

1) TERMS AND CONDITIONS FOR VOICE SERVICE

- **Terms Applicable to AT&T Nation™ and Family Talk™ GSM Plans**
- **Terms Applicable to AT&T Unity™**
- **Terms Applicable to AT&T Unity™ FamilyTalk™**
- **iPhone Terms and Conditions (applies to iPhone customers instead of the above plan terms)**

2) WIRELESS DATA SERVICE TERMS AND CONDITIONS (applies to all customers)

3) TERMS APPLICABLE TO SERVICES (applies to all customers)

4) Additional Messaging and Data Charges

5) AT&T MOBILE SHARE & ONLINE LOCKER TERMS:

1) TERMS AND CONDITIONS FOR VOICE SERVICE:

Terms Applicable to AT&T Nation™/FamilyTalk™ GSM Plans: Credit approval required. For further details regarding AT&T's Return Policy and Early Termination Fees, including Cancellation of Service, please see our [returns policy](#).

Minute Increment Billing and Usage: Airtime and other measured usage are billed in full-minute increments, and actual airtime and usage are rounded up to the next full increment at the end of each call for billing purposes. AT&T charges a full-minute increment of usage for every fraction of the last minute used on each wireless call. Minutes will be depleted according to usage in the following order: Night & Weekend Minutes, Mobile to Mobile Minutes, Anytime Minutes, and Rollover® Minutes except that minutes that are part of both a limited and an unlimited package will not be depleted from the limited package. Calls placed on networks served by other carriers may take longer to be processed, and billing for these calls may be delayed. Those minutes will be applied against your Anytime monthly minutes in the month in which the calls appear on your bill. Unanswered outgoing calls of 30 seconds or longer incur airtime. You may obtain usage information by calling customer service or using one of our automated systems.

Pricing/Taxes/No Proration: Final month's charges are not prorated. Prices are subject to change. Prices do not include taxes.

Activation Fees: \$36 Activation Fee for each new line. \$26 Activation Fee applies on each additional FamilyTalk line.

Nights & Weekends: Nights are 9 p.m. to 6 a.m. Weekends are 9 p.m. Friday to 6 a.m. Monday (based on time of day at the cell site or switch providing your service). Included long distance calls can be made from the 50 United States, Puerto Rico, and U.S. Virgin Islands to the 50 United States, Puerto Rico, U.S. Virgin Islands, Guam, and Northern Mariana Islands. Roaming charges do not apply when roaming within the service area of land-based networks of the 50 United States, Puerto Rico, and U.S. Virgin Islands. International long distance rates vary. Additional charges apply to services used outside the land borders of the U.S., Puerto Rico, and U.S. Virgin Islands.

Unlimited Voice Services: Unlimited voice services are provided primarily for live dialogue between two individuals. If your use of unlimited voice services for conference calling or call forwarding exceeds 750 minutes per month, AT&T may, at its option, terminate your service or change your plan to one with no unlimited usage components. Unlimited voice services may not be used for monitoring services, data transmissions, transmission of broadcasts, transmission of recorded material, or other connections which do not consist of uninterrupted live dialogue between two individuals. If AT&T finds that you are using an unlimited voice service offering for other than live dialogue, AT&T may, at its option, terminate your service or change your plan to one with no unlimited usage components. AT&T will provide notice that it intends to take any of the above actions, and you may terminate the agreement.

Offnet Usage: If your voice or messaging service usage (including unlimited services) during any two consecutive months or data service usage (including unlimited services) during any month on other carrier networks ("offnet usage") exceeds your offnet usage allowance, AT&T may, at its option, terminate your service, deny your continued use of other carriers' coverage, or change your plan to one imposing usage charges for offnet usage. Your offnet usage allowance is equal to the lesser of 750 minutes or 40% of the Anytime Minutes, the lesser of 24 MB or 20% of the MB included with your plan, or the lesser of 3000 messages or 50% of the messages included with your plan. AT&T will provide notice that it intends to take any of the above actions, and you may terminate the agreement.

Caller ID Blocking: Your billing name may be displayed along with your wireless number on outbound calls to other wireless and landline phones with Caller ID capability. Contact customer service for information on blocking the display of your name and number.

Basic & Enhanced Voicemail: Unless you subscribe to an Unlimited Voice Plan or are an upstate New York customer subscribing to enhanced voicemail, airtime charges apply to calls to your voicemail service, including calls where the caller does not leave a message because the call has been completed, calls to listen to, send, reply to, or forward messages, or to perform other activities with your voicemail service, including calls forwarded from other phones to your voicemail service. You are solely responsible for establishing and maintaining security passwords to protect against unauthorized use of your voicemail service. We reserve the right to change the number of voicemails you can store, the length you can store those messages, and other voicemail features. We may deactivate your voicemail service if you do not initialize it within a reasonable period after activation. We will reactivate the service upon your request. See [att.com/global](#) for information about using voicemail internationally.

FamilyTalk: FamilyTalk may require up to a two-year service agreement for each line. FamilyTalk plans include only package minutes included with the primary number, and minutes are shared by the additional lines. The rate shown for additional minutes applies to all minutes in excess of the Anytime Minutes. FamilyTalk requires two lines. If the rate plan for the primary number is changed to an ineligible plan or the primary number is disconnected, one of the existing additional lines shall become the primary number on the rate plan previously subscribed to by the former primary number; if only one line remains, it shall be converted to the closest single line rate.

Rollover Minutes: Rollover Minutes accumulate and expire through 12 rolling bill periods. Bill Period 1 (activation) unused Anytime Minutes will not carry over. Bill Period 2 unused Anytime Minutes will begin to carry over. Rollover Minutes accumulated starting with Bill Period 2 will expire each bill period as they reach a 12-bill-period age. Rollover Minutes will also expire immediately upon default or if customer changes to a non-Rollover plan. If you change plans (including the formation of a FamilyTalk plan), or if an existing subscriber joins your existing FamilyTalk plan, any accumulated Rollover Minutes in excess of your new plan or the primary FamilyTalk line's included Anytime Minutes will expire. Rollover Minutes are not redeemable for cash or credit and are not transferable.

Mobile to Mobile Minutes: Mobile to Mobile Minutes may be used when directly dialing or receiving calls from any other AT&T wireless phone number from within your calling area. Calls to AT&T voicemail and return calls from voicemail not included.

Messaging Plans: Quick messaging device owners must subscribe to an eligible messaging plan or combination of eligible messaging and data plans. If it is determined that you are using a Quick Messaging Device without an eligible messaging plan or combination of eligible messaging/data plans, AT&T reserves the right to add an eligible messaging or data plan to your account and bill you the appropriate monthly fee.

Data Plans: An eligible data plan is required for certain devices, including iPhones and other designated smartphones. Eligible data plans cover data usage in the U.S. and do not cover international data usage and charges. If it is determined that you are using an iPhone or other designated smartphone without an eligible data plan, AT&T reserves the right to add an eligible data plan to your account and bill you the appropriate monthly fee.

AT&T Viva Mexico ("Mexico Plan") & AT&T Nation/FamilyTalk™ with Canada ("Canada Plan"): Certain eligibility requirements apply. Anytime Minutes and Night & Weekend Minutes between Mexico and your U.S. wireless coverage area if you subscribe to the Mexico Plan, or Canada and your U.S. wireless coverage area if you subscribe to the Canada Plan, will be treated for billing purposes as calls to and from your U.S. wireless coverage area. Calls made from or received in Mexico and Canada cannot exceed your monthly offnet usage allowance (the lesser of 750 minutes/mo. or 40% of your Anytime Minutes/mo.) in any two consecutive months. Calls made from or received in Mexico and Canada will not qualify as Mobile to Mobile Minutes. Special rates apply for data usage in Mexico and Canada. International text, instant, picture and video messaging



SECTION 1 – APPLICANT (YOUR BILLING ADDRESS AND PRINCIPAL RESIDENCE MUST BE THE SAME)

Name: _____ (First) (Middle) (Last)

Street Address (Not a P.O. Box): _____

Apt. #: _____ City: _____ State: WV Zip Code: _____

Cellular Phone Number (if existing customer): (____) _____-_____

Phone # where you can be reached to discuss this application and/or the device to be used with this plan (A Verizon Wireless CDMA handset is required).

(____) _____-_____ Date of Birth: _____ Social Security #: _____

I currently receive, or a member of my household currently receives, Lifeline assistance or Tel-assistance at the above address.
[] Yes (You are not eligible for Lifeline assistance.) [] No

I have received, or a member of my household has received, Link Up assistance at the above address.
[] Yes (You are not eligible for Link Up assistance.) [] No

I currently have local telephone service at my residence.
[] Yes (You do not qualify for the Tel-assistance plan.) [] No

SECTION 2 – ELIGIBILITY FOR LIFELINE/TEL-ASSISTANCE/LINK UP ASSISTANCE (CHECK ALL THAT APPLY)

I am currently eligible to receive benefits from one or more of the following public assistance program(s):

- [] Food Stamps [] Temporary Assistance for Needy Families (TANF)
[] Medicaid (not Medicare) [] Federal Public Housing Assistance (including Section 8)
[] Supplemental Security Income (SSI) [] Low Income Home Energy Assistance (LIHEAP)
[] Other income related state or Federal programs verified by the West Virginia Department of Health and Human Resources.

ELIGIBILITY FOR LIFELINE OR TEL-ASSISTANCE IS SUBJECT TO INITIAL AND CONTINUING VERIFICATION BY THE WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES.

SECTION 3 – APPLICANT CERTIFICATION AND AGREEMENT

I AUTHORIZE VERIZON WIRELESS OR ITS AUTHORIZED REPRESENTATIVES TO ACCESS ANY RECORDS (INCLUDING FINANCIAL RECORDS) REQUIRED TO VERIFY MY STATEMENTS HEREIN, AND TO OBTAIN AND USE MY CREDIT AS NECESSARY TO SET UP AN ACCOUNT ALTHOUGH CREDIT HISTORY WILL NOT IMPACT ELIGIBILITY FOR LIFELINE/TEL-ASSISTANCE/LINK UP ASSISTANCE. I AUTHORIZE SOCIAL SERVICE AGENCY REPRESENTATIVES TO PROVIDE INFORMATION TO VERIZON WIRELESS VERIFYING MY ELIGIBILITY FOR, OR PARTICIPATION IN, A QUALIFYING PUBLIC ASSISTANCE PROGRAM. I AUTHORIZE VERIZON WIRELESS TO RELEASE ANY RECORDS (INCLUDING FINANCIAL RECORDS) REQUIRED FOR THE ADMINISTRATION OF THE LIFELINE/TEL-ASSISTANCE/LINK UP ASSISTANCE PROGRAMS.

I UNDERSTAND THAT I MAY BE REQUIRED TO VERIFY MY CONTINUED ELIGIBILITY FOR LIFELINE ASSISTANCE OR TEL-ASSISTANCE AT ANY TIME AND THAT FAILURE TO DO SO WILL RESULT IN TERMINATION OF THE ASSISTANCE. I UNDERSTAND THAT LIFELINE ASSISTANCE IS ONLY AVAILABLE FOR ONE PHONE LINE PER HOUSEHOLD, THAT TEL-ASSISTANCE IS NOT AVAILABLE IF I HAVE OTHER PHONE SERVICE AND THAT I MAY NOT RECEIVE LINK UP ASSISTANCE MORE THAN ONCE AT THE SAME ADDRESS. I UNDERSTAND THAT LIFELINE/TEL-ASSISTANCE SERVICE IS SUBJECT TO ADDITIONAL TERMS AND CONDITIONS SPECIFIED IN A SEPARATE CUSTOMER AGREEMENT. I AGREE TO NOTIFY MY CURRENT SERVICE PROVIDER THAT I HAVE APPLIED TO RECEIVE LIFELINE/TEL-ASSISTANCE/LINK UP ASSISTANCE FROM VERIZON WIRELESS. I ALSO AGREE TO NOTIFY VERIZON WIRELESS WITHIN FIVE (5) DAYS IF I CHANGE MY BILLING ADDRESS, I AM NO LONGER ELIGIBLE TO RECEIVE BENEFITS FROM AT LEAST ONE OF THE QUALIFYING PUBLIC ASSISTANCE PROGRAMS LISTED ABOVE OR ANOTHER MEMBER OF MY HOUSEHOLD RECEIVES LIFELINE ASSISTANCE OR TEL-ASSISTANCE.

I CERTIFY UNDER PENALTY OF PERJURY THAT ALL OF THE INFORMATION PROVIDED ABOVE IS TRUE AND CORRECT AND I AGREE TO COMPLY WITH ALL REQUIREMENTS OF THE ASSISTANCE PROGRAMS FROM WHICH I RECEIVE ASSISTANCE.

I AGREE TO THE CURRENT VERIZON WIRELESS CUSTOMER AGREEMENT, INCLUDING THE PLAN, AND OTHER TERMS AND CONDITIONS FOR SERVICES AND SELECTED FEATURES I HAVE AGREED TO PURCHASE, AND WHICH HAVE BEEN PRESENTED TO ME BY THE SALES REPRESENTATIVE, AND WHICH I HAD THE OPPORTUNITY TO REVIEW. I UNDERSTAND THAT I AM AGREEING TO LIMITATIONS OF LIABILITY FOR SERVICE AND EQUIPMENT, SETTLEMENT OF DISPUTES BY ARBITRATION AND OTHER MEANS INSTEAD OF JURY TRIALS AND OTHER IMPORTANT TERMS IN THE CUSTOMER AGREEMENT.

I UNDERSTAND THAT I MUST FULFILL THE TERMS AND CONDITIONS OF ANY EXISTING CUSTOMER AGREEMENT WITH VERIZON WIRELESS AND THAT TERMINATION OF MY EXISTING PLAN TO ACTIVATE LIFELINE OR TEL-ASSISTANCE SERVICE MAY RESULT IN THE ASSESSMENT OF A TERMINATION FEE.

TWO FORMS OF IDENTIFICATION WILL BE REQUIRED TO PROCESS YOUR APPLICATION (ONE PRIMARY, ONE SUPPLEMENTAL): Primary ID (State issued Driver's License or ID, U.S. Passport, Tribal Card, Resident Alien Card, U.S. Visa, etc.). Supplemental ID (Public Utility Bill, Credit Card Bill, Computerized Paycheck Stub, Social Security Card, Voter Registration Card, Vehicle Registration Card, Bank Statement, County ID, etc.).

DATED: _____, 20_____

SIGNATURE: _____

LIFELINE ASSISTANCE/TEL-ASSISTANCE

- Qualifying customers will save at least \$8²⁵ per month off of the \$33⁹⁹ monthly access for Lifeline service. Tel-assistance service is \$7⁵⁰ per month (*Lifeline and Tel-assistance customers are responsible for the payment of all applicable taxes, surcharges and fees*).
- You will not be charged a service deposit to initiate Lifeline or Tel-assistance service.
- Lifeline service includes 400 Anytime Minutes and 1000 Mobile to Mobile Calling Minutes within the Local Coverage Area. Tel-assistance service includes 5 anytime minutes. Roaming outside of the Local Coverage Area is prohibited.
- If you are on the Lifeline rate plan, a charge of 45^c per minute applies to incoming and outgoing calls made after the applicable allowance is exhausted. If you are on the Tel-assistance rate plan, a charge of 35^c per minute applies to incoming and outgoing calls made after the anytime minutes are exhausted.
- By electing Lifeline or Tel-assistance service from Verizon Wireless, you will not be charged a separate toll charge for outgoing Domestic Long Distance calls made from your wireless phone while you are within your Local Coverage Area. Airtime charges apply. Domestic Long Distance includes calls made from within your Local Coverage Area to anywhere within the United States or Puerto Rico.
- International Long Distance is not part of the plan. Your Lifeline or Tel-assistance phone may not be used to make International Long Distance calls. Access to "900" numbers is prohibited. Use of the service to make prohibited calls can result in the curtailment or termination of service.
- Basic Voice Mail with Message Waiting Indicator, Caller ID, Call Waiting, 3-Way Calling, Call Forwarding and No Answer/Busy Transfer are included as part of Lifeline service at no additional charge. Other services such as data service, handset insurance, and roadside assistance are not available as part of Lifeline or Tel-assistance service. All charges, either recurring or nonrecurring, for any service or feature other than those included in the Lifeline or Tel-assistance plan shall be billed at applicable rates and charges.
- Lifeline assistance and Tel-assistance are only available to a subscriber whose billing address is located within Verizon Wireless' designated service area. Lifeline service and Tel-assistance are only available for one wireline or wireless phone line per household. Tel-assistance is only available if you do not have local telephone service.
- The rates set forth in this application do not include any amounts resulting from taxes, fees or exactions imposed by or for the state, any municipal corporation or other political subdivision or agency of government against the subscribers, company or its property or its operations. It shall be the obligation of the subscribers to pay such amounts resulting from such taxes, fees or exactions and such amounts shall be billed by the Company to its subscribers. Lifeline or Tel-assistance subscribers will not be assessed a Federal Universal Service Fund surcharge or the number portability regulatory recovery fee.
- Lifeline and Tel-assistance service are subject to the terms and conditions included in your separate Customer Agreement.
- Other restrictions may apply.

LINK UP ASSISTANCE

Link Up assistance is equal to one-half of Verizon Wireless' customary activation charge of \$35. Verizon Wireless will waive the remaining balance of the activation charge for qualifying subscribers. Link Up assistance is only available to a subscriber whose billing address is located within Verizon Wireless' designated service area. Link Up assistance may only be applied once to initiate service (for a single landline or wireless telephone line) at the same address. Link Up assistance cannot be applied to customer facilities or equipment, including the cost of your phone. Link Up assistance may not be applied retroactively.



Verizon Wireless Use Only

Name: _____
Email for Confirmation: _____
CBR: _____
Rate Plan: _____
Equipment Type: _____
ESN: _____
Phone User (*Authorized on Account for Equipment Issues Only*): _____

Office Use Only

Application Number: _____
Account Number: _____
Representative Name: _____
MTN: _____
Date Completed: _____

THIS FORM MUST BE COMPLETED IN ITS ENTIRETY AND CAN BE FAXED TO:

1.877.561.7829

OR CAN BE MAILED TO:

Verizon Wireless/COOS Department
2nd Floor
3601 Converse Drive
Wilmington, NC 28403

IF YOU HAVE QUESTIONS PLEASE CALL 1.800.924.0585 FOR ASSISTANCE.



LIFELINE/LINK UP ASSISTANCE ENROLLMENT FORM

TX

SECTION 1 – APPLICANT (YOUR BILLING ADDRESS AND PRINCIPAL RESIDENCE MUST BE THE SAME)

Name: _____
(First) (Middle) (Last)

Street Address (Not a P.O. Box): _____

Apt. #: _____ City: _____ State: TX Zip Code: _____

Cellular Phone Number (if existing customer): (____) _____ – _____

Phone # where you can be reached to discuss this application and/or the device to be used with this plan (A Verizon Wireless CDMA handset is required).

(____) _____ – _____ Date of Birth: _____ Social Security #: _____

I currently receive, or a member of my household currently receives, Lifeline assistance at the above address.

- Yes (You are not eligible for Lifeline assistance.)
- No

I have received, or a member of my household has received, Link Up assistance at the above address.

- Yes (You are not eligible for Link Up assistance.)
- No

SECTION 2 – LIFELINE ENROLLMENT ELECTION

I authorize Verizon Wireless to change the terms and conditions of my current service to the Verizon Wireless Service Plan.

SECTION 3 – APPLICANT CERTIFICATION AND AGREEMENT

I AUTHORIZE VERIZON WIRELESS OR ITS AUTHORIZED REPRESENTATIVES TO ACCESS ANY RECORDS (INCLUDING FINANCIAL RECORDS) REQUIRED TO VERIFY MY STATEMENTS HEREIN, AND TO OBTAIN AND USE MY CREDIT AS NECESSARY TO SET UP AN ACCOUNT ALTHOUGH CREDIT HISTORY WILL NOT IMPACT ELIGIBILITY FOR LIFELINE/LINK UP ASSISTANCE. I AUTHORIZE SOCIAL SERVICE AGENCY REPRESENTATIVES TO PROVIDE INFORMATION TO VERIZON WIRELESS VERIFYING MY ELIGIBILITY FOR, OR PARTICIPATION IN, A QUALIFYING PUBLIC ASSISTANCE PROGRAM. I AUTHORIZE VERIZON WIRELESS TO RELEASE ANY RECORDS (INCLUDING FINANCIAL RECORDS) REQUIRED FOR THE ADMINISTRATION OF THE LIFELINE/LINK UP ASSISTANCE PROGRAMS.

I UNDERSTAND THAT I MAY BE REQUIRED TO VERIFY MY CONTINUED ELIGIBILITY FOR LIFELINE ASSISTANCE AT ANY TIME AND THAT FAILURE TO DO SO WILL RESULT IN TERMINATION OF LIFELINE ASSISTANCE. I UNDERSTAND THAT LIFELINE ASSISTANCE IS ONLY AVAILABLE FOR ONE PHONE LINE PER HOUSEHOLD AND THAT I MAY NOT RECEIVE LINK UP ASSISTANCE MORE THAN ONCE AT THE SAME ADDRESS. I UNDERSTAND THAT LIFELINE SERVICE IS SUBJECT TO ADDITIONAL TERMS AND CONDITIONS SPECIFIED IN A SEPARATE CUSTOMER AGREEMENT.

I AGREE TO NOTIFY MY CURRENT SERVICE PROVIDER THAT I HAVE ELECTED TO RECEIVE LIFELINE/LINK UP ASSISTANCE FROM VERIZON WIRELESS. I ALSO AGREE TO NOTIFY VERIZON WIRELESS AND THE TEXAS LOW-INCOME DISCOUNT ADMINISTRATOR (LIDA) WITHIN (5) DAYS IF I CHANGE MY BILLING ADDRESS, I AM NO LONGER ELIGIBLE TO RECEIVE BENEFITS FROM AT LEAST ONE QUALIFYING PUBLIC ASSISTANCE PROGRAM, ANOTHER MEMBER OF MY HOUSEHOLD RECEIVES LIFELINE ASSISTANCE, OR IF MY TOTAL HOUSEHOLD INCOME EXCEEDS 150% OF THE FEDERAL POVERTY GUIDELINES (if qualifying for Lifeline based on income).

I CERTIFY UNDER PENALTY OF PERJURY THAT ALL OF THE INFORMATION PROVIDED ABOVE IS TRUE AND CORRECT AND I AGREE TO COMPLY WITH ALL REQUIREMENTS OF THE LIFELINE/LINK UP ASSISTANCE PROGRAMS.

I AGREE TO THE CURRENT VERIZON WIRELESS CUSTOMER AGREEMENT, INCLUDING THE PLAN, AND OTHER TERMS AND CONDITIONS FOR SERVICES AND SELECTED FEATURES I HAVE AGREED TO PURCHASE, AND WHICH HAVE BEEN PRESENTED TO ME BY THE SALES REPRESENTATIVE, AND WHICH I HAD THE OPPORTUNITY TO REVIEW. I UNDERSTAND THAT I AM AGREEING TO LIMITATIONS OF LIABILITY FOR SERVICE AND EQUIPMENT, SETTLEMENT OF DISPUTES BY ARBITRATION AND OTHER MEANS INSTEAD OF JURY TRIALS AND OTHER IMPORTANT TERMS IN THE CUSTOMER AGREEMENT.

DATED: _____, 20____

SIGNATURE: _____



LIFELINE ASSISTANCE

- Qualifying customers will save at least \$8²⁵ per month off of the \$33⁹⁹ monthly access for Lifeline service (*Lifeline customers are responsible for the payment of all applicable taxes, surcharges and fees*).
- You will not be charged a service deposit to initiate Lifeline service.
- Lifeline service includes 400 Anytime Minutes and 1000 Mobile to Mobile Calling Minutes within the Local Coverage Area. Roaming outside of the Local Coverage Area is prohibited.
- A charge of 45¢ per minute applies to incoming and outgoing calls made after the applicable allowance is exhausted.
- By electing Lifeline service from Verizon Wireless, you will not be charged a separate toll charge for outgoing Domestic Long Distance calls made from your wireless phone while you are within your Local Coverage Area. Airtime charges apply. Domestic Long Distance includes calls made from within your Local Coverage Area to anywhere within the United States or Puerto Rico.
- International Long Distance is not part of the plan. Your Lifeline phone may not be used to make International Long Distance calls. Access to "900" numbers is prohibited. Use of the service to make prohibited calls can result in the curtailment or termination of service.
- Basic Voice Mail with Message Waiting Indicator, Caller ID, Call Waiting, 3-Way Calling, Call Forwarding and No Answer/Busy Transfer are included as part of Lifeline service at no additional charge. Other services such as data service, handset insurance, and roadside assistance are not available as part of Lifeline service. All charges, either recurring or nonrecurring, for any service or feature other than those included in the Lifeline plan shall be billed at applicable rates and charges.
- Lifeline assistance is only available to a subscriber whose billing address is located within Verizon Wireless' designated service area. Lifeline service is only available for one wireline or wireless phone line per household.
- The rates set forth in this application do not include any amounts resulting from taxes, fees or exactions imposed by or for the state, any municipal corporation or other political subdivision or agency of government against the subscribers, company or its property or its operations. It shall be the obligation of the subscribers to pay such amounts resulting from such taxes, fees or exactions and such amounts shall be billed by the Company to its subscribers. Lifeline subscribers will not be assessed a Federal Universal Service Fund surcharge or the number portability regulatory recovery fee.
- Lifeline service is subject to the terms and conditions included in your separate Customer Agreement.
- Other restrictions may apply.

LINK UP ASSISTANCE

Link Up assistance is equal to one-half of Verizon Wireless' customary activation charge of \$35. Verizon Wireless will waive the remaining balance of the activation charge for qualifying subscribers. Link Up assistance is only available to a subscriber whose billing address is located within Verizon Wireless' designated service area. Link Up assistance may only be applied once to initiate service (for a single landline or wireless telephone line) at the same address. Link Up assistance cannot be applied to customer facilities or equipment, including the cost of your phone. Link Up assistance may not be applied retroactively.

Verizon Wireless Use Only
 Name: _____
 Email for Confirmation: _____
 CBR: _____
 Rate Plan: _____
 Equipment Type: _____
 ESN: _____
 Phone User (*Authorized on Account for Equipment Issues Only*): _____

Office Use Only
 Application Number: _____
 Account Number: _____
 Representative Name: _____
 MTN: _____
 Date Completed: _____

THIS FORM MUST BE COMPLETED IN ITS ENTIRETY AND CAN BE FAXED TO:

1.877.561.7829

OR CAN BE MAILED TO:

Verizon Wireless/COOS Department
2nd Floor
3601 Converse Drive
Wilmington, NC 28403

IF YOU HAVE QUESTIONS PLEASE CALL 1.800.924.0585 FOR ASSISTANCE.

APPLICATION FORM – LIFELINE/LINK-UP ASSISTANCE PROGRAMS
(Please Read All Instructions Before Completing)

4. RESIDENTS OF TRIBAL LANDS ALSO COMPLETE THIS SECTION (CHECK ALL THAT APPLY)

My residence is located on federally-recognized Tribal lands.
 I currently participate in the following public assistance program(s):
 Tribally Administered Temporary Assistance for Needy Families (TANF)
 Bureau of Indian Affairs General Assistance
 Head Start (must satisfy income qualifying standard)
 National School Lunch Program’s free lunch program (must qualify for lunch)

5. ACCOUNT SPENDING LIMIT (PROVIDED UPON REQUEST AT NO ADDITIONAL CHARGE)

I elect to have an account spending limit of \$75 per month or less. (By electing an account spending limit of \$75 per month or less, you will not be required to pay a service deposit to initiate Lifeline service or have a credit check conducted).

6. APPLICANT CERTIFICATION

BY SIGNING BELOW, I CERTIFY UNDER PENALTY OF PERJURY THAT THE INFORMATION CONTAINED WITHIN THIS APPLICATION IS TRUE AND CORRECT. I ACKNOWLEDGE THAT PROVIDING FALSE OR FRAUDULENT DOCUMENTATION IN ORDER TO RECEIVE ASSISTANCE IS PUNISHABLE BY LAW.

I UNDERSTAND THAT COMPLETION OF THIS APPLICATION DOES NOT CONSTITUTE IMMEDIATE APPROVAL FOR LIFELINE/LINK UP ASSISTANCE. I AUTHORIZE SPRINT NEXTEL OR ITS DULY APPOINTED REPRESENTATIVE TO ACCESS ANY RECORDS (INCLUDING FINANCIAL RECORDS) REQUIRED TO VERIFY MY STATEMENTS HEREIN AND TO CONFIRM MY ELIGIBILITY FOR LIFELINE/LINK UP ASSISTANCE. I AUTHORIZE SOCIAL SERVICE AGENCY REPRESENTATIVES TO DISCUSS WITH AND/OR PROVIDE INFORMATION TO SPRINT NEXTEL VERIFYING MY PARTICIPATION IN PUBLIC ASSISTANCE PROGRAMS THAT QUALIFY ME FOR LIFELINE/LINK UP ASSISTANCE. I ALSO AUTHORIZE SPRINT NEXTEL TO RELEASE ANY RECORDS (INCLUDING FINANCIAL RECORDS) REQUIRED FOR THE ADMINISTRATION OF THE LIFELINE/LINK UP PROGRAMS.

I UNDERSTAND THAT I MAY BE REQUIRED TO VERIFY MY CONTINUED ELIGIBILITY FOR LIFELINE ASSISTANCE AT ANY TIME AND THAT FAILURE TO DO SO WILL RESULT IN TERMINATION OF LIFELINE SERVICE; THEREFORE, I WILL BE REQUIRED TO PAY THE FULL \$29.99 MRC. IF IN THE FUTURE MY TOTAL HOUSEHOLD INCOME EXCEEDS 150% OF THE FEDERAL POVERTY GUIDELINES, OR I AM NO LONGER ELIGIBLE TO RECEIVE BENEFITS FROM AT LEAST ONE OF THE QUALIFYING PUBLIC ASSISTANCE PROGRAMS LISTED ABOVE, I AGREE TO NOTIFY SPRINT NEXTEL WITHIN FIVE (5) DAYS THAT I AM NO LONGER ELIGIBLE FOR LIFELINE ASSISTANCE.

I UNDERSTAND THAT LIFELINE ASSISTANCE IS ONLY AVAILABLE FOR ONE WIRELINE OR WIRELESS PHONE LINE PER HOUSEHOLD AND THAT I MAY NOT RECEIVE LINK UP ASSISTANCE MORE THAN ONCE AT THE SAME RESIDENCE. I AGREE TO NOTIFY MY CURRENT LIFELINE SERVICE PROVIDER THAT I HAVE APPLIED TO RECEIVE LIFELINE/LINK UP ASSISTANCE FROM SPRINT NEXTEL. IF MY APPLICATION IS ACCEPTED, I AUTHORIZE SPRINT NEXTEL TO TERMINATE MY EXISTING SERVICE PLAN, IF ANY, AND ACTIVATE LIFELINE SERVICE SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED IN THE ATTACHED LIFELINE SERVICE AGREEMENT.

BY SIGNING BELOW, I AUTHORIZE SPRINT NEXTEL OR ITS DULY APPOINTED REPRESENTATIVE TO CONDUCT A CREDIT CHECK. (By electing an account spending limit of \$75 per month or less, you will not be required to pay a service deposit to initiate Lifeline service or have a credit check conducted).

SOCIAL SECURITY NUMBER: _____ DRIVERS LICENSE NUMBER: _____

_____ Applicant’s Signature	Date: _____, 20____
--------------------------------	---------------------

PLEASE RETURN COMPLETED APPLICATION AND
 SUPPORTING DOCUMENTATION TO:

 SPRINT NEXTEL LIFELINE/LINK UP ASSISTANCE PROGRAM
 ACS
 2432 FORTUNE DRIVE
 LEXINGTON, KY 40509

APPLICATION FORM – LIFELINE/LINK-UP ASSISTANCE PROGRAMS
(Please Read All Instructions Before Completing)

LIFELINE/LINK UP ASSISTANCE PROGRAM

LIFELINE

- Eligible subscribers pay \$15.49 per month for Lifeline service from Sprint Nextel, which is a discount off the current \$29.99 monthly recurring charge (MRC). Eligible residents of federally-recognized Tribal lands pay \$1.75 per month for Lifeline service. Lifeline subscribers may purchase a reduced-cost Lifeline phone.
- Lifeline service includes 200 Anytime Minutes and Unlimited Night and Weekend Minutes, which may be used for local or long-distance calls. (Night and weekend minutes may be used before 7:00 am and after 9:00 pm Monday through Friday, and all day Saturday and Sunday.) Lifeline service also includes Voice Mail, Call Waiting, Caller ID, Numeric Paging, Roaming and Three-Way Calling at no additional charge. Call forwarding is 20¢ per minute. Nextel Lifeline service includes 100 Walkie Talkie minutes at no additional charge. Roaming not included in Sprint Affiliate territories.
- Lifeline service is only available in limited geographic areas. Lifeline assistance is only available for one wireline or wireless phone line per household. Data services and other enhanced services or features, international long distance and access to “900” numbers are not available to Lifeline subscribers.
- You may be charged a service deposit based on your credit history. Lifeline subscribers may avoid paying a service deposit by choosing an account spending limit (ASL) of \$75 or less. Access to emergency services by dialing 911 is not subject to any account usage limitation.
- A charge of 45¢ per minute applies to usage in addition to the amounts included in the plan.
- Lifeline service plan minutes are only available for calls within Sprint Nextel coverage areas – coverage maps are available at www.sprint.com, www.nextel.com or at any Sprint Nextel retail location. Off-network roaming calls in Sprint Affiliate territories are 45¢ per minute.
- Lifeline service from Sprint Nextel is subject to the terms and conditions included in your Subscriber Agreement. Lifeline service is subject to a minimum two-year term. If you are already a current Sprint or Nextel subscriber, your existing calling plan will be terminated and an early termination fee of up to \$200 may apply. You will be eligible for Lifeline service only if your account is in good standing and no payments are past due.
- Other restrictions may apply.

LINK UP

Link Up will pay one-half of the \$36 service activation fee, or \$18. Eligible residents of Tribal lands may receive an additional credit of up to \$70 to cover 100% of the service activation or installation charges between \$60 and \$130. You may also receive a deferred schedule (of up to one year) for payment of the discounted charges for commencing service at your principal residence. You may only receive the Link Up discount once at the same address. The discount cannot be applied to activation or installation charges you paid prior to signing up for Lifeline service. The discount cannot be applied to the purchase of customer equipment.

2009 FEDERAL POVERTY GUIDELINES

Household Size	Household Income	150%
1	\$10,830	\$16,245
2	\$14,570	\$21,855
3	\$18,310	\$27,465
4	\$22,050	\$33,075
5	\$25,790	\$38,685
6	\$29,530	\$44,295
7	\$33,270	\$49,905
8	\$37,010	\$55,515
each additional person	\$3,740	\$5,610

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Fees for switching to Even More Plus

If you are an existing T-Mobile customer, the fees associated with switching to an Even More Plus plan will depend on the length of time left in your current contract term.

For information on the fees associated with switching to an Even More Plus plan, refer to the following:

Even More Plus Activation Fee: if you have less than 12 months left in your current contract term, you will pay an Activation Fee to move to an Even More Plus plan.

- \$35 single line
- \$70 family plans (\$35 each for the first two lines)

NOTE: If you have more than 2 lines on your family plan and you switch all lines at the same time, you will only be charged an Activation Fee on 2 lines. You will not be charged an Activation Fee on the additional lines. However, if you switch the additional lines at a different time, you will be charged the \$35 Activation Fee for each line.

IMPORTANT: Additionally, the remaining term of your contract will continue.

Early Contract Termination Fee: If you have 12 months or more left in your current contract term, you will pay the Early Contract Termination Fee to cancel your current contract so that you can move to an Even More Plus plan.

- There is a \$200 fee per line.
- You are released from the current contract.
- If moving to Even More Plus, the \$35 plan Activation Fee is waived.

NOTE: You may be unable to switch to some plans.

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Did we help?

Did this article help you?

Yes, the problem is solved!

Yes, but the instructions were unclear.

Yes, but it was not the answer I was hoping for.

No, it did not address my particular situation.

No, not even close!

Related info:

Other suggested articles

- [Fly Free® in '08 FAQs](#)
- [FlexPay\(SM\) Rate Plan FAQs](#)
- [How do I change my rate plan from My T-Mobile?](#)
- [myFaves® Plan Overview](#)
- [Using voicemail while roaming](#)



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Important Service Information

All Plans

Regulatory Programs Fee of \$1.21 per line/month applies. This is not a tax or government-required charge. Taxes, tolls, roaming, and other charges (including Universal Service charges) are additional. **Cancellation.** If you are not satisfied with our service, you may cancel within 14 days of activation (or longer, depending on different states) with no early cancellation fee. **Consumer Information.** Limited time offer, subject to change without notice. Coverage only available on our US GSM network and that of our US roaming partners (Get More® network). **Credit approval and minimum 2-year agreement required with \$35 activation fee and up to \$200/line early termination fee.** Your use of the service constitutes acceptance of the T-Mobile Terms and Conditions including arbitration provision. Unused allowances lost. Billing of roaming charges and minutes of use or services may be delayed. Except where noted, all rates are for domestic usage. Any fraction of a minute used is rounded up and charged or deducted at the full minute rate; calls or sessions are measured from the time the network begins to process the call (before the phone rings or the call is answered) through its termination of the call. Devices are sold for use on our GSM and/or GPRS systems; they may not be compatible with other wireless systems. Additional restrictions apply; see a brochure or Terms and Conditions for details.

Voice Plans and Features

Airtime charges apply to all calls, including toll free calls. You will be charged for all calls processed through your phone. Your phone can process more than one call at a time. Certain types of calls or features involve multiple calls and you will be separately charged for each call. These include forwarded calls (incoming to your phone and outbound to the forwarded number), call waiting or hold, conference calls, and unanswered incoming calls that are forwarded to your voice mail. **Call Rating.** Weekends are midnight Friday to midnight Sunday. Nights are 9 pm to 6:59 am. Call minutes currently are used in the following order (as available): weekend, night, mobile-to-mobile, whenever. Roaming and other call ratings (such as time of call) depend on the location of the site transmitting the call, not on the location of the caller. An entire call is rated based on when the call began. **Long Distance and Roaming.** US long distance (but not for credit card, calling card, or operator-assisted calls) and US roaming are provided on the Get More network. Our PCS system is not compatible with analog TTY, which may prevent or delay emergency calls. Rate plans, rates, charges, calling areas, terms and conditions, and business practices are subject to change.

Mobile to Mobile (MTM)

MTM minutes means a directly dialed call between T-Mobile customers while on the T-Mobile USA network (calls may not rate as mobile to mobile if number is blocked or otherwise not recognized). For subscribers with MTM: an originating call is rated as MTM if the caller is on the T-Mobile USA network calling another T-Mobile phone; a received call is rated as MTM if the receiver is on the T-Mobile USA network while receiving a call from another T-Mobile phone. T-Mobile Prepaid service excluded.

Data Plans and Features

T-Mobile Internet, t-zones@/web2goSM, and Sidekick® are only available on T-Mobile's US GPRS network and that of its GPRS roaming partners. t-zones/web2goSM and a camera phone are required for picture messaging, and some phones have additional video capability. Each incoming and outgoing text or instant message (some may be counted as more than one) decreases your text message allotment (overage charges apply). Text messaging device required. Ability to use some or all t-zones/web2goSM features depends on device capability. Ability to use T-Mobile Internet depends on GPRS device capability and connection to our GPRS network. Ability to use some Sidekick functions depends on your connection to the GPRS network. When using a non-GPRS device, or when not connected to the GPRS network (due to unavailability in your location or other reason), you may be able to connect to a GSM network and you will be billed airtime (and any other applicable) charges for your use. You will be charged for all data sent by or to you through the network whether or not received. Any fraction of a megabyte used will be rounded up and charged as two (2) kilobytes. Not responsible for content of messages or attachments transmitted. See a t-zones/web2goSM or T-Mobile Internet brochure or visit www.t-mobile.com for additional information.

WorldClass®

Rates are in US dollars and subject to change. Airtime rates and tolls apply to calls from the US to an international number. Additional rates and restrictions apply to international voice or GPRS roaming (including unanswered calls that go to voice mail, which may be charged as 2 calls), see a WorldClass brochure or visit www.t-mobile.com for additional information.

Downloads

Applications, Ringtones, Games, MegaTones®, pictures, and other content may be downloaded to your phone using web2go or t-zones service or through device application stores. Ability to download depends on device capability and store availability. You will be charged for all downloads to your phone. A download is property of the artist or licensee and may only be stored for use with your phone. You may not sublicense or disseminate it. Your phone can only store a few downloads and you may need to delete one to add another. Your phone must be on and within your home network to receive a download. Read the instructions about how to save downloads on your phone; we accept no responsibility for a download lost due to your error. Downloads may not transfer to other handsets or Subscriber Identity Module (SIM) cards.

CallerTunes®

CallerTunes is a unique service that allows your callers to hear a song or a special announcement instead of the typical ring that they hear when calling you. CallerTunes is a service and therefore not dependant on what type of phone you use. After subscribing to CallerTunes, you can purchase CallerTunes for use up to 12 months.