. You MUST press the **SEND** or disconnect button to ensure that the session disconnects and charges cease. Third-party applications may automatically reinstate data sessions without you pressing or clicking the **SEND** or connect button.

■ Data Plans and Features: Permitted Uses

You can use our Data Plans and Features for accessing the Internet and for such things as: (i) Internet browsing; (ii) email; (iii) intranet access (including accessing corporate intranets, email and individual productivity applications made available by your company); (iv) uploading, downloading and streaming of audio, video and games; and (v) Voice over Internet Protocol (VoIP).

■ Data Plans and Features: Prohibited Uses

You may not use our Data Plans and Features for illegal purposes or purposes that infringe upon others' intellectual property rights, or in a manner that interferes

with other users' service; that violates trade and economic sanctions and prohibitions as promulgated by the departments of Commerce, Treasury or any other U.S. government agency; that interferes with the network's ability to fairly allocate capacity among users or that otherwise degrades service quality for other users. Examples of prohibited usage include: (i) server devices or host computer applications that are broadcast to multiple servers or recipients that they could enable "bots" or similar routines (as set forth in more detail in (ii) below) or otherwise degrade network capacity or functionality; (ii) "auto-responders," "cancel-bots," or similar automated or manual routines that generate amounts of net traffic that could disrupt net user groups or email use by others; (iii) generating "spam" or unsolicited commercial or bulk email (or activities that facilitate the dissemination of such email); (iv) any activity that adversely affects the ability of other users or systems to use either Verizon Wireless' services or the Internet based resources of others, including the generation or dissemination of viruses, malware or "denial of service" attacks; (v) accessing, or attempting to access without authority, the information, accounts or devices of others, or to penetrate, or attempt to penetrate, Verizon Wireless' or another entity's network or systems; or (vi) running software or other devices that maintain continuous active Internet connections when a computer's connection would otherwise be idle, or "keep alive" functions, unless they adhere to Verizon Wireless' requirements for such usage, which may be changed from time to time.

Customers who do not have dedicated Mobile Broadband devices cannot tether other devices to laptops or personal computers for use as wireless modems unless they subscribe to Mobile Broadband Connect.

We further reserve the right to take measures to protect our network and other users from harm, compromised capacity or degradation in performance. These measures may impact your service, and we reserve the right to deny, modify or terminate service, with or without notice, to anyone we believe is using Data Plans or Features in a manner that adversely impacts our network. We may monitor your compliance, or other subscribers' compliance, with these terms and conditions, but we will not monitor the content of your communications except as otherwise expressly permitted or required by law. [See verizonwireless.com/privacy]

■ GlobalAccess, GlobalEmail and Global Phone

Verizon Wireless will terminate your service for good cause if less than half of your usage over three consecutive billing cycles is on the Verizon Wireless National Enhanced Services Rate and Coverage Area.

Your SIM Card is for use only with your Global modem, Global 3G Smartphone, Global Phone and built-in modules, and only for the purpose of those services. You are responsible for any unauthorized use of your SIM Card and will safeguard security codes. Upon termination of service, destroy your SIM Card.

■ Mobile Email (including GlobalEmail), Email and Web for BlackBerry/Smartphones

Mobile Email and Email and Web for BlackBerry/Smartphones subscribers cannot (i) access the Internet, intranets or other data networks except as the device's native applications and capabilities permit, unless they subscribe to Mobile Broadband Connect; or (ii) use any application that tethers their device to laptops or personal computers other than for use of the Wireless Sync, Good or BlackBerry solutions (if applicable) unless they subscribe to Mobile Broadband Connect.

■ Mobile Broadband Data Roaming

- Data usage within the Canada Rate and Coverage Area will be billed at \$0.002/KB or \$2⁹⁹/MB.
- Data usage within the Mexico Rate and Coverage Area will be billed at \$0.005/KB or \$5⁹⁹/MB.

- In the Aruba, Bahamas, Bermuda, Cayman Islands, China, Dominican Republic, Guam, India, Israel, Jamaica, Japan, Netherlands Antilles, Saipan and South Korea Enhanced Services Rate and Coverage Areas, and select cruise ships, usage will be billed at a rate of \$0.02/KB or \$20⁹⁹/MB.
- You must add I-Dial to your account to roam in many destinations. To add I-Dial to your account, and for more information on Wireless Data Roaming in Aruba, Bahamas, Bermuda, Canada, the Cayman Islands, China, the Dominican Republic, Guam, India, Israel, Jamaica, Japan, Mexico, Netherlands Antilles, Saipan and South Korea, and on select cruise ships, call 1.800.922.0204 or visit verizonwireless.com/naroaming
- EV-DO not available everywhere while roaming.

■ National Mobile to Mobile Calling/Friends & Family
When you have Mobile to Mobile Calling, you can talk with any of our customers anytime from within the Nationwide Rate and Coverage Area or Verizon Wireless Prepaid Plans Rate and Coverage Area, as applicable.

National Mobile to Mobile Calling/Friends & Family is not available: (i) to customers whose wireless exchange restricts the delivery of Caller ID; (ii) with fixed wireless devices with usage substantially from a single cell site; (iii) if Call Forwarding or No Answer/Busy Transfer features are activated; (iv) for data usage, including Push to Talk calls, Picture Messaging or Video Messaging; (v) for calls to check your Voice Mail; (vi) for calls to Verizon Wireless customers using any of the Global services; (vii) in those areas of Louisiana and Mississippi where your phone's roaming indicator flashes; and (viii) for incoming calls if Caller ID is not present or Caller ID Block is initiated.

■ Text, Picture, Video and Voice Messaging

Billing: Instant messages are billed the same as text messages. If you have a 3G Smartphone, you won't be charged for sending and receiving picture and video messages unless you're in the Extended National Enhanced Services Rate and Coverage Area, in which case sending and receiving picture and video messages will be billed as data usage per your data plan or feature, or billed at 1.5¢/KB (¢15⁹⁹/MB), as applicable. Messages sent are billed per address.

International Use: Your Messaging Bundle doesn't cover international messages. And when you're roaming internationally, different charges may apply and Messaging Bundle allowances may not be available; see vzw.com/goglobal for more information. See verizonwireless.com/text for information about Text Alerts.

Unsolicited Messages: We reserve the right to block unsolicited messages, but you may receive them. If a message isn't delivered within five days from receipt on our network, it will be deleted. We don't guarantee that messages will be received, and we're not responsible for any messages that are lost or misdirected.

Character Limits: Most text messages can't exceed 160 characters. This includes the sender's callback number and the destination number/email address. Some phone models support more characters and enhanced messaging features. However, if the recipient's service provider or phone doesn't support the extra characters or features, they may not be able to view everything.

Pictures and Video: Check out verizonwireless.com/picture for the Picture and Video Messaging User Agreement. Keep in mind that if you cancel a picture or video message after pressing **SEND**, partial content may be delivered. You can control receipt of picture and video messages using the "prompt mode" feature on your phone.

Content: Verizon Wireless does not monitor messaging content; we recommend setting up filters, controls and blocking features when appropriate.

OPTIONAL SERVICES TERMS AND CONDITIONS

■ V CAST Music with Rhapsody® License Agreement

We grant you a limited, non-exclusive, non-transferable license to use the content solely for your personal, noncommercial, entertainment use. You understand and acknowledge that your

rights with respect to content are limited by copyright law. All rights regarding use of content not expressly granted in this Agreement are reserved by us and/or Licensors.

You represent, warrant and agree that: (i) you are the account owner for the wireless telephone number used to access the service; (ii) you are using the service for your own personal, noncommercial entertainment use; (iii) you will not redistribute, rebroadcast, publicly perform, or publicly display any content or otherwise transfer any copies of content obtained through the service, or otherwise make use of the content in any way that would infringe the copyright therein.

Certain content offered through the service is protected by Windows Media® or other digital rights management technology ("DRM Content"), so that the intellectual property rights, including copyright, of the Licensors are not misappropriated. Your rights regarding such DRM Content are limited by copyright law and the Usage Rules, which may be changed at any time without prior notice. The following Usage Rules (assigned by us and/or Licensors) limit your use of DRM Content, even if unauthorized rules have been associated with the DRM Content by someone else. These rules are general guidelines, subject to change without notice, and may vary by Licensor. Subject to all other service terms and conditions, you may play DRM Content an unlimited number of times on an authorized PC or device; burn purchased DRM Content to compact disc ("CD") five times per song; and use a compatible USB cable to sync DRM Content stored on your PC to up to three compatible authorized portable devices, including your phone ("Authorized Device"). DRM Content that is synced to an Authorized Device cannot be further transferred to other portable devices for playback. See verizonwireless.com/rhapsody for additional terms and conditions.

■ V CAST Mobile TV

You have to be within the National Enhanced Services Rate and Coverage Area to perform certain V CAST Mobile TV functions from your phone, such as initial activation of service, deactivation, service changes and ordering premium content; charges for sending and receiving data may apply.

Service is for personal, noncommercial use only and may not be resold or redistributed. Content providers, program schedules, menu order, program and channel availability and service functionality may change without notice. Content may not be recorded, stored or redirected to any device other than your phone. Content may include advertisements.

PLEASE NOTE:

BY USING V CAST MOBILE TV SERVICE, YOU AGREE THAT WE MAY COLLECT AND TRANSMIT INFORMATION ABOUT YOUR USE OF THE SERVICE. This information will include, without limitation, the following: (i) activation, deactivation and subscription changes; (ii) date, time, duration and content viewed; (iii) viewing presentation events, such as changes to screen modes and interruption due to calls; and (iv) other service-impacting events like time zone changes, delivery failures and system-initiated transactions. The information will be used for billing, maintenance, troubleshooting and similar service-related purposes. The information will also be used to report viewing habits, in an aggregated, non-personally identifiable manner, to content providers and advertisers. The information may be shared with Verizon Wireless vendors, including, but not limited to, MediaFLO USA, and is subject to Verizon Wireless' privacy principles (available for viewing at verizonwireless.com).

■ Get It Now/Media Center and V CAST Apps

With *Get It Now/Media Center*, you can download, install and use apps and content, including ringtones, wallpaper, games,

productivity tools or other information (collectively known as “Apps”), directly to a compatible phone. **Browsing, downloading and using Applications will be billed on a per-megabyte basis unless you subscribe to a plan or feature that includes unlimited sending and receiving of data.** You will be notified of applicable recurring or nonrecurring subscription charges when purchasing Apps; taxes and surcharges may also apply.

You will be responsible for all charges incurred until the Apps are deleted from your account, even if you lose or replace your phone, block *Get It Now/Media Center/V CAST* Apps on your phone or your account is suspended. You agree: (1) to use Apps only on the phone to which they are downloaded, even if downloaded pursuant to an unlimited or other long-term subscription, unless transfers to replacement phones are explicitly permitted by Verizon Wireless; (2) not to (i) harass, offend, threaten, embarrass, distress or invade the privacy of any individual or entity; (ii) provide false information or impersonate another person; and/or (iii) take any action that infringes upon any third party’s copyright, trademark, patent or other intellectual property right(s); and (3) to the license agreement, if any, between you and each app developer.

■ **Messaging Programs**

Messaging programs use unique five- or six-digit numbers, called “short codes.” They are sponsored by third parties, and the programs and opt-in requirements vary. Short codes, whether sent or received, may be subject to standard messaging charges. Some programs may also charge additional premium fees (“Premium Messaging Programs”), the amount and billing frequency of which will be disclosed at time of opt-in and billed on your Verizon Wireless bill.

To opt out at any time, send the words CANCEL, END, QUIT, STOP or UNSUBSCRIBE to the applicable short code. To get more information, including contact details for the third-party sponsor, send the word HELP to the short code. Some programs may be subject to additional terms and conditions.

Attention, Parents and Account Owners: It is important to remember that users may opt in to Premium Messaging Programs and incur charges. If you don’t want a user on your account to opt in to such programs, you may block all Premium Messaging Programs by going to verizonwireless.com/myverizon and selecting *My Services > Parental Controls > Usage Controls > Service Blocks > Block Premium Messaging.*

Block Premium Messaging will cancel all current Premium Messaging Programs at the time the blocking feature is activated. No credits or pro-rating will be applied.

■ **Usage Controls**

Usage Controls is an easy-to-use service that puts you in control of your child’s cell phone. Usage Controls requires a supported device on a Nationwide Plan and does not work with text messaging block, BlackBerry devices, Mobile Broadband devices such as PC cards, Push to Talk devices or devices with Static Internet Protocol Addresses.

Availability: Usage Controls isn’t available with prepaid or business accounts, or accounts with more than 10 lines of service. It may not work outside the National Enhanced Services Rate and Coverage Area or when roaming.

Settings: You are responsible for setting up and maintaining Usage Controls settings for the devices on your account and explaining the limitations you impose on a user’s access. Once activated, you will be charged the monthly subscription fee until you cancel the service, regardless of whether or not you have set any limits or restrictions through My Verizon. You can’t use the handset to directly establish Usage Controls settings. If you unsubscribe or are canceled for non-payment, or are otherwise suspended from service, your settings will be lost.

Charges: Usage Controls is not guaranteed to be precise or accurate. All voice, data and messaging usage will be billed

in accordance with your Plan, feature or bundle. Because of roaming, promotions, billing cycles, time zone settings and other factors that affect Usage Controls, you may incur charges based on actual usage in accordance with your Plan or you may unexpectedly be prevented from using certain services. Spending limits and allowances for Premium Messaging Programs and content products and services are not supported and all charges incurred will be billed according to your Plan.

Compatibility: Please note: Usage Controls is not compatible with Mobile IM version 3.0 and higher. If you have Mobile IM 3.0 or higher, you can’t access or use instant messaging. If you wish to access and use Mobile IM 3.0 or higher, you must unsubscribe the affected phone number from Usage Controls.

Setting Time Restrictions: When you set Time Restrictions, all data services will be unavailable during the restricted period, except for Family Locator, VZ Navigator and Backup Assistant. Time Restrictions cannot block the Mobile TV feature. During restricted times, you will only be able to place or receive calls and send or receive text, picture and video messages from designated Trusted Numbers within your account.

911: There are no restrictions on placing or receiving 911 calls. If a user dials 911 from his/her handset, all Usage Controls restrictions and limitations will be automatically suspended until the Account Owner resets the service for that line.

Blocked Numbers: Only 10-digit numeric phone numbers (i.e., 111-555-1234) can be used with the Blocked Numbers feature. You can’t block non-10 digit codes such as international numbers, 911, 411, 611, or “unavailable” or “restricted” numbers. When you use Blocked Numbers, you won’t receive notification of attempted delivery of a call to your device from the blocked number. The Blocked Numbers list restricts a user’s ability to place or receive voice calls and to send or receive messages with the 10-digit numeric phone numbers listed. Voice calls and text messages between Trusted Numbers will always be available. Trusted Numbers are strictly limited to phone numbers on your account.

■ **VZ Navigator Global**

VZ Navigator Global isn’t available in every country (in English or Spanish) and doesn’t include all of the features currently available through VZ Navigator. When you send messages or place calls using VZ Navigator Global, you will be charged standard international rates per your Plan, feature and/or bundle.

If you’re going to use VZ Navigator Global, you’ll need to follow these steps (and it is recommended that you do so prior to leaving the United States):

- 1) Sync your data with the VZ Navigator website to avoid losing any stored data.
- 2) Download the VZ Navigator Global application.
- 3) Add the VZ Navigator Global feature code and remove the VZ Navigator feature code.

■ **Push to Talk**

Push to Talk calls take place between Verizon Wireless Push to Talk subscribers only. The Push to Talk feature can be added to plans with a monthly access fee of \$34⁹⁹ or higher (or to Family SharePlan secondary lines).

Best Performance: For the best Push to Talk performance, all callers on a Push to Talk session must have a device that supports EV-DO Rev. A and receive EV-DO service. A Push to Talk call is terminated by pressing **END** or after 10 seconds of inactivity.

General Use: While you are on a Push to Talk call, voice calls go directly to Voice Mail. When you are on a voice call, you can’t receive a Push to Talk call. You can’t prevent others from adding your number to their Push to Talk contact list.

Only one person at a time can speak during Push to Talk calls.

When you use your phone keypad to make a Push to Talk call, you must enter the 10-digit phone number of the called party.

Presence information may not be available for all Push to Talk contacts. The accuracy of presence information may be affected by the network registration status of a Push to Talk contact.

You can’t use your Push to Talk service for any applications that tether your phone to computers or other devices for any purpose.

If you add the Push to Talk feature, coverage for your other data services will be limited to the National Enhanced Services Rate and Coverage Area.

■ **Roadside Assistance**

Roadside Assistance service is available for legally registered light passenger vehicles (e.g., sedans, coupes, motorcycles, convertibles, SUVs, light-duty pickups, etc.).

- For single lines, you can only make four calls a year for Roadside Assistance service.
- For Family SharePlans, you can make 10 calls a year using all lines.
- The \$5 Family SharePlan Roadside Assistance option is not available for business lines or accounts.

Roadside Assistance services are provided by Signature Motor Club, Inc. (in California), Signature Motor Club of California, Inc.), subsidiaries of Allstate Enterprises, LLC, an independent company contracted to provide roadside assistance to Verizon Wireless customers. You can receive Roadside Assistance service two days after the feature is added.

■ **International Long Distance**

You need International Dialing (I-Dial) to make international calls to most countries, but you can make calls to some North American destinations without it; see vzw.com/goglobal for details.

I-Dial requires a minimum payment history; a contract term and a security deposit may also be required. Failure to maintain these requirements may result in I-Dial suspension without notice. You can remove I-Dial at any time by calling Customer Service.

■ **International Long Distance Value Plan**

If you have the International Value Plan, then rates apply only on calls made from your Plan’s Coverage Area. If your Plan’s Coverage Area includes Canada, then calls made from that area to Canadian phone numbers will be billed per your Plan. Additional surcharges may apply when calling certain countries; see vzw.com/goglobal for details.

■ **International Roaming**

When you’re roaming abroad, you need International Dialing (I-Dial) for outbound calling in many CDMA destinations. However, I-Dial is not required to receive incoming calls, or for data usage, in available CDMA destinations.

If you’re roaming in South Korea, you need to manually update your device’s software. See vzw.com/goglobal for rates and countries, which are subject to change without notice.

Service may be available in additional countries, but rates and service availability (including return calls from emergency services personnel) may be restricted. When you’re roaming near country borders, calls may be carried by a cell site located in a neighboring country and billed at that country’s rates.

Text messaging is not available everywhere. Premium text messaging programs that are accessible domestically are also accessible when roaming internationally, but charges will be in addition to text messaging roaming charges.

Where available, directory assistance, entertainment lines and any third-party services calls are billed (along with applicable toll charges) in addition to roaming rates.

Message waiting indicator service is not available where text messaging is not available. Availability of service and features, including the ability to make and receive international calls, varies by serving carrier and location and may be restricted without notice.

■ **Cruise Ship Service**

Taking a cruise ship vacation? Then you’ll find Cruise Ship roaming rates apply only to calls made and received while traveling in international waters on the cruise lines and ships currently published on vzw.com/goglobal

Calls made and received when you’re in port or cruising in an area served by a foreign roaming carrier are billed at the

applicable roaming rates for that country. Availability of calling features, including the ability to make and receive international calls, varies and may be restricted without notice.

■ **Business Discounts**

Verizon Wireless offers monthly access discounts as well as corporate plans to qualifying businesses. For more information, please speak with a Verizon Wireless Sales Representative or call 1.800.VZW.4BIZ.

Discounts are not available on Nationwide Family SharePlan and Nationwide 65 Plus Plan secondary lines. See the *Small Business Guide* for more 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:

- Change account password
- Add/change Account Manager
- Perform Assumption of Liability (AOL)

Wireless Safety & Assistance

Important Information on Radio Frequency Emissions and Responsible Driving

You can find important and useful information on Radio Frequency Emissions and Responsible Driving in your Quick Reference Guide and on our website. Visit verizonwireless.com and click on the links at the bottom of the homepage.

Location Information

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 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 unauthorized access to your Location Information, Verizon Wireless phones are preset to “E911 ONLY,” which will only allow emergency response personnel to locate you if you dial 9-1-1 from your phone. Other wireless devices (such as Broadband Data Cards) only have “LOCATION ON” and “LOCATION OFF” settings. By changing the setting 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 or through web access messaging capabilities or other means. 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, except as required by law.

Toll-Free Calls and Emergency Services
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 *611 **SEND** from your wireless phone) and emergency calls (911), which are toll- and airtime-free. 911 Emergency Assistance: 911 **SEND** (toll- and airtime-free from your wireless phone).

Fraud Prevention

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.

Here are some other steps you can take to protect yourself:

- 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. If we conclude that the calls are fraudulent, you will not be held responsible for the charges.
- Record your phone’s electronic serial number in this brochure 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 under supervision of the licensee.

Severe punishment can result from failure to comply with the following regulations:

- 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.
- 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 Franklin Phone

- FCC regulations prohibit telemarketers from using automated dialers to call wireless phone numbers.
- The federal government does not maintain a national wireless phone registry.
- Personal wireless phone users can add their wireless numbers to the National Do Not Call Registry by either of the following methods:
 1. By telephone: 1.888.382.1222 from the telephone number you wish to register.
 2. Online at: www.donotcall.gov

Registrations become effective within 31 days of signing up and are active for five years. There is no cutoff date or deadline for registrations. For additional details, please visit www.fcc.gov

Assistive Communication Devices

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 TTY mode in order to place or receive calls. Please note that most digital wireless phones are TTY-compatible devices.

Content Filters

Verizon Wireless offers you the ability to filter unwanted content using Content Filters. Content Filters gives 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 On Demand, websites 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 *Get It Now/Media Center*, is not filtered at this time. Other limitations apply. Visit verizonwireless.com/usagecontrols or call 1.800.922.0204 for additional information.

Security Deposit

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 Early Termination Fee in addition to any outstanding balance before a check is processed.

Connecticut Customers Only	
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.	
If we cannot resolve your issue, you have the option of contacting the Department of Public Utility Control (DPUC):	
Online:	www.state.ct.us/dpuc
Phone:	1.866.381.2355
Mail:	Connecticut DPUC 10 Franklin Square New Britain, CT 06051

You can try out our service for 30 days.

Please see [Return and Service Termination](#) section under the Return & Exchange Policy below for complete details.

Return & Exchange Policy (for purchases from Verizon Wireless)

Wireless Device/Accessory Return Policy

We will gladly accept returns or make exchanges on all wireless devices and accessories purchased from Verizon Wireless within 30 days of purchase. A restocking fee of ³35 applies to all wireless device returns and to all wireless device exchanges (excluding Hawaii).

This return and exchange policy does not apply to customers who have purchased a Prepaid Plan.

Exchange New Merchandise

New and Certified Pre-Owned wireless devices and accessories may be exchanged within 30 days. You are permitted to make one exchange. A restocking fee of ³35 applies to all wireless device exchanges (excluding Hawaii). To make an exchange, return the merchandise (including device, charger, battery, instructions and any other components) in the ORIGINAL box. All merchandise must be in like-new condition and accompanied by the original receipt. Shipping charges may apply to exchange merchandise sent to you by Verizon Wireless.

If you purchased your merchandise from the Verizon Wireless Online Store or over the phone from one of our Telemarketing or Customer Service 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.

Return and Service Termination

You may terminate service for any reason within 30 days of activation. If you purchased a wireless device from us at a promotional price at the time of activation, you must return that wireless device to avoid being assessed an Early Termination Fee of ¹175, or ³350 if you purchased an Advanced Device. You will remain responsible for your Activation Fee unless you terminate service within three 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.

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.

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.

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 purchase price, subject to a ³35 restocking fee for the return of all wireless devices (excluding Hawaii). If you return a wireless device 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 wireless device 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.

If you received your merchandise through a "Buy One, Get One

Free" or similar offer, both items must be returned in order to receive a refund. If you received a discount on the purchase of any merchandise, the return of that merchandise 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 returned. A ³35 restocking fee applies to the exchange of all wireless devices (excluding Hawaii).

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.

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.

Before returning or exchanging any wireless device or accessory that has data in its memory, please transfer all files you wish to retain to another file source. Once the wireless device or accessory is returned, your files cannot be recovered.

Because the FCC requires that nearly all wireless devices on a carrier's network have GPS capability, Verizon Wireless does not allow non-GPS wireless devices to be activated on our network. If you upgrade from a non-GPS-capable wireless device to a GPS-capable wireless device and then return it within the 30-day period, Verizon Wireless will not allow the older non-GPS-capable wireless device back on our network. We will, however, all you to exchange your new wireless device for another GPS-capable wireless device that will meet your needs, subject to a ³35 restocking fee.

If you purchased your merchandise from the Verizon Wireless Online Store or by phone, please follow the instructions below to process your return:

- *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.*
- 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.
- Complete the prepaid, preaddressed return-shipping label enclosed with your purchase and affix it to the outside of the shipping carton. Please retain a copy of the shipping label for your records as proof of shipment. Verizon Wireless cannot process any claims, or provide refunds, for lost or missing returns without tracking information. The shipping label should be addressed to:

Verizon Wireless c/o New Breed
4320 N. Sylvania Avenue
Fort Worth, TX 76137

- Call 1.800.GO.FEDEX (1.800.463.3339) to schedule a pickup or locate the nearest drop-off location. 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 tracking procedures.

If you purchased your merchandise from a Verizon Wireless Communications Store, please follow the instructions below to process your return:

- 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.

Experiencing a problem with your device?

If you're having a problem with your wireless 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 can't 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 (either a like unit or one of comparable quality) right to your door. Certified Like-New Replacements will carry the remaining warranty period from the original wireless device, or 90 days, whichever is greater. Once you receive your replacement device, you must return your defective device within 10 days. If you do not, you will be charged up to the full retail price of your replacement device, which may be in excess of ³500.

Wireless devices that are lost, stolen or subjected to neglect, misuse, liquid damage, unreasonable wear and tear and the like, are not eligible for return or exchange.

You have 30 days from the date of activation of a new or Certified Pre-Owned wireless device to enroll in Total Equipment Coverage, Wireless Phone Protection or Extended Warranty. Please see verizonwireless.com/equipmentprotection for details.

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 refer to the Extended Limited Warranty or Service Contract information below.**

Gift Card Returns

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.

Extended Limited Warranty or Service Contract (Important Information for Customers Who Enroll in the Extended Limited Warranty or Service Contract)

I. Service Contract or Extended Limited Warranty: IF YOU PURCHASED YOUR DEVICE, AS STATED ON THE RECEIPT, IN ALABAMA, CALIFORNIA, HAWAII, KENTUCKY, ILLINOIS, NEVADA, NEW YORK, OKLAHOMA, OREGON, SOUTH CAROLINA, TEXAS, VERMONT, WASHINGTON OR WYOMING, THIS DOCUMENT IS A SERVICE CONTRACT. OTHERWISE, IT IS AN EXTENDED LIMITED WARRANTY.

II. Fee: You will be billed a monthly charge in the amount of ¹99, in advance, to receive this Warranty or Service Contract. If you purchase this protection as a part of the Verizon Wireless Total Equipment Coverage package, you will be billed ¹99 (Advanced Devices) or ¹10 (Phones). The fee is based on your equipment protection program and/or price plan. If, during the term of this agreement, you change your price plan or protection program, the fee may be increased.

III. What This Agreement Covers:

- A. COVERAGE IF IT IS AN EXTENDED LIMITED WARRANTY:
1. Verizon Wireless warrants your individually owned wireless device (hereinafter the "Product") against defects in material and workmanship under normal use and service. THIS WARRANTY COVERS THE WIRELESS DEVICE ONLY AND NOT ITS ACCESSORIES OR BATTERY, INCLUDING THOSE CONTAINED WITHIN THE ORIGINAL PACKAGE.
 2. At its option, Verizon Wireless will replace the Product during the warranty period at no charge, as long as you return it in accordance with the terms of this Warranty to a

Verizon Wireless Communications Store or other location specified by Verizon Wireless. The replacement device may be a new or reconditioned device of equal or comparable value to the Product. Non-original manufacturer's parts may be used in reconditioned devices. All Products returned to Verizon Wireless shall become the property of Verizon Wireless.

B. COVERAGE IF IT IS A SERVICE CONTRACT:
If there is a defect (including pre-existing) in the material and/or workmanship of your individually owned wireless device (hereinafter the "Product"), and the Product has been subject only to normal use and service, Verizon Wireless agrees to replace the Product at no charge, as long as you return it in accordance with the terms of this Service Contract to a Verizon Wireless Communications Store or another location specified by Verizon Wireless. The replacement device may be a new or reconditioned device of equal or comparable value to the Product. Non-original manufacturer's parts may be used in reconditioned devices. All Products replaced by Verizon Wireless shall become the property of Verizon Wireless. THIS SERVICE CONTRACT COVERS THE WIRELESS DEVICE ONLY AND NOT ITS ACCESSORIES OR BATTERY, INCLUDING THOSE CONTAINED WITHIN THE ORIGINAL PACKAGE.

IV. What This Warranty or Service Contract Does Not Cover:

- A. Defects or damage resulting from use of the Product in other than its normal and customary manner;
- B. Defects or damage from misuse, accident or neglect;
- C. Defects or damage from improper testing, operation, maintenance, installation, adjustment or any alteration or modification of any kind;
- D. Breakage or damage to antennas unless caused directly by defects in material or workmanship;
- E. Products disassembled or repaired in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any warranty claim;
- F. Products with labels removed or illegible serial numbers;
- G. Defects or damage due to spills of or immersion in food or liquid;
- H. Scratches on all plastic surfaces and externally exposed parts resulting from normal use; and/or
- I. Damage resulting from normal wear and tear.

V. How Long This Warranty or Service Contract Lasts:

Verizon Wireless will provide the warranties or benefits, described in Paragraph III, for as long as you subscribe to this program, from the date you activate service or for the duration of your continuous active service with Verizon Wireless using the Product, whichever is less. Activation will be deemed to be no later than fifteen (15) days from the date of delivery of the Product to you, the owner.

VI. How to Get Your Replacement Device Under This Agreement:

To receive your replacement device, present your Product to any Verizon Wireless Communications Store, along with your bill of sale or comparable substitute proof of sale. If you are enrolled in either the Extended Warranty or the Total Equipment Coverage program, call **1.866.406.5154** (toll free from a landline phone) and we'll diagnose the issue with you right over the phone. You may also visit any Verizon Wireless store to diagnose and address the problem with your wireless device.

VII. Your Obligations Under This Warranty or Service Contract: You must use the Product in a normal way; you must protect against further damage to the Product if there is a covered defect; you must follow the Product's instruction manual.

VIII. How and When You or We May Terminate This Warranty or Service Contract:

A. Subject to Paragraph VIII. B., we may terminate this Warranty or Service Contract at any time. You may terminate this Warranty or Service Contract at any time. If your wireless service with Verizon Wireless is terminated or expires for any reason, you will be deemed to have terminated this Warranty or Service Contract. If you or Verizon Wireless terminate this Warranty or Service Contract more than thirty (30) days after receiving this Warranty or Service Contract, you will receive

a prorated refund of your monthly fee for this Warranty or Service Contract, as applicable.

- B. For residents of Georgia, this Service Contract can only be terminated by Verizon Wireless for fraud, material misrepresentation or your failure to pay amounts due hereunder. For residents of Nevada, Verizon Wireless may not terminate this Service Contract before the expiration of the agreed term, if the Service Contract has been in effect for seventy (70) days, except if you: (1) fail to pay an amount when due; (2) commit fraud or make a material misrepresentation in obtaining this Service Contract, or in presenting a claim; or (3) perform any act or omission or violate any condition of this Service Contract, after the effective date of this Service Contract that substantially and materially increases the service required under this Service Contract. Cancellation of this Service Contract by Verizon Wireless will be effective fifteen (15) days after you receive the notice of cancellation.
- C. If within thirty (30) days of receiving this Warranty or Service Contract you wish to cancel service and you have not made a claim under this Warranty or Service Contract, simply notify Verizon Wireless and we will refund all fees paid up to the date of termination.
- D. IF YOU CANCEL AS DESCRIBED IN THE IMMEDIATELY PRECEDING PARAGRAPH, VERIZON WIRELESS MUST PROVIDE YOU WITH A FULL REFUND NO LATER THAN THIRTY (30) DAYS AFTER YOU NOTIFY VERIZON WIRELESS THAT YOU WISH TO CANCEL THIS WARRANTY OR SERVICE CONTRACT. IF VERIZON WIRELESS DOES NOT REFUND YOUR MONEY DURING THIS TIME PERIOD, YOU ARE ENTITLED TO RECEIVE A REFUND IN THE AMOUNT OF WHAT YOU PAID, PLUS AN EXTRA TEN PERCENT (10%) FOR EACH MONTH IN WHICH YOUR MONEY IS NOT REFUNDED.

IX. Other Conditions:

- A. This Warranty or Service Contract is extended to the original subscriber buyer only and may not be assigned or transferred to subsequent subscriber buyers. This is Verizon Wireless' complete Warranty or Service Contract for your Product. Verizon Wireless assumes no obligation or liability for additions or modifications to this Warranty or Service Contract unless made in writing and signed by an officer of Verizon Wireless. If this document is a Warranty, Verizon Wireless does not warrant the installation, maintenance or service of the equipment, accessories, batteries or parts.
- B. Verizon Wireless cannot be responsible in any way under this Warranty or Service Contract for any ancillary equipment attached to or used in connection with the Product, or for operation of the Product with any ancillary equipment. All such equipment is expressly excluded from this Warranty or Service Contract. Furthermore, Verizon Wireless cannot be responsible for any damage to the Product resulting from the use of ancillary equipment not furnished by Verizon Wireless for use with individually owned equipment.
- C. When the Product is used in conjunction with ancillary or peripheral equipment not furnished by Verizon Wireless, Verizon Wireless does not warrant and shall not supply service in connection with the operation of the Product/peripheral combination, and Verizon Wireless will honor no warranty or service claim where the Product is used in such a combination and it is determined by Verizon Wireless that there is no fault with the Product. Verizon Wireless specifically disclaims any responsibility for any damage caused in any way by the use of product accessories and peripherals (specific examples include, but are not limited to, batteries, chargers, adapters and power supplies) when such accessories and peripherals are not furnished by Verizon Wireless.

X. General Provisions If This Is a Warranty:

A. This Warranty sets forth our responsibilities regarding the Product. Replacement of the Product, as described herein, is your exclusive remedy. THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES. IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES

OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. FURTHER, NO WARRANTY IS MADE AS TO COVERAGE, AVAILABILITY OR GRADE OF SERVICE PROVIDED BY VERIZON WIRELESS.

- B. IN NO EVENT SHALL VERIZON WIRELESS BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, FOR ANY LOSS OF USE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS OR OTHER INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR PUNITIVE DAMAGES OR ATTORNEYS' FEES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PRODUCT, TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW.
- C. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

XI. General Provisions If This Is a Service Contract:

A. This Service Contract sets forth our responsibilities regarding the Product. Replacement of the Product, as described herein, is your exclusive remedy. THIS DOCUMENT IS NOT A WARRANTY.

B. Obligations of Verizon Wireless under this Service Contract are backed by the full faith and credit of Verizon Wireless.

XII. Other Rights:

- A. This Warranty or Service Contract gives you specific legal rights. You may have additional rights that vary from state to state.
- B. Residents of Georgia and Kentucky may file a claim with Federal Insurance Co., 15 Mountain View Road, Warren, NJ 07059, directly if Verizon Wireless does not honor your claim within sixty (60) days after you filed your proof of loss. Residents of Connecticut may file a claim with Balboa Insurance Company, Suite 200, 3349 Michelson Drive, Irvine, CA 92612-8893 directly if Verizon Wireless fails to perform according to the terms hereof.
- C. Resolution of Disputes for Connecticut Residents Only: Any disputes between Verizon Wireless and residents of Connecticut arising under this Warranty shall be decided by an arbitration process. A written complaint containing a description of the dispute, the purchase price, the cost of the repair of the Product and a copy of the warranty form can be mailed to: State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attn.: Consumer Affairs.
- D. Defective equipment must be returned or holder will be subject to a non-return fee equal to the cost of the nonpromotion retail price. Subject to equipment availability at time of processing. Customer agrees to "like" device if same model is no longer available.

SELLER:
(Entity Financially and Legally Obligated to Perform Service)
Verizon Wireless Services, LLC
One Verizon Way
Basking Ridge, NJ 07920-1097

Verizon Wireless Plans, Rate and Coverage Areas, rates, agreement provisions, business practices, procedures, and policies are subject to change as specified in the Customer Agreement.

©2010 Verizon Wireless

ATTACHMENT 3

TOP

HTC ADR6300 Droid Incredible

DROID INCREDIBLE by HTC

\$249⁹⁶ Phone with Essential Bundle. A \$30 savings!††
Charger • Headset • Case / Cover

**BEST
VALUE!**

Includes device at \$199.99 (\$299.99 2-yr price less \$100.00 mail-in rebate debit card), and Essential Bundle at \$49.97. New 2-year activation req'd.



Wi-Fi



GPS



Global Ready™
In over 40 Countries



3G
Smartphone



Advanced Device

- 1 Ghz Snapdragon Processor
- 8GB Internal Memory** & 2GB microSD™ Card pre-installed
- 8 Megapixel Camera with Autofocus & Flash
- HTML Web Browser
- Visual Voice Mail*
- Quick access to YouTube™
- Bluetooth® Stereo Support
- Hearing Aid Compatibility = M4/T3

*See Sales Rep for details/charges.

\$350 ETF with 1- or 2-yr agreement. Requires voice plan with data pak \$29.99 or higher. For list of Global Ready countries, visit www.vzw.com/goglobal. **Actual formatted capacity is less. DROID is a trademark of Lucasfilm Ltd. and its related companies. Used under license.

Device Only	Device with new 2-Year Agreement†	\$299.99
	Save w/ Mail-in Rebate Debit Card*	-\$100.00
\$199⁹⁹	Device Price	\$199.99
	\$529.99 Full Retail Device Price \$369.99 With new 1-Year Customer Agreement	

† \$20 fee applies to Annual Upgrades

*Rebate also available with 1-year agreement

†† Compared to buying each accessory in the bundle separately

©2010 Verizon Wireless

ALL ADR6300DROIDINCREDIBLE 052610

PODCOCPAPER0409

ATTACHMENT 4

SINGLE-PIECE

SAMMY SAMPLES
3 SAMMY SAMPLES RD
SAMPLEVILLE, NY 11111-2222

June 10, 2010

Dear Sammy Samples,

Thank you for choosing Verizon Wireless. This letter confirms your activation of wireless phone service for wireless number (800) 444-1234 on June 2, 2010. We have also listed the details concerning your wireless service below. For your records, enclosed is a copy of your Customer Agreement.

For additional details regarding your service, please refer to the back of this letter.

Sincerely,
Verizon Wireless

Below, for your review, is your current account information

Calling Plan Name

- Nationwide Talk Plan

Calling Plan Details

- Monthly Access \$39.99
- Anytime Minutes 450
- Home Airtime Rate After Allowance \$0.45 per minute
 - Nights: 9:01pm - 5:59am, Monday - Friday
 - Weekends: 12:00am Saturday - 11:59pm Sunday
- VZW Mobile to VZW Mobile Calling Unlimited
- Domestic Wireless Long Distance Included
- Domestic Roam Rate Included

Feature Description	Feature Charge
• Ringback Tones	\$0.99
• 500 Msg Allowance + Unl In Msg	\$10.00
• Tec Phone - Asurion	\$5.99
• Data Package 25mb-Email	\$9.99

- Your estimated taxes, governmental surcharges and fees on your 1st bill are: \$15.42
- Your estimated Verizon Wireless surcharges on your 1st bill are: \$9.64
 - Estimated taxes and surcharges may be for both the partial and full month period.
 - The Federal Universal Service, Regulatory and Administrative Charges are Verizon Wireless charges, not taxes.
 - Monthly Federal Universal Service Charge on interstate & international telecom charges (varies quarterly based on FCC rate): 15.3% per line
 - Monthly Regulatory Charge (subject to change from time to time): 16¢ per line
 - Monthly Administrative Charge (subject to change from time to time): 83¢ per line
- Taxes and Verizon Wireless surcharges may add between 7% to 37% of your monthly bill.
- Our records indicate you were not charged an activation fee for your service.

Important cancellation information

- If you decide to cancel your service prior to June 2, 2012, an early termination fee of up to \$175 will apply. For details, please review the "What Happens if My Service is Canceled Before the End of My Contract Term?" section of your Customer Agreement.

Wireless #: (800) 444-1234 Account #: 033333333-00002 Contract end date: 06/02/12

The NEW My Verizon:

**All The Tools.
All The Features.
More Convenience.**

- Content archiving. Back up your contacts, ringtones, music and more.
- Family security. Filter unwanted content and manage family usage.
- Account status. Easily check your minute, text and data usage.

Visit
verizonwireless.com/myverizon
for more details!



Note: Please retain this letter and the enclosed document for your records. Discounts apply only if you are on a qualifying plan. This letter is for information only, and in case of error, your calling plan and Customer Agreement will govern.

Questions? 4 ways to get answers:	verizonwireless.com/care online	*611 from your wireless	1-800-922-0204 by phone	Verizon Wireless Communications store near you
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ATTACHMENT 5

Usage Management Practices

Usage Management Self-Serve IVR



- # MIN: Estimate of minutes used in current billing cycle
- # DATA: Estimate of messages sent/received, and estimate of data sent/received, in current billing cycle

My Verizon Minutes Usage Meter



verizonwireless

Account My Services Messages Media Shop Support

SEARCH: Site & Support June 4, 2010

MY VERIZON WIRELESS

WIRELESS FRIENDS & FAMILY SAFE GUARDS CONTACTS MY MEDIA

LINE: [Dropdown]

Motorola DROID
Phone Details
Review this Phone
Upgrade Discounts
Eligible on 11/13/10

MINUTES USAGE | TEXT USAGE | DATA USAGE

NATIONWIDE TALK FAMILY SHARE PRIMARY 1400 \$80 \$4969 0110
[Plan Details](#)

60 of 1400 minutes used [View Usage](#)

Estimate as of 06/03/10 5:31 PM [?](#) Cycle ends 07/02/10

My Bill - Acct:

Amount Due	Last Payment	View Bill
5/28/10	5/16/10	
\$0.00	\$64.92	

ACCOUNT ACTIONS

- [Make a Payment](#)
- [Change Address](#)
- [Change Phone Number](#)
- [Suspend / Resume Service](#)
- [Buy Accessories](#)
- [Change Calling Plan](#)
- [Update My Profile](#)
- [Activate Phone](#)
- [Assign Account Managers](#)
- [Upgrade Phone](#)
- [Add a New Line of Service](#)
- [Change Features](#)

[Setup Auto Pay](#)

WIRELESS SUPPORT

LINE: [Dropdown] Motorola DROID

- [Phones & Devices](#)
- [Services](#)
- [Order Status](#)
- [Refer Friends & Family](#)
- [How to Use Your Phone](#)

WIRELESS MESSAGING

- [Send Text Message](#)
- [Send Picture & Video Message](#)
- [Send Animated Message](#)
- [New Alert](#)

Music Apps Tones Games WallPapers

Prayer Imma Be

JUSTIN BIEBER
BABY

FAQs | [POPULAR FORUM THREADS](#)

- [How do I check my balance?](#)
- [How do I check my minutes used?](#)
- [How do I upgrade my equipment?](#)
- [What do I do if my phone is lost or stolen?](#)
- [How do I download ringtones?](#)
- [How do I check my data usage?](#)

[View all FAQs](#)

[More Support](#) [Contact Us](#) [My Verizon Demo](#)

My Verizon Text Usage Meter



verizonwireless Account My Services Messages Media Shop Support Welcome, [Name] | Sign Out

SEARCH: Site & Support June 4, 2010

MY VERIZON WIRELESS

WIRELESS FRIENDS & FAMILY SAFE GUARDS CONTACTS MY MEDIA

LINE: [Dropdown]

Phone Details

How Every Two 5 months remaining

MINUTES USAGE TEXT USAGE DATA USAGE

NATIONWIDE TALK FAMILY SHARE PRIMARY 1400 \$80 \$4969 0110
[Plan Details](#)

Need a messaging bundle?

[View Usage](#)

Estimate Cycle ends 06/12/10

My Bill - Acct:

Amount Due	Last Payment	View Bill
6/7/10	5/27/10	Autopay Date:
\$235.82	\$0.02	7/6/10
		Change

ACCOUNT ACTIONS

- [Make a Payment](#)
- [Change Address](#)
- [Change Phone Number](#)
- [Suspend / Resume Service](#)
- [Buy Accessories](#)
- [Change Calling Plan](#)
- [Update My Profile](#)
- [Activate Phone](#)
- [Assign Account Managers](#)
- [Upgrade Phone](#)
- [Add a New Line of Service](#)
- [Change Features](#)

Manage Auto Pay

WIRELESS SUPPORT

LINE [Dropdown]

- [Phones & Devices](#)
- [Services](#)
- [Order Status](#)
- [Refer Friends & Family](#)

WORLD OF COLOR at the Disneyland Resort. Your chance to win! [Enter Now](#)

Change Plan Select one of our new Nationwide plans. [Change Now](#)

Backup Your Contacts When you download Backup Assistant. [Learn More](#)

WIRELESS MESSAGING

- Send Text Message
- Send Picture & Video Message
- Send Animated Message
- New Alert

Music Apps Tones Games WallPapers

Justin Bieber

My Verizon Data Usage Meter



The screenshot shows the Verizon Wireless account management interface. At the top, there is a navigation bar with links for Account, My Services, Messages, Media, Shop, and Support. Below this is a search bar and the date June 4, 2010. The main content area is titled "MY VERIZON WIRELESS" and features a central "DATA USAGE" meter for a "NATIONWIDE TALK FAMILY SHARE PRIMARY 1400 \$80 S4969 0110" line. The meter shows that 18,944.16 of Unlimited data has been used, with an estimate as of 06/02/10 11:53 AM and a cycle ending on 06/12/10. To the right of the meter, there is a "My Bill - Acct:" section showing an amount due of \$235.82 and a last payment of \$0.02. Below the meter, there are promotional banners for "World of Color" at Disneyland and "Backup Your Contacts". At the bottom, there is a "WIRELESS MESSAGING" section with options to send text, picture, or video messages, and a "WIRELESS SUPPORT" section with a search bar and various support links. The footer contains a "WIRELESS SUPPORT" section with a search bar and various support links.

SEARCH: Site & Support June 4, 2010

MY VERIZON WIRELESS

WIRELESS FRIENDS & FAMILY SAFE GUARDS CONTACTS MY MEDIA

LINE: [Dropdown]

Phone Details

How Every Two [?] 5 months remaining

MINUTES USAGE TEXT USAGE DATA USAGE

NATIONWIDE TALK FAMILY SHARE PRIMARY 1400 \$80 S4969 0110
[Plan Details](#)

18,944.16 of Unlimited data used [View Usage](#)

Estimate as of 06/02/10 11:53 AM [?] Cycle ends 06/12/10

My Bill - Acct:

Amount Due	Last Payment	View Bill
6/7/10	5/27/10	Autopay Date:
\$235.82	\$0.02	7/6/10
		Change

ACCOUNT ACTIONS

- [Make a Payment](#)
- [Change Address](#)
- [Change Phone Number](#)
- [Suspend / Resume Service](#)
- [Buy Accessories](#)
- [Change Calling Plan](#)
- [Update My Profile](#)
- [Activate Phone](#)
- [Assign Account Managers](#)
- [Upgrade Phone](#)
- [Add a New Line of Service](#)
- [Change Features](#)

Manage Auto Pay

WIRELESS SUPPORT

LINE [Dropdown]

- [Phones & Devices](#)
- [Services](#)
- [Order Status](#)
- [Refer Friends & Family](#)

WORLD OF COLOR at the Disneyland® Resort. Your chance to win! [Enter Now](#)

Change Plan Select one of our new Nationwide plans. [Change Now](#)

Backup Your Contacts When you download Backup Assistant. [Learn More](#)

WIRELESS MESSAGING

- Send Text Message
- Send Picture & Video Message
- Send Animated Message
- New Alert

Music Apps Tones Games WallPapers

Prayer Imma Be

WIRELESS SUPPORT

FAQs | [POPULAR FORUM THREADS](#)

- [How do I check my balance?](#)
- [How do I check my minutes used?](#)
- [How do I upgrade my equipment?](#)
- [What do I do if my phone is lost or stolen?](#)
- [How do I download ringtones?](#)
- [How do I check my data usage?](#)

[View all FAQs](#)

[More Support](#) [Contact Us](#) [My Verizon Demo](#)

Safeguards Panel on Home Page



The screenshot shows the Verizon Wireless home page with a red navigation bar at the top. The main content area is titled "MY VERIZON WIRELESS" and features a navigation menu with icons for WIRELESS, FRIENDS & FAMILY, SAFE GUARDS (highlighted with an orange border), CONTACTS, and MY MEDIA. Below the navigation menu, the "SAFE GUARDS" panel is expanded, showing three sub-sections: "Usage Controls", "Family Locator", and "Content Filters". The "Usage Controls" section lists options like setting voice and message allowances, assigning trusted numbers, blocking numbers, and restricting access. The "Family Locator" section offers to locate family members and set arrival and departure times. The "Content Filters" section provides age-appropriate content filters for music, videos, and the internet, with a "No Additional Charge" note and a "View/Edit Settings" link. Below these sections are "Manage How" and "Learn More" buttons. To the right of the Safeguards panel, there is a "My Bill - Acct:" section with a table showing "Amount Due" as \$235.82 and "Last Payment" as \$0.02. Below the bill section is an "ACCOUNT ACTIONS" section with various links like "Make a Payment", "Change Address", and "Update My Profile". At the bottom of the page, there is a "WIRELESS MESSAGING" section with icons for sending text, picture & video, animated messages, and new alerts.

SEARCH: Site & Support June 4, 2010

MY VERIZON WIRELESS

WIRELESS FRIENDS & FAMILY **SAFE GUARDS** CONTACTS MY MEDIA

PARENTAL CONTROLS CALL & MESSAGE BLOCKING INTERNET SPAM BLOCKING

Usage Controls

- Set voice & message allowances
- Assign trusted numbers
- Block numbers
- Restrict access

Family Locator

- Locate your family
- Set up arrival time & departure dates
- Text your family easily at no additional cost

Content Filters

Protect your family with age appropriate content filters for music, videos, and the internet.

No Additional Charge
[View/Edit Settings](#)

Service Blocks

You can restrict purchase of data services including Ringback Tones and application downloads.

No Additional Charge
[Add/Remove Blocks](#)

Manage How Learn More

My Bill - Acct:

Amount Due	Last Payment	View Bill
6/7/10	5/27/10	Autopay Date: 7/6/10
\$235.82	\$0.02	Change

ACCOUNT ACTIONS

- [Make a Payment](#)
- [Change Address](#)
- [Change Phone Number](#)
- [Suspend / Resume Service](#)
- [Buy Accessories](#)
- [Change Calling Plan](#)
- [Update My Profile](#)
- [Activate Phone](#)
- [Assign Account Managers](#)
- [Upgrade Phone](#)
- [Add a New Line of Service](#)
- [Change Features](#)

Manage Auto Pay

WIRELESS SUPPORT

LINE

[Phones & Devices](#)

[Services](#)

[Order Status](#)

[Refer Friends & Family](#)

FAQs | [POPULAR FORUM THREADS](#)

How do I check my balance?

WIRELESS MESSAGING

- Send Text Message
- Send Picture & Video Message
- Send Animated Message
- New Alert

Parental Controls Overview

Parental Controls

Overview
Usage Controls
Family Locator
Content Filters

Take Control

Control how your family uses their phone and devices with Usage Controls, Family Locator and Content Filtering.

Sign Up **\$4.99** per line for Usage Controls

Already have Parental Controls? [Sign in now](#)

Usage Controls
Take control of your family's cell phone usage with:

- **Voice & Messaging Allowances**
Set allowances for your family's voice minutes and text messages.
- **Time Restrictions**
Set times of the day when your family members are prevented from calling, messaging, or accessing data, while always communicating with trusted numbers.
- **Block Numbers**
Block unwanted calls and messages from being sent or received.
- **Trusted Numbers**
Always stay connected despite Usage Controls restrictions.

\$4.99 | Monthly Access per line

[Learn more](#)

Sign Up

Family Locator
Easily locate your family member from your Verizon Wireless device or on the Web - all in real time using:

- Locate On Demand
- Arrival and departure updates
- Scheduled Updates
- Free Family Messaging

\$9.99 | Monthly Access per line

[Learn more](#)

Sign Up

Content Filters
Only Verizon Wireless offers age-appropriate content filters, which are easy to change as your child matures, protecting your family when they use:

- V CAST Music
- V CAST Video
- Mobile Web 2.0
- short code-based messaging campaigns

FREE!

[Learn more](#)

Sign Up

Confidential and proprietary material for authorized Verizon Wireless personnel only. Use, disclosure or distribution of this material is not permitted to any unauthorized persons or third parties except by written agreement.

7

Usage Controls Overview

Usage Controls

[Overview](#) | **Usage Controls** | [Family Locator](#) | [Content Filters](#)

[Help: Home](#)

The comfort of control.
Usage Controls gives you the tools to control your child's cell phone usage.
[Learn More](#)

\$4.99 Monthly Access per line [+ Add to Your Account](#)



[What Are Usage Controls?](#) | [How It Works](#) | [Get Usage Controls](#)

Get the Full Usage Controls Suite

 Usage Allowance Usage Allowances enable you to set limits for voice minutes and messages that can be used during a billing cycle.	 Time Restrictions Time Restrictions limit and control your child's use of his or her cell phone during a certain time of day or day of week.	 Blocked Numbers Blocked Numbers are phone numbers that are restricted from calling or messaging your child at any time. Your child will also not be able to call or message those numbers at any time.	 Trusted Numbers Trusted Numbers are phone numbers that are available for calling and messaging regardless of Usage Allowances or Time Restrictions.
--	---	---	--

Usage Controls > Usage Allowance

Parental Controls

Overview
Usage Controls
Family Locator
Content Filters
Profiles

[Dashboard](#) | [Usage Allowance](#) | [Time Restrictions](#) | [Blocked Numbers](#) | [Trusted Numbers](#) | [Service Blocks](#)

Usage Allowance Help: Usage Allowance

Set limits and view usage

Minutes
Messages

Minutes Allowance

Keep track of the monthly anytime minutes your child is using. This allowance applies to the minutes included in your calling plan and usage associated with applicable Friends & Family[®] calling. It does not apply to Unlimited Mobile to Mobile and Unlimited Night and Weekend Minutes.

Set up a minute allowance below, and when your child reaches the allowance you will receive a free text message. By setting an allowance threshold you are not restricting the number of anytime minutes your child can use; rather you are setting an alert to inform you of your child's usage. Your child will also receive free text alerts when he/she is within 15 minutes of their allowance threshold and again when they reach the allowance threshold you set.

Anytime Minutes Usage Summary - This billing cycle (6 days remaining)

3
1400

3 Minutes Used / 1400 Total Minutes in Plan

Set Anytime Minutes Allowance - 1400 total minutes in your plan

	Not Set	Set Minutes Allowance	Current Usage
<input checked="" type="checkbox"/> Test 2.0_0328	<input checked="" type="radio"/>	<input type="radio"/> <input style="width: 40px; border: 1px solid #ccc;" type="text"/> Minutes	3 Mins

0 Total Minutes Allowance

Cancel
Save Changes

Usage Controls > Message Allowance

Parental Controls

Overview
Usage Controls
Family Locator
Content Filters
Profiles

[Dashboard](#) | [Usage Allowance](#) | [Time Restrictions](#) | [Blocked Numbers](#) | [Trusted Numbers](#) | [Service Blocks](#)

Usage Allowance Help: [Usage Allowance](#)

Set limits and view usage

Minutes
Messages

Messages Allowance

Set a limit on the number of text, picture and video messages your child is allowed to send and receive each month. This limit applies to accounts on a pay as you go messaging plan or messaging bundle with an included number of messages. For example, if your child has a \$10 monthly access bundle that includes 500 messages and Unlimited "IN", the message allowance would apply to the 500 messages only.

Your child will receive free text alerts when he/she is within 15 messages of their allowance threshold and again when they reach the allowance you set. If the message limit is reached, you will be notified via a free text message and your child will no longer be able to send or receive messages. This restriction does not apply to phones on your wireless account the Trusted Numbers list that you will be able to send and receive messages to each other at all times.

Messages Usage Summary - This billing cycle (8 days remaining)

0 Messages Used / Pay As You Go Plan

Set Messages Allowance - Pay As You Go Plan

	Not Set	Set Messages Allowance	Current Usage
<input type="checkbox"/> Test 2.0_0328	<input checked="" type="radio"/>	<input type="radio"/> <input style="width: 50px;" type="text"/> Messages	0 Msgs

Cancel
Save Changes

Usage Controls > Time Restrictions



Parental Controls

Overview | **Usage Controls** | Family Locator | Content Filters | Profiles

[Dashboard](#) | [Usage Allowance](#) | **Time Restrictions** | [Blocked Numbers](#) | [Trusted Numbers](#) | [Service Blocks](#)

Time Restrictions [Help: Time Restriction](#)

Set up periods of time during the day or night when your child is not allowed to use his or her cell phone.

How Time Restrictions Work

Time restrictions allow you to set periods of time during the day or night (for example school hours or bed time) when your child is not allowed to use his or her cell phone. By default, time restrictions will prevent calling, messaging and downloading content during designated periods.

During time restricted periods, your child will still be able to communicate with numbers in your Trusted Numbers list, both placing/receiving calls and sending/receiving text, picture, and video messages.

Note: Certain data services and applications, such as Chaperone Family Locator, Navigator, and Backup Assistant, will always be allowed, even during time restricted periods. Time Restriction settings may not work on devices with "always on" data connections (such as the Android devices) and may not restrict data usage regardless of whether you have established a Time Restriction for one or more of those devices on your account.

Set Time Restrictions- You can add up to 10 restrictions for each account member. Restrictions spanning midnight will be counted as two restrictions. Restrictions must all be set for the same time zone.

 **Test 2.0_0328's Time Restrictions** [+ Add Restrictions](#)

Days* Mo Tu We Th Fr Sa Su [Weekdays](#) [Weekends](#)

Starts* 12:00 am Ends* 12:00 am

Time Zone* [Eastern](#) Do not adjust for Daylight Savings Time
Note: Time Zone setting will apply to all restrictions for Test 2.0_0328

[Cancel](#) [Save](#)

Mo, 12:00AM - 12:15 AM [X Delete](#) | [Edit](#)

Usage Controls > Blocked Numbers

Parental Controls

Overview
Usage Controls
Family Locator
Content Filters
Profiles

[Dashboard](#) | [Usage Allowance](#) | [Time Restrictions](#) | **[Blocked Numbers](#)** | [Trusted Numbers](#) | [Service Blocks](#)

Block Phone Numbers Help: [Blocked Num](#)

Block unwanted calls and messages by entering phone numbers that are not allowed to call or to message your child. Your child will also not be able to call or send messages to those same numbers.

- Block up to 20 phone numbers.
- Block calls from private and restricted numbers as well as outgoing calls to 411 directory assistance.
- 911 and account member phone numbers cannot be placed on the block list.
- You will not receive notification of attempted calls placed by phone numbers in your blocked number list.

Set Blocks - You can block up to 20 numbers for each account member subscribed to Usage Controls.

Test 2.0_0328's Blocks + Add Blocks

Block Restricted, Unavailable and Private Numbers ?

Block Outgoing 411 Directory Assistance Calls ?

Name ?

Phone Number*

Add
Cancel

<input type="checkbox"/>	Name	Phone Number
<input type="checkbox"/>	test	123-456-7890

X Delete

Usage Controls > Trusted Numbers

Parental Controls

- Overview
- Usage Controls**
- Family Locator
- Content Filters
- Profiles

[Dashboard](#) | [Usage Allowance](#) | [Time Restrictions](#) | [Blocked Numbers](#) | **Trusted Numbers** | [Service Blocks](#)

Trusted Numbers Help: [Trusted Numbers](#)

Create a list of trusted numbers who can always be contacted.

Allow Incoming and Outgoing Communication

Numbers on the Trusted Number list are able to call and message with your child regardless of usage allowances and time of day restrictions.

- You can specify up to 20 numbers for each account member.
- You can include phone numbers of other members on the account, those on your Friends and Family list, or any other landline or wireless numbers.
- Remember, your child can always reach 911.

Communication with Trusted Numbers is always allowed, but may incur overage charges in accordance with your calling and/or messaging plans.*

Set Trusted Numbers - Add Account Members or any other numbers to your Trusted List.

Test 2.0_0328's Trusted Numbers (None)+ Add Trusted Number

Secondary Line :

Name 

Phone Number*

*Voice usage associated with non-Verizon Wireless trusted numbers will count toward any Usage Controls allowances that you've designated, unless they are placed during free calling periods (i.e. nights & weekends). Most messages (except those associated with Mobile to Mobile messaging) will count toward your Usage Controls allowances. Premium Messages do not count towards Usage Controls allowances.

Usage Management Outreach Efforts

- Handset Users:
 - Review usage on 20th day of billing cycle
 - Proactively send text messages to customers who are at or nearing voice, messaging or data allowances
 - Customers can change plans or add/drop features at any time, without contract extension
- Laptop Users:
 - Provide estimate of usage since last bill cycle each time customer logs on
 - Send message when customer reaches 50%, 75%, 90% and 100% of monthly allowance

ATTACHMENT 6

P.O. BOX 105378
ATLANTA, GA 30348

Manage Your Account	Account Number	Date Due
My Verizon at www.verizonwireless.com		12/07/09
	Invoice Number	

Quick Bill Summary

Oct 13 – Nov 12

Previous Balance <i>(see back for details)</i>	\$190.39
Payment – Thank You	–\$190.39
Balance Forward	\$0.00
Monthly Access Charges	\$171.97
Usage Charges	
Voice	\$0.00
Data	\$0.00
Verizon Wireless' Surcharges and Other Charges & Credits	\$3.66
Taxes, Governmental Surcharges & Fees	\$13.02
Total Current Charges	\$188.65

Total Charges Due by December 07, 2009 \$188.65

Verizon Wireless News

It's Easy being Green

With Paperless Billing and AutoPay, you can do your part for the environment, save time and save on stamps.

Visit verizonwireless.com/myverizon

Pay from Wireless	Pay on the Web	Questions:
#PMT (#768)	My Verizon at www.verizonwireless.com	1.800.922.0204 or *611 from your wireless

VE

Bill Date
Account Number
Invoice Number

Total Amount Due by December 07, 2009

Make check payable to Verizon Wireless
Please return this remit slip with payment

\$188.65

\$.

PO BOX 660108



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include charges to recover or help defray costs of taxes and of governmental charges and fees imposed on us, including a Regulatory Charge (which helps defray costs of various regulatory mandates, including government number administration and license fees) and a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover costs imposed on us by the government to support universal service, and may include other charges also related to our governmental costs. It also includes an Administrative Charge, which helps defray certain costs we incur, currently including (i) charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers, (ii) fees and assessments on network facilities and services, and (iii) certain costs and charges associated with proceedings related to new cell site construction. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$190.39
Payment – Thank You	
Payment Received 11/04/09	-190.39
Total Payments	-\$190.39
Balance Forward	\$0.00

Correspondence Address: Verizon Wireless P O Box 105378 Atlanta, GA 30348

Automatic Payment Enrollment for Account:

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your check for this month's payment.

Changing your billing address for Account:

Use this space or sign in to My Verizon at www.verizonwireless.com to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____
 City _____
 State/Zip _____
 Daytime Phone _____ Evening Phone _____
 Email _____

PLACE OF PRIMARY USE (PPU)

The home or business mailing address indicated to the left is for the person using the phone(s) and is the person's residential street address or primary business address
 ___ YES ___ NO If "NO" or for multi-line accounts with more than one PPU address, please contact our Customer Service Department or visit our website to change the user's PPU address.

Overview of Lines

Your Account's Calling Plan

Nationwide Select Share 700

\$90.00 monthly access charge
 \$9.99 per additional line
 (totaling \$99.99 monthly)
 700 monthly allowance minutes
 \$.45 per minute after allowance

Breakdown of Charges

Current Calling Plan	Voice*	Data
pg 3	---	---
pg 4	---	---
Total Charges	\$0.00	\$0.00

* Voice may include long distance, 411 calls, SharePlan overage and other calls.

Breakdown of Minutes

Current Calling Plan	SharePlan Minutes Used
pg 3	286
pg 4	143
Total Minutes	429
SharePlan Allowance	700
Overage Minutes	0

Summary for

Your Calling Plan

Nationwide Select Share 700

(see pg 3)

Unl Night & Weekend Min

Unlimited OFFPEAK

Email & Web for BlackBerry

\$29.99 monthly access charge
 Unlimited monthly kilobyte

M2M National Unlimited

Unlimited monthly Mobile to Mobile

Unl Picture/Video MSG

Unlimited monthly PIX-FLIX

Charges

Monthly Access Charges

Nationwide Select Share 700 11/13 - 12/12	90.00
Email & Web for BlackBerry 11/13 - 12/12	29.99
WPP Advanced Devices - Asurion 11/13 - 12/12	6.00
	\$125.99

Usage Charges

Voice	.00
Data	.00
	\$0.00

Verizon Wireless' Surcharges

Fed Universal Service Charge	1.42
Regulatory Charge	.07
Administrative Charge	.92
	\$2.41

Your Calling Plan, continued

Unl Text Messaging

Unlimited monthly M2M TXT
Unlimited monthly TXT Message

Charges, continued

Taxes, Governmental Surcharges and Fees

FL State E911 Fee	.50
FL Communications Services Tax	8.47
Wakulla Cnty Comm Srvc Tax	2.25

\$11.22

Total Current Charges for

\$139.62

Usage Charges

Voice		Allowance	Used	Billable	Cost
SharePlan	minutes	700 (shared)	286	---	---
Mobile to Mobile	minutes	unlimited	385	---	---
Night/Weekend	minutes	unlimited	60	---	---
Total Voice					\$0.00
Data					
TXT Messaging	messages	unlimited	1106	---	---
Unlimited M2M TXT	messages	unlimited	580	---	---
PIX-FLIX Messaging	messages	unlimited	26	---	---
Kilobyte Usage	kilobytes	unlimited	106,398	---	---
Total Data					\$0.00
Total Usage Charges					\$0.00

Have more questions about your charges? Get details for all your voice and data Usage Charges at www.verizonwireless.com. Sign in to My Verizon and go to My Bill > Bill Details.

Summary for

Your Calling Plan

Nationwide Select Share 700

(see pg 3)

Unl Night & Weekend Min

Unlimited OFFPEAK

Email & Web for BlackBerry

\$29.99 monthly access charge
Unlimited monthly kilobyte

M2M National Unlimited

Unlimited monthly Mobile to Mobile

Unl Picture/Video MSG

Unlimited monthly PIX-FLIX

Charges

Monthly Access Charges

Nationwide Select Share 700 Add'l Line 11/13 - 12/12	9.99
Email & Web for BlackBerry 11/13 - 12/12	29.99
WPP Advanced Devices - Asurion 11/13 - 12/12	6.00

\$45.98

Usage Charges

Voice	.00
Data	.00
	\$0.00

Verizon Wireless' Surcharges

Fed Universal Service Charge	.26
Regulatory Charge	.07
Administrative Charge	.92

\$1.25

Your Calling Plan, continued

Uni Text Messaging

Unlimited monthly M2M TXT
Unlimited monthly TXT Message

Charges, continued

Taxes, Governmental Surcharges and Fees

FL State E911 Fee	.50
FL Communications Services Tax	1.03
Wakulla Cnty Comm Srvc Tax	.27
	\$1.80

Total Current Charges for **\$49.03**

Usage Charges

Voice		Allowance	Used	Billable	Cost
SharePlan	minutes	700 (shared)	143	---	---
Mobile to Mobile	minutes	unlimited	524	---	---
Night/Weekend	minutes	unlimited	153	---	---
Total Voice					\$0.00
Data					
TXT Messaging	messages	unlimited	257	---	---
Unlimited M2M TXT	messages	unlimited	219	---	---
PIX-FLIX Messaging	messages	unlimited	22	---	---
Kilobyte Usage	kilobytes	unlimited	78,067	---	---
Total Data					\$0.00
Total Usage Charges					\$0.00

Have more questions about your charges? Get details for all your voice and data Usage Charges at www.verizonwireless.com. Sign in to My Verizon and go to My Bill > Bill Details.

Need-to-Know Information



Limiting Notations on Payments

Written notations included with or on your payment cannot be reviewed when bills are processed and will not be honored. Please send such notated payment and any accompanying correspondence to the Correspondence Address on Page 2 of your bill.

Electronic Fund Transfer (EFT)

Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. An EFT may be withdrawn from your account the same day you make your payment and your check is not returned to you. If you want to be excluded from EFT, please call 1-866-544-0401. If payment is returned unpaid, you authorized us to collect an additional \$25 fee through EFT from your account.

Warranty Replacements

Experiencing problems with your handset? Call us at 1-866-406-5154 from a landline phone. If we're unable to resolve the issue and it's due to a manufacturing defect within the first year of ownership, we'll send a replacement device right to your door for free. For assistance with billing inquiries or to reach Customer Service, please call 1-800-922-0204.

Telecommunications Relay Service (TRS)

To contact Verizon Wireless using a TTY device, dial 711 to reach a Telecommunications Relay Service (TRS) operator to assist you in completing your call.

New Animated Messaging Feature

Try a new way to message with the newly enhanced Animated Messaging. You can upload your own portrait or pictures of friends to animate using your own uploaded voice or use one of our voices and type in what you want them to say all for only \$.49 per message, per recipient. You can compose your messages from the web at verizonwireless.com/AnimatedMessaging, from Mobile Web at Verizon Service > Animated Messaging, or download the new Animated Messaging Application on your phone (select phones). As before, you can also choose from one of our characters, voice and enter the message to animate your character for free. Standard rates and fees apply for use of Animated Messaging via Mobile Web or downloadable application. The recipients will receive the Animated Message as a standard billable video message. Additional terms and conditions apply.