BRIGGS
BRIGGS AND MORGAN

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80 South 8th Street
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June 27, 2014

**Andrew M. Carlson**
(612) 977-8242
acarlson@briggs.com

**VIA FEDERAL EXPRESS**

Marlene H. Dortch
Secretary
Federal Communications Commission
Office of the Secretary
9300 Hampton Drive
Capitol Heights, MD 20743

**Re: WC Docket Nos. 10-90 and 11-42**
**2014 Eligible Telecommunications Carrier Annual Reports pursuant to 47 C.F.R. § 54.313 and § 54.422**

Dear Secretary Dortch:

Please find enclosed for filing in the above dockets, pursuant to 47 C.F.R. § 54.313 and § 54.422, the original and one (1) copy of the following documents:

- PUBLIC VERSIONS OF 2014 ELIGIBLE TELECOMMUNICATIONS CARRIER ANNUAL REPORTS, using FORM 481;
- (separate marked envelopes) CONFIDENTIAL VERSIONS OF 2014 ELIGIBLE TELECOMMUNICATIONS CARRIER ANNUAL REPORTS, using FORM 481;
- REQUEST FOR CONFIDENTIAL TREATMENT OF SPECIFIED PORTIONS OF 2014 ELIGIBLE TELECOMMUNICATIONS CARRIER ANNUAL REPORTS.

The Request for Confidential Treatment is submitted pursuant to 47 C.F.R. §§ 0.457(d) and 0.459 and is made with respect to information designated as confidential, as specified in the Request.

These filings are submitted for the carriers and study areas listed below:

| Study Area Name | State | SAC |
|---|---|---|
| Iowa RSA 7 Limited Partnership | IA | 359070 |
| Iowa 8 - Monona Limited Partnership | IA | 359071 |
| North Central RSA 2 of North Dakota Limited Partnership | ND | 389006 |

| Study Area Name | State | SAC |
|---|---|---|
| Northwest Dakota Cellular of North Dakota LP | ND | 389007 |
| North Dakota RSA 3 Limited Partnership | ND | 389008 |
| Badlands Cellular of North Dakota Limited Partnership | ND | 389009 |
| North Dakota 5 - Kidder Limited Partnership | ND | 389010 |
| St. Lawrence Seaway RSA Cellular Partnership | NY | 159014 |
| New York RSA 2 Cellular Partnership | NY | 159015 |
| WI RSA #1 Limited Partnership | WI | 339023 |

If you have any questions, please contact me.

Sincerely,

Andrew M. Carlson

AMC/sjc
Enclosures
cc: Universal Service Administrative Company (via previous efiling of Form 481s)
State Commissions
Tribal Governments (as to certain carriers)

**Before the**
**Federal Communications Commission**
**Washington, D.C. 20554**

| | | |
|---|---|---|
| In the Matter of | ) | |
| Connect America Fund | ) | WC Docket Nos. 10-90 and 11-42 |
| | ) | |

# REQUEST FOR CONFIDENTIAL TREATMENT OF SPECIFIED INFORMATION IN 2014 ELIGIBLE TELECOMMUNICATIONS CARRIER ANNUAL REPORTS

**June 26, 2014**

BRIGGS AND MORGAN, P.A.
Matthew A. Slaven
Andrew M. Carlson
2200 IDS Center
80 South Eighth Street
Minneapolis, MN 55402
(612) 977-8400

For the reasons stated herein, Cellco Partnership d/b/a Verizon Wireless, on behalf of itself and its wireless subsidiaries and affiliates designated as eligible telecommunications carriers ("ETCs") ("Verizon Wireless" or the "Company"), hereby requests that the Outage Reports, Unfulfilled Requests for Service information, service improvement plans and progress reports, and complaints per 1,000 handset information filed herewith in the Form 481 2014 Eligible Telecommunications Carrier Annual Reports listed below be treated as confidential and not routinely available for public inspection pursuant to 47 C.F.R. §§ 0.457(d) and 0.459. Redacted copies of the Form 481s are submitted herewith for inclusion in the public record.

The Company's request for confidential treatment applies to the 2014 Eligible Telecommunications Carrier Annual Reports submitted for the carriers and study areas listed below:

| Study Area Name | State | SAC |
|---|---|---|
| Iowa RSA 7 Limited Partnership | IA | 359070 |
| Iowa 8 Limited Partnership | IA | 359071 |
| North Central RSA 2 of North Dakota Limited Partnership | ND | 389006 |
| Northwest Dakota Cellular of North Dakota LP | ND | 389007 |
| North Dakota RSA 3 Limited Partnership | ND | 389008 |
| Badlands Cellular of North Dakota Limited Partnership | ND | 389009 |
| North Dakota 5 - Kidder Limited Partnership | ND | 389010 |
| St. Lawrence Seaway RSA Cellular Partnership | NY | 159014 |
| New York RSA 2 Cellular Partnership | NY | 159015 |
| WI RSA #1 Limited Partnership | WI | 339023 |

The Outage Reports, Unfulfilled Requests for Service information, service improvement plans and progress reports, and complaints per 1,000 handset information (collectively, the "Confidential Information") set forth in the enclosed Form 481 2014 Eligible Telecommunications Carrier Annual Reports qualifies as "commercial or financial information" that "would customarily be guarded from competitors," regardless of whether or not such materials are protected from disclosure by a privilege. *See* 47 C.F.R. § 0.457(d); *see also*

*Critical Mass Energy Project v. NRC,* 975 F.2d 871, 879 (D.C. Cir. 1992) ("[W]e conclude that financial or commercial information provided to the Government on a voluntary basis is 'confidential' for the purpose of Exemption 4 if it is the kind that would customarily not be released to the public by the person from whom it was obtained."). Disclosure of this sensitive Confidential Information could place Verizon Wireless at a competitive disadvantage that warrants protection under 47 C.F.R. § 0.459. Verizon Wireless would be placed at a significant disadvantage if the Confidential Information were revealed to competing service providers, who stand to benefit competitively from any knowledge of the Confidential Information included in the Form 481 reports. If the Confidential Information were disclosed to competitors of Verizon Wireless, they could use such information to compete against Verizon Wireless or take other action that would place the Company at a substantial competitive disadvantage. The Confidential Information is not and has not previously been made available to the public, and Verizon Wireless has taken internal precautions to ensure that such information is not disclosed to the public.

In particular, the highly sensitive network outage information required by 47 C.F.R. § 54.313(a)(2) is competitively sensitive. Rule 54.313(a)(2) was modeled on and refers to the outage reporting requirements in 47 C.F.R. Part 4. When it adopted the Part 4 reporting requirements, the Commission found that such data presents national security and competitive concerns and should be deemed confidential when filed with the Commission. *In the Matter of New Part 4 of the Commission's Rules Concerning Disruptions to Communications*, ET Docket No. 04-35, Report and Order and Further Notice of Proposed Rulemaking, 19 FCC Rcd 16830, ¶ 3 (2004) ("This data, though useful for the analysis of past and current outages in order to increase the reliability and security of telecommunications networks in the future, could be used

by hostile parties to attack those networks, which are part of our Nation's critical information infrastructure. The disclosure of outage reporting information to the public could present an unacceptable risk of more effective terrorist activity. We therefore will treat the information that will be provided as confidential.")

Similarly, the service improvement plan and progress report information, and the unfilled request for service information, is all confidential because it describes specific subscriber locations, specific facilities expenses, the Company's level of service at specific locations, and efforts made by the Company to extend and improve service to specific locations. This Confidential Information qualifies as "commercial or financial information" that "would customarily be guarded from competitors," regardless of whether or not such materials are protected from disclosure by a privilege. *See* 47 C.F.R. § 0.457(d); *see also Critical Mass Energy Project v. NRC,* 975 F.2d 871, 879 (D.C. Cir. 1992). Verizon Wireless would be placed at a significant disadvantage if this information were revealed to competing service providers, who stand to benefit competitively from any knowledge of the redacted information included in these materials. Likewise, if made public, the Company's proprietary service level data could be used by its competitors to derive an unfair competitive financial benefit through targeted marketing or other initiatives.

Accordingly, the Confidential Information in the Form 481s warrants protection from public disclosure pursuant to 47 C.F.R. §§ 0.457(d) and 0.459.

Respectfully submitted,

June 26, 2014

BRIGGS AND MORGAN, P.A.

By _____

Matthew A. Slaven
Andrew M. Carlson
2200 IDS Center
80 South Eighth Street
Minneapolis, MN 55402
(612) 977-8400

6317869v1

**FCC Form 481 - Carrier Annual Reporting Data Collection Form**

PUBLIC VERSION

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name: Person USAC should contact with questions about this data | Linda Stevens |
| <035> | Contact Telephone Number: Number of the person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address: Email of the person identified in data line <030> | linda.stevens@verizon.com |

| ANNUAL REPORTING FOR ALL CARRIERS | | 54.313 Completion Required | 54.422 Completion Required |
|---|---|---|---|
| | | (check box when complete) | |
| <100> Service Quality Improvement Reporting | (complete attached worksheet) | ✓ | |
| <200> Outage Reporting (voice) | (complete attached worksheet) | ✓ | ✓ |
| <210> | <-- check box if no outages to report | ✓ | |
| <300> Unfulfilled Service Requests (voice) | Confidential | | |
| <310> Detail on Attempts (voice) | 159014ny310.pdf Attachment 310 is omitted; it is confidential (attach descriptive document) | ✓ | |
| <320> Unfulfilled Service Requests (broadband) | 0 | ✓ | |
| <330> Detail on Attempts (broadband) | (attach descriptive document) | | |
| <400> Number of Complaints per 1,000 customers (voice) | | | |
| <410> Fixed | 0.0 | ✓ | ✓ |
| <420> Mobile | Confidential | | |
| <430> Number of Complaints per 1,000 customers (broadband) | | ✓ | |
| <440> Fixed | 0.0 | | |
| <450> Mobile | 0.0 | | |
| <500> Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification) | ✓ | ✓ |
| <510> | 159014ny510.pdf (attached descriptive document) | ✓ | ✓ |
| <600> Functionality in Emergency Situations | (check to indicate certification) | ✓ | ✓ |
| <610> | 159014ny610.pdf (attached descriptive document) | ✓ | ✓ |
| <700> Company Price Offerings (voice) | (complete attached worksheet) | ✓ | |
| <710> Company Price Offerings (broadband) | (complete attached worksheet) | ✓ | |
| <800> Operating Companies and Affiliates | (complete attached worksheet) | ✓ | ✓ |
| <900> Tribal Land Offerings (Y/N)? ○ ● | (if yes, complete attached worksheet) | ✓ | |
| <1000> Voice Services Rate Comparability | (check to indicate certification) | ✓ | |
| <1010> | 159014ny1010.pdf (attach descriptive document) | ✓ | |
| <1100> Terrestrial Backhaul (Y/N)? ● ○ | (if not, check to indicate certification) | | |
| <1110> | (complete attached worksheet) | ✓ | |
| <1200> Terms and Condition for Lifeline Customers | (complete attached worksheet) | | ✓ |

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

| | | | |
|---|---|---|---|
| <2000> | (check to indicate certification) | | |
| <2005> | (complete attached worksheet) | | |

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

| | | | |
|---|---|---|---|
| <3000> | (check to indicate certification) | | |
| <3005> | (complete attached worksheet) | | |

**(100) Service Quality Improvement Reporting**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

| | | |
|---|---|---|
| <110> | Has your company received its ETC certification from the FCC? | (yes / no ) ● ○ |
| <111> | If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? | (yes / no ) ● ○ |

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

159014ny112.pdf

Attachment 112 is omitted; it is confidential

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

| | | |
|---|---|---|
| <113> | Maps detailing progress towards meeting plan targets | ✓ |
| <114> | Report how much universal service (USF) support was received | ✓ |
| <115> | How (USF) was used to improve service quality | ✓ |
| <116> | How (USF)was used to improve service coverage | ✓ |
| <117> | How (USF) was used to improve service capacity | ✓ |
| <118> | Provide an explanation of network improvement targets not met in the prior calendar year. | ✓ |

**(200) Service Outage Reporting (Voice)**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

<220>

| <a> NORS Reference Number | <b1> Outage Start Date | <b2> Outage Start Time | <b3> Outage End Date | <b4> Outage End Time | <c1> Number of Customers Affected | <c2> Total Number of Customers | <d> 911 Facilities Affected (Yes / No) | <e> Service Outage Description (Check all that apply) | <f> Did This Outage Affect Multiple Study Areas (Yes / No) | <g> Service Outage Resolution | <h> Preventative Procedures |
|---|---|---|---|---|---|---|---|---|---|---|---|
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-- See attached worksheet --

**(700) Price Offerings including Voice Rate Data**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

| | | |
|---|---|---|
| <701> | Residential Local Service Charge Effective Date | 1/1/2014 |
| <702> | Single State-wide Residential Local Service Charge | |

<703>

| <a1> | <a2> | <a3> | <b1> | <b2> | <b3> | <b4> | <b5> | <c> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **SAC (CETC)** | **Rate Type** | **Residential Local Service Rate** | **State Subscriber Line Charge** | **State Universal Service Fee** | **Mandatory Extended Area Service Charge** | **Total per line Rates and Fees** |
| | | | | | | | | |

-- See attached worksheet --

**(710) Broadband Price Offerings**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

<711>

| <a1> | <a2> | <b1> | <b2> | <c> | <d1> | <d2> | <d3> | <d4> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **Residential Rate** | **State Regulated Fees** | **Total Rate and Fees** | **Broadband Service - Download Speed (Mbps)** | **Broadband Service - Upload Speed (Mbps)** | **Usage Allowance (GB)** | **Usage Allowance Action Taken When Limit Reached {*select*}** |
| | | | | | | | | |
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-- See attached worksheet --

**(800) Operating Companies**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | St. Lawrence Seaway RSA Cellular Partnership |
| <811> | Holding Company | |
| <812> | Operating Company | |

**<813>**

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |

-- See attached worksheet --

**(900) Tribal Lands Reporting Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

| | | Select (Yes,No, NA) |
|---|---|---|
| <921> | Needs assessment and deployment planning with a focus on Tribal community anchor institutions. | |
| <922> | Feasibility and sustainability planning; | |
| <923> | Marketing services in a culturally sensitive manner; | |
| <924> | Compliance with Rights of way processes | |
| <925> | Compliance with Land Use permitting requirements | |
| <926> | Compliance with Facilities Siting rules | |
| <927> | Compliance with Environmental Review processes | |
| <928> | Compliance with Cultural Preservation review processes | |
| <929> | Compliance with Tribal Business and Licensing requirements. | |

**(1100) No Terrestrial Backhaul Reporting Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

**(1200) Terms and Condition for Lifeline Customers**
**Lifeline**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

159014ny1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP www.verizonwireless.com

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ✓

<1222> Details on the number of minutes provided as part of the plan, ✓

<1223> Additional charges for toll calls, and rates for each such plan. ✓

**(2000) Price Cap Carrier Additional Documentation**
**Data Collection Form**
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

**CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.**

**Incremental Connect America Phase I reporting**

<2010> 2nd Year Certification {47 CFR § 54.313(b)(1)} ☐

<2011> 3rd Year Certification {47 CFR § 54.313(b)(2)} ☐

**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

<2012> 2013 Frozen Support Certification ☐

<2013> 2014 Frozen Support Certification ☐

<2014> 2015 Frozen Support Certification ☐

<2015> 2016 and future Frozen Support Certification ☐

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification Support Used to Build Broadband ☐

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017> 3rd year Broadband Service Certification ☐

<2018> 5th year Broadband Service Certification ☐

<2019> Interim Progress Certification ☐

<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

PUBLIC VERSION

**(3000) Rate Of Return Carrier Additional Documentation**

**Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

**CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.**

(3010) **Progress Report on 5 Year Plan**
Milestone Certification {47 CFR § 54.313(f)(1)(i)}

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (Yes/No)

(3014) If yes, does your company file the RUS annual report (Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, Is your company audited? (Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

| **Certification - Reporting Carrier Data Collection Form** | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|---|

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

**Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients**

**I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.**

Name of Reporting Carrier: St. Lawrence Seaway Cellular Partnership

Signature of Authorized Officer: CERTIFIED ONLINE Date 06/24/2014

Printed name of Authorized Officer: Joseph Wurst

Title or position of Authorized Officer: Assistant Secretary

Telephone number of Authorized Officer: 4075480084 ext.

Study Area Code of Reporting Carrier: 159014 Filing Due Date for this form: 07/01/2014

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

| **Certification - Agent / Carrier Data Collection Form** | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|---|

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

**Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier**

**I certify that (Name of Agent)_____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.**

Name of Authorized Agent:

Name of Reporting Carrier:

Signature of Authorized Officer: Date:

Printed name of Authorized Officer:

Title or position of Authorized Officer:

Telephone number of Authorized Officer:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

**Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier**

**I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.**

Name of Reporting Carrier:

Name of Authorized Agent or Employee of Agent:

Signature of Authorized Agent or Employee of Agent: Date:

Printed name of Authorized Agent or Employee of Agent:

Title or position of Authorized Agent or Employee of Agent

Telephone number of Authorized Agent or Employee of Agent:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

# Attachments

PUBLIC VERSION

**(200) Service Outage Reporting (Voice)**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

<220>

| <a> | <b1> | <b2> | <b3> | <b4> | <c1> | <c2> | <d> | <e> | <f> | <g> | <h> |
|---|---|---|---|---|---|---|---|---|---|---|---|
| NORS Reference Number | Outage Start Date | Outage Start Time | Outage End Date | Outage End Time | Number of Customers Affected | Total Number of Customers | 911 Facilities Affected (Yes / No) | Service Outage Description (Check all that apply) | Did This Outage Affect Multiple Study Areas (Yes / No) | Service Outage Resolution | Preventative Procedures |
| [redacted] | | | | | | | | | | | |

PUBLIC VERSION

**(200) Service Outage Reporting (Voice)**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
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<220>

| <a> | <b1> | <b2> | <b3> | <b4> | <c1> | <c2> | <d> | <e> | <f> | <g> | <h> |
|---|---|---|---|---|---|---|---|---|---|---|---|
| NORS Reference Number | Outage Start Date | Outage Start Time | Outage End Date | Outage End Time | Number of Customers Affected | Total Number of Customers | 911 Facilities Affected (Yes / No) | Service Outage Description (Check all that apply) | Did This Outage Affect Multiple Study Areas (Yes / No) | Service Outage Resolution | Preventative Procedures |
| [redacted] | | | | | | | | | | | |

PUBLIC VERSION

**(200) Service Outage Reporting (Voice)**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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|---|---|---|
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| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

<220>

| <a> | <b1> | <b2> | <b3> | <b4> | <c1> | <c2> | <d> | <e> | <f> | <g> | <h> |
|---|---|---|---|---|---|---|---|---|---|---|---|
| NORS Reference Number | Outage Start Date | Outage Start Time | Outage End Date | Outage End Time | Number of Customers Affected | Total Number of Customers | 911 Facilities Affected (Yes / No) | Service Outage Description (Check all that apply) | Did This Outage Affect Multiple Study Areas (Yes / No) | Service Outage Resolution | Preventative Procedures |
| [redacted] | | | | | | | | | | | |

**(200) Service Outage Reporting (Voice)**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

<220>

| <a> NORS Reference Number | <b1> Outage Start Date | <b2> Outage Start Time | <b3> Outage End Date | <b4> Outage End Time | <c1> Number of Customers Affected | <c2> Total Number of Customers | <d> 911 Facilities Affected (Yes / No) | <e> Service Outage Description (Check all that apply) | <f> Did This Outage Affect Multiple Study Areas (Yes / No) | <g> Service Outage Resolution | <h> Preventative Procedures |
|---|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | Confidential | | | |
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**(700) Price Offerings including Voice Rate Data**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

| | | |
|---|---|---|
| <701> | Residential Local Service Charge Effective Date | 1/1/2014 |
| <702> | Single State-wide Residential Local Service Charge | |

<703>

| <a1> | <a2> | <a3> | <b1> | <b2> | <b3> | <b4> | <b5> | <c> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **SAC (CETC)** | **Rate Type** | **Residential Local Service Rate** | **State Subscriber Line Charge** | **State Universal Service Fee** | **Mandatory Extended Area Service Charge** | **Total per line Rates and Fees** |
| NY | All | | MS | 40.0 | 0.0 | 0.0 | 0.0 | 40.0 |
| NY | All | | MS | 35.0 | 0.0 | 0.0 | 0.0 | 35.0 |
| NY | All | | FR | 45.0 | 0.0 | 0.0 | 0.0 | 45.0 |

**(710) Broadband Price Offerings**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
| <030> | Contact Name - Person USAC should contact regarding this data | Linda Stevens |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

<711>

| <a1> | <a2> | <b1> | <b2> | <c> | <d1> | <d2> | <d3> | <d4> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **Residential Rate** | **State Regulated Fees** | Total Rates and Fees | **Broadband Service - Download Speed (Mbps)** | Broadband Service -Upload Speed (Mbps) | Usage Allowance (GB) | Usage Allowance Action Taken When Limit Reached {select} |
| NY | All | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | Other, not applicable |
| | | | | | | | | |
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**(800) Operating Companies**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 159014 |
| <015> | Study Area Name | St. Lawrence Seaway Cellular Partnership |
| <020> | Program Year | 2015 |
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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6783395404 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | linda.stevens@verizon.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | St. Lawrence Seaway RSA Cellular Partnership |
| <811> | Holding Company | |
| <812> | Operating Company | |

<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| Verizon New England Inc. | 115112 | Verizon |
| Verizon New England Inc. | 585114 | Verizon |
| Verizon New York Inc. | 155130 | Verizon |
| Verizon New Jersey Inc. | 165120 | Verizon |
| Verizon Pennsylvania LLC | 175000 | Verizon |
| Verizon North LLC | 170169 | Verizon |
| Verizon North LLC | 170170 | Verizon |
| Verizon North LLC | 170201 | Verizon |
| Verizon Maryland Inc. | 185030 | Verizon |
| Verizon Virginia LLC | 195040 | Verizon |
| Verizon Florida LLC | 210328 | Verizon |
| Verizon Delaware LLC | 565010 | Verizon |
| Verizon Washington D.C. Inc. | 575020 | Verizon |
| Verizon California Inc. | 542319 | Verizon |
| Verizon California Inc. | 542302 | Verizon |
| GTE Southwest d/b/a Verizon Southwest | 442080 | Verizon |
| GTE Southwest d/b/a Verizon Southwest | 442154 | Verizon |
| Verizon South Inc. | 190233 | Verizon |
| Verizon South Inc. | 190479 | Verizon |
| Verizon South Inc. | 230864 | Verizon |
| MCI Communications Services Inc. | 449007 | Verizon |
| RSA 7 Limited Partnership | 359070 | Verizon Wireless |
| Iowa 8 - Monona Limited Partnership | 359071 | Verizon Wireless |

PUBLIC VERSION

**(800) Operating Companies**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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| | | |
|---|---|---|
| <810> | Reporting Carrier | St. Lawrence Seaway RSA Cellular Partnership |
| <811> | Holding Company | |
| <812> | Operating Company | |

<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| North Central RSA 2 of North Dakota Limited Partnership | 389006 | Verizon Wireless |
| Northwest Dakota Cellular of North Dakota Limited Partnership | 389007 | Verizon Wireless |
| North Dakota RSA No. 3 Limited Partnership | 389008 | Verizon Wireless |
| Badlands Cellular of North Dakota Limited Partnership | 389009 | Verizon Wireless |
| North Dakota 5 - Kidder Limited Partnership | 389010 | Verizon Wireless |
| St. Lawrence Seaway RSA Cellular Partnership | 159014 | Verizon Wireless |
| New York RSA 2 Cellular Partnership | 159015 | Verizon Wireless |
| Wisconsin RSA #1 Partnership | 339023 | Verizon Wireless |

verizon

# LIFELINE/LINK UP

## CUSTOMER AGREEMENT & IMPORTANT INFORMATION

## IMPORTANT INFORMATION FOR LIFELINE SUBSCRIBERS

*The Verizon Wireless Customer Agreement contains information on some features and services that are not available on the Verizon Wireless Lifeline Plans. If you have any questions regarding the included Lifeline Plan features and services, please contact the COOS/ Lifeline Team at 1.800.924.0585.*

## My Verizon Wireless Customer Agreement

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 any disputes between us must be resolved in arbitration or small claims court. 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, including the possibility of an Early Termination Fee you may owe Verizon Wireless.

### 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. By accepting, you are agreeing to every provision of this Agreement whether or not you have read it.

If you do accept, you can cancel a line of Service within 14 days of accepting this Agreement without having to pay an Early Termination Fee as long as you return, within the applicable return period, any equipment you purchased from us or one of our authorized agents at a discount in connection with your acceptance of this Agreement, 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 14 days or if your account has been activated. Your activation fee will not be refunded unless you cancel within three days of accepting.

If you change your device or receive a Service promotion, you may be required to change your Plan to one that we are currently offering at that time.

### My Privacy

We collect personal information about you. We gather some information through our relationship with you, such as information about the quantity, 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 our Privacy Policy, available at verizon.com/privacy. By entering this Agreement, you consent to our data collection, use and sharing practices described in our Privacy Policy. We provide you with choices to limit, in certain circumstances, our use of the data we have about you. You can review these choices at verizon.com/privacy/#limits. If there are additional specific advertising and marketing practices for which your consent is necessary, we will seek your consent (such as through the privacy-related notices you receive when you purchase or use our products and services) before engaging in those practices. 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.

Many services and applications offered through your device may be provided by third parties. Some of these services and applications, which you may block or restrict at no cost, may involve charges for which you will be billed. The amount and frequency of the charges will be disclosed when you agree to the charges. Before you use, link to or download a service or application provided by a third party, you should review the terms of such service or application and applicable privacy policy. Personal information you submit may be read, collected or used by the service or application provider and/or other users of those forums. Verizon Wireless is not responsible for any third-party information, content, applications or services you access, download or use on your device. You are responsible for maintaining virus and other Internet security protections when accessing these third-party products or services. For additional information, visit the Verizon Content Policy at http://responsibility.verizon.com/contentpolicy

**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 if we fail to negate the change after you notify us of your objection to it.

**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. By activating Service that uses a SIM (Subscriber Identity Module) card, you agree that we own the intellectual property and software in the SIM card, that we may change the software or other data in the SIM card remotely and without notice, and that we may utilize any capacity in the SIM card for administrative, network, business and/or commercial purposes. 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, during the first six (6) months after activation, it can only be used for Prepaid Service. The iPhone 4 is configured to work only with the wireless services of Verizon Wireless and may not work on another carrier's network, even after completion of your contract term.

**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 not necessarily related to anything the government does, 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 transmission site. 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 or data sent or received, we'll round up any fraction to the next full minute or, depending on how you're billed for data usage, the next full megabyte or gigabyte. 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 charge only 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.

**How and When Can I Dispute Charges?**
If you're a Postpay customer, you can 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. YOU MAY CALL US TO DISPUTE CHARGES ON YOUR BILL OR ANY SERVICE(S) FOR WHICH YOU WERE BILLED, BUT IF YOU WISH TO PRESERVE YOUR RIGHT TO BRING AN ARBITRATION OR SMALL CLAIMS CASE REGARDING SUCH DISPUTE, YOU MUST WRITE TO US AT THE CUSTOMER SERVICE ADDRESS ON YOUR BILL, SEND AN EMAIL THROUGH THE "CONTACT US" LINK ON VERIZONWIRELESS.COM, OR SEND US A COMPLETED NOTICE OF DISPUTE FORM (AVAILABLE AT VERIZONWIRELESS.COM), WITHIN THE 180-DAY PERIOD MENTIONED ABOVE. IF YOU DO NOT NOTIFY US IN WRITING OF SUCH DISPUTE WITHIN THE 180-DAY PERIOD, YOU WILL HAVE WAIVED YOUR RIGHT TO DISPUTE THE BILL OR SUCH SERVICE(S) AND TO BRING AN ARBITRATION OR SMALL CLAIMS CASE REGARDING ANY SUCH DISPUTE.

**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.) Late Fees are part of the rates and charges you agree to pay us. If you fail to pay on time and Verizon Wireless refers your account(s) to a third party for collection, Verizon Wireless will charge a collection fee at the maximum percentage permitted by applicable law, but not to exceed 18 percent, to cover collection-related costs. 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 $35 fee to re-activate Service if your Service is terminated, or a $15 fee 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) do not pay your bill on time; (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 line of service on your account, 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. If you download or use applications, services or software provided by third parties (including voice applications), 911 or E911, or other calling functionality, may work differently than services offered by us, or may not work at all. Please review all terms and conditions of such third-party products.

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 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 YOU 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 IN ANY WAY RELATES TO OR ARISES OUT OF THIS AGREEMENT OR FROM ANY EQUIPMENT, PRODUCTS AND SERVICES YOU RECEIVE FROM US (OR FROM ANY ADVERTISING FOR ANY SUCH 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. IN SUCH 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 OR COLLECTIVE ARBITRATIONS EVEN IF THE AAA OR BBB PROCEDURES OR RULES WOULD. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, 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. NO CLASS OR REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL THEORIES OF LIABILITY OR PRAYERS FOR RELIEF MAY BE MAINTAINED IN ANY ARBITRATION HELD UNDER THIS AGREEMENT.

(4) IF EITHER OF US INTENDS TO SEEK ARBITRATION UNDER THIS AGREEMENT, THE PARTY SEEKING ARBITRATION MUST FIRST NOTIFY THE OTHER PARTY OF THE DISPUTE IN WRITING AT LEAST 30 DAYS IN ADVANCE OF INITIATING THE ARBITRATION. NOTICE TO VERIZON WIRELESS SHOULD BE SENT TO VERIZON WIRELESS DISPUTE RESOLUTION MANAGER, ONE VERIZON WAY, VC52N061, BASKING RIDGE, NJ 07920. THE NOTICE MUST DESCRIBE THE NATURE OF THE CLAIM AND THE RELIEF

BEING SOUGHT. IF WE ARE UNABLE TO RESOLVE OUR DISPUTE WITHIN 30 DAYS, EITHER PARTY MAY THEN PROCEED TO FILE A CLAIM FOR ARBITRATION. WE'LL PAY ANY FILING FEE THAT THE AAA OR BBB CHARGES YOU FOR ARBITRATION OF THE DISPUTE. IF YOU PROVIDE US WITH SIGNED WRITTEN NOTICE THAT YOU CANNOT PAY THE FILING FEE, VERIZON WIRELESS WILL PAY THE FEE DIRECTLY TO THE AAA OR THE BBB. 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).

(5) WE ALSO OFFER CUSTOMERS THE OPTION OF PARTICIPATING IN A FREE INTERNAL MEDIATION PROGRAM. THIS PROGRAM IS ENTIRELY VOLUNTARY AND DOES NOT AFFECT EITHER PARTY'S RIGHTS IN ANY OTHER ASPECT OF THESE DISPUTE RESOLUTION PROCEDURES. IN OUR VOLUNTARY MEDIATION PROGRAM, WE WILL ASSIGN AN EMPLOYEE WHO'S NOT DIRECTLY INVOLVED IN THE DISPUTE TO HELP BOTH SIDES REACH AN AGREEMENT. THAT PERSON HAS ALL THE RIGHTS AND PROTECTIONS OF A MEDIATOR AND THE PROCESS HAS ALL OF THE PROTECTIONS ASSOCIATED WITH MEDIATION. FOR EXAMPLE, 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 NOTICE OF DISPUTE FORM TO FILL OUT, AND MAIL, FAX OR EMAIL IT TO US ACCORDING TO THE DIRECTIONS ON THE FORM.

(6) WE MAY, BUT ARE NOT OBLIGATED TO, MAKE A WRITTEN SETTLEMENT OFFER ANYTIME BEFORE ARBITRATION BEGINS. THE AMOUNT OR TERMS OF ANY SETTLEMENT OFFER MAY NOT BE DISCLOSED TO THE ARBITRATOR UNTIL AFTER THE ARBITRATOR ISSUES AN AWARD ON THE CLAIM. IF YOU DON'T ACCEPT THE OFFER AND THE ARBITRATOR AWARDS YOU AN AMOUNT OF MONEY THAT'S MORE THAN OUR OFFER BUT LESS THAN $5000, OR IF WE DON'T MAKE YOU AN OFFER AND THE ARBITRATOR AWARDS YOU ANY AMOUNT OF MONEY BUT LESS THAN $5000, THEN WE AGREE TO PAY YOU $5000 INSTEAD OF THE AMOUNT AWARDED. IN THAT CASE WE ALSO AGREE TO PAY ANY REASONABLE ATTORNEYS' FEES AND EXPENSES, REGARDLESS OF WHETHER THE LAW REQUIRES IT FOR YOUR CASE. IF THE ARBITRATOR AWARDS YOU MORE THAN $5000, 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) 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. YOU AND VERIZON WIRELESS UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT IN ANY WAY. IN THE EVENT OF LITIGATION, THIS PARAGRAPH MAY BE FILED TO SHOW A WRITTEN CONSENT TO A TRIAL BY THE COURT.

**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 three 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 three 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 (except for the prohibition on class arbitrations as explained in part 8 of the dispute resolution section above), 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 federal law and 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.
- 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, *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.
- 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.

### 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.

### Home Phone Connect Adaptor Device ("Device") & Home Phone Connect Service ("Service")

IMPORTANT 911 EMERGENCY RESPONSE INFORMATION: Since the Device is designed to operate only in an indoor environment, please be prepared to provide your location inside the premises to public safety personnel during any calls to 911. The GPS chipset embedded in the Device will work best if the Device is located near a window or other opening.

While the Device does have a backup battery, if the landline phone to which the Device is connected requires external electric power to operate, Service (including

the ability to make and receive 911 calls) will not be available during a power outage.

Neither Verizon Wireless nor any of its affiliates shall be liable for any service outage and/or inability to access emergency service personnel, nor shall Verizon Wireless or any of its affiliates be responsible for the acts or omissions of emergency response center personnel.

For additional technical information on how 911 functions with the Device, please see the PRODUCT SAFETY AND WARRANTY INFORMATION booklet that you received with your Device.

SERVICE USE AND LIMITATIONS: While the Verizon Wireless coverage map at **verizonwireless.com/coverage** may provide some indication of the expected coverage at your location, you will need to assess whether the actual coverage at your location is acceptable to you for purposes of using the Home Phone Connect Service. You will need at least moderate Verizon Wireless coverage throughout your home to properly use the Service. The Home Phone Connect device is designed to provide coverage at your location that is consistent with other Verizon Wireless devices, but Verizon Wireless does not represent that Home Phone Connect service will be equivalent to landline phone service.

The Home Phone Connect Adaptor may not be compatible with certain home security systems. Please check with your home security system provider to confirm the compatibility requirements of your home security system.

If the Home Phone Connect Adaptor is connected to a cordless phone base station, any extension phones compatible with that base station can also use the Service, but the only corded telephones that can use the Service are those that are connected directly to the Home Phone Connect Adaptor.

Home Phone Connect Service is solely a wireless voice service. Data services are not available through the Home Phone Connect Service. The Home Phone Connect Service also does not support incoming or outgoing fax calls, or dial-up or DSL Internet service.

The Service cannot be used to make 500, 700, 900, 976, or dial-around calls (e.g., 1010-XXXX).

## Account Manager

### Sharing Your Account Access

Adding an Account Manager gives another person access to your account information and authority to manage your account. Account Managers can perform all transactions except for:

- Change account password
- Add/change Account Manager

## 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 our stores, in the Important Consumer Information brochure included in your equipment box 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") and can associate Location Information with other data. Additionally, certain applications, services and programs are capable of accessing, collecting, storing and using Location Information and disclosing Location Information to others. You should use caution when determining whether or not Location Information should be made available to others and you should review any applicable third-party privacy policies before providing access. To limit potential unauthorized access to your Location Information, Verizon Wireless offers various mechanisms and settings to manage access to location data. By enabling location settings you are permitting 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 and you are authorizing Verizon Wireless to collect, use

**and disclose your Location Information as appropriate to provide you with any location services that you enabled.**

**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). All calls to *611 or 911 are included in your Plan.

**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.

**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.

**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 14-day return and exchange 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.

## You can try out our service for 14 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**
You may return or exchange wireless devices and accessories purchased from Verizon Wireless within 14 days of purchase. A restocking fee of $35 applies to any return or exchange of a wireless device. If you purchased your merchandise from another retailer, the retailer's return/exchange policy applies.

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, or if the item or its software has been modified from its manufacturer's specifications. If you return and we accept your merchandise within the return period, we will refund your purchase price, subject to the restocking fee. 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.

Before returning or exchanging any wireless device or accessory that has data in its memory, please transfer all data you wish to retain to another file source. Once the wireless device or accessory is returned, your data 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 return period, Verizon Wireless will not allow the non-GPS-capable wireless device back on our network. The terms and conditions of the Return & Exchange Policy, including the return period, may vary by contract. Please contact the COOS/Lifeline team at 1.800.924.0585 or refer to your contract to determine the applicable terms and conditions.

**Returning your merchandise does not automatically terminate your service. You must call Customer Service at 1.800.924.0585 to cancel service.**

**Exchange New Merchandise**
You are permitted to make one exchange. 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.

**Return and Service Termination**
You may terminate service for any reason within 14 days of activation. If you purchased a wireless device at a promotional price at the time of activation, you must return that wireless device within the device return period to avoid being assessed an Early Termination Fee of $175. 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 return your merchandise, even by mistake, after the return period, you will not receive a refund and the merchandise you returned will not be returned to you.

**If you purchased your merchandise by phone, please follow the return instructions in your package. Please visit verizonwireless.com/returninstructions for more details.**

**Experiencing a problem with your device?**
If you're having a problem with your wireless device, just contact Verizon Wireless toll-free at 1.800.924.0585 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 5 days.

If you do not return your defective device or if you return a device that has been subjected to neglect, misuse, liquid damage, or unreasonable wear and tear, you will be charged up to the full retail price of your replacement device, which may be in excess of $200.

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.

## Additional Information

IF YOU RESIDE WITHIN THE VERIZON WIRELESS ETC-DESIGNATED AREAS OF SOUTH DAKOTA, YOU HAVE THE OPTION TO BRING CERTAIN DISPUTES OR CLAIMS ARISING UNDER THIS CUSTOMER AGREEMENT TO THE SOUTH DAKOTA PUBLIC UTILITIES COMMISSION AND HAVE IT DECIDED BY THE COMMISSION, (SD CL-4913). OTHERWISE, THE BINDING ARBITRATION ELECTION PROVISIONS SET FORTH WITHIN THIS CUSTOMER AGREEMENT WILL GOVERN THE PARTIES' RIGHTS TO HAVE THE DISPUTE RESOLVED BY ARBITRATION. YOU MAY CONTACT THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA AT 500 EAST CAPITAL AVENUE, PIERRE, SOUTH DAKOTA 57501-5070, PHONE NUMBER 1.605.773.3201 OR 1.800.332.1782.

verizon

# LIFELINE/LINK UP

## ACUERDO CON EL CLIENTE E INFORMACIÓN IMPORTANTE

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MIX
Paper from responsible sources
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www.fsc.org
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## INFORMACIÓN IMPORTANTE PARA LOS SUSCRIPTORES DE LIFELINE

*El Acuerdo con el Cliente de Verizon Wireless contiene información sobre algunas funciones y servicios que no están disponibles en los Planes Lifeline de Verizon Wireless. Si usted tiene alguna pregunta con respecto a las funciones y servicios incluidos en el Plan Lifeline, por favor comuníquese con el Equipo COOS/Lifeline al 1.800.924.0585.*

## Mi Acuerdo con el Cliente de Verizon Wireless

Gracias por elegir Verizon Wireless. En este Acuerdo con el Cliente, encontrará información importante sobre su Servicio, incluyendo nuestra potestad para hacer cambios en su Servicio o en los términos de este acuerdo, nuestra responsabilidad en caso de que las cosas no salgan como se habían previsto y la forma en que se debe resolver cualquier disputa entre nosotros por arbitraje o en un tribunal de demandas de menor cuantía. Si se está suscribiendo al Servicio por un contrato de plazo mínimo, también encontrará información sobre ese plazo de contrato y lo que sucederá si cancela prematuramente una línea de Servicio o no paga a tiempo, incluyendo la posibilidad de que usted podría deber a Verizon Wireless un Cargo por Cancelación Prematura.

### Mi Servicio

Los términos y condiciones de su Servicio forman parte de este acuerdo. Su Plan incluye sus asignaciones mensuales y funciones, las zonas donde puede usarlas (su "Área de Cobertura") y sus cargos mensuales y de pago por uso. También puede suscribirse a varios Servicios Opcionales, como los paquetes de mensajería de texto. Su Servicio lo constituyen conjuntamente su Plan y cualquiera de los Servicios Opcionales que elija. Puede consultar los términos y condiciones de su Servicio en los folletos que están disponibles cuando lo activa, o por Internet en verizonwireless.com/espanol

### ¿Cómo acepto este acuerdo?

Usted acepta este acuerdo:

- Aceptándolo por escrito, por correo electrónico, por teléfono o en persona;
- Abriendo un paquete donde diga que usted está aceptando el acuerdo al abrirlo; o
- Activando su Servicio.

Al aceptarlo, usted nos asegura que es mayor de 18 años y que tiene capacidad legal para aceptar un acuerdo. Si lo acepta en nombre de una organización, usted nos asegura que tiene potestad suficiente para obligar por contrato a dicha organización, y donde el contexto lo requiera, por "usted" se entenderá la organización. Al aceptarlo, usted está aceptando cada cláusula de este acuerdo así la haya leído o no.

Si acepta, usted puede cancelar una línea de Servicio dentro de los 14 días posteriores a la aceptación de este Acuerdo, sin tener que pagar ningún Cargo por Cancelación Prematura, siempre y cuando devuelva, dentro del plazo de devolución correspondiente, cualquier equipo que nos haya comprado a nosotros o a nuestros agentes autorizados con descuento en conexión con su aceptación de este Acuerdo, pero todavía tendrá que pagar su Servicio hasta esa fecha. Si se inscribió para el Servicio Prepagado, no se otorgará ningún reembolso después de 14 días o si su cuenta ha sido activada. No se le reembolsará su Cargo de Activación a menos que usted cancele dentro de tres días posteriores a su aceptación.

Si cambia su aparato o recibe una promoción de Servicio, podría requerírsele que cambie su Plan a uno que estemos ofreciendo en ese momento.

### Mi privacidad

Recopilamos información personal sobre usted. Recopilamos información a través de nuestra relación con usted, como información sobre el volumen, configuración técnica, tipo, destino y frecuencia de uso de nuestros servicios de telecomunicaciones. Puede informarse sobre la forma en que usamos, compartimos y protegemos la información que recopilamos sobre usted en nuestra Política de Privacidad, disponible en verizon.com/privacy. Al aceptar este Acuerdo, usted aprueba nuestra recopilación de datos, y el uso y prácticas de compartirlos descritas en nuestra Política de Privacidad. Le proporcionamos opciones para restringir, en ciertas circunstancias, nuestro uso de sus datos. Puede revisar estas opciones en verizon.com/privacy/#limits. Si hay prácticas adicionales de publicidad y mercadeo para los cuales su consentimiento sea necesario, buscaremos su consentimiento (por ejemplo, a través de los avisos relacionados con la privacidad que usted recibe cuando compra o usa nuestros productos y servicios) antes de ejercer estas prácticas. Si se suscribe al Servicio cuyos cargos de uso se facturan al final del periodo de facturación ("Servicio de Pospago"), podríamos investigar su historial de crédito en cualquier momento y compartir información de su crédito con agencias de informe crediticio y otras compañías de Verizon. Si desea conocer el nombre y dirección de cualquier agencia de crédito que nos facilite un informe crediticio suyo, sólo

tiene que pedir esta información y se la facilitaremos.

Muchos servicios y aplicaciones ofrecidos a través de su aparato pueden ser ofrecidos por terceros. Algunos de estos servicios y aplicaciones, los cuales puede bloquear o restringir sin costo alguno, pueden implicar cargos que se le cobrarán a usted. Se le informará de la cantidad y frecuencia de los cargos cuando acepte los cargos. Antes de usar, enlazar con o descargar un servicio o aplicación provisto por un tercero, usted debe leer los términos de dicho servicio o aplicación, así como la política de privacidad correspondiente. La información personal que usted envíe puede ser leída, recopilada o usada por el proveedor del servicio o aplicación y/u otros usuarios de esos foros. Verizon Wireless no se hace responsable por ninguna información, contenido, aplicaciones o servicios de terceros a los que tenga acceso, descargue o use en su aparato. Usted es responsable de mantener activas sus protecciones de Internet contra virus y de otros tipos al tener acceso a los productos o servicios de estos terceros. Para más información, visite la Política de Contenido de Verizon en http://responsibility.verizon.com/contentpolicy

**¿Qué pasa si mi Servicio de Pospago se cancela antes de que finalice el plazo de mi contrato?**
Si se está suscribiendo al Servicio de Pospago, usted acepta suscribirse a una línea de Servicio, ya sea de mes a mes o con un contrato por un plazo mínimo, como se indica en su recibo o confirmación de pedido. (Si su Servicio se suspende sin facturación, ese tiempo no se computa a efectos de completar el plazo de su contrato). Una vez que haya completado el plazo de su contrato, automáticamente pasará a ser un cliente con servicio de mes a mes para dicha línea de Servicio. **Si cancela una línea de Servicio o si nosotros la cancelamos por un motivo legítimo, durante el plazo del contrato, usted tendrá que pagar un Cargo por Cancelación Prematura. Si el plazo de su contrato resulta de su compra de un aparato avanzado después del 14 de noviembre de 2009, su Cargo por Cancelación Prematura será de $350 menos $10 por cada mes completo que cumpla del plazo de su contrato. (Para obtener una lista completa de aparatos avanzados, visite verizonwireless.com/advanceddevices). De lo contrario, su Cargo por Cancelación Prematura será de $175 menos $5 por cada mes completo que cumpla del plazo de su contrato. Las cancelaciones serán efectivas el último día del ciclo de facturación de ese mes, y usted es responsable del pago de** todos los cargos incurridos hasta entonces. Asimismo, si le compró el aparato móvil a un agente autorizado o a un tercero, debe verificar si le cobran por separado el cargo por cancelación.

**¿Puedo transferir mi número de teléfono móvil a otro proveedor de servicio?**
Usted podría llevar o "transferir" su número de teléfono móvil a otro proveedor de servicio. Si usted transfiere un número que tenga con nosotros, entenderemos que nos solicita que cancelemos su Servicio para ese número. Una vez que se complete el proceso de transferencia, ya no podrá usar nuestro servicio para ese número, pero seguirá siendo responsable del pago de todos los cargos hasta el final de ese ciclo de facturación, como sucedería en cualquier otra cancelación. Si es cliente del Servicio Prepagado, no tendrá derecho a un reembolso de ningún saldo en su cuenta. Si usted transfiere un número de teléfono a nuestra compañía, por favor tenga en cuenta que es posible que no podamos proveerle de inmediato algunos servicios, tales como los servicios de ubicación 911. Usted no tiene derecho alguno sobre el número de su teléfono móvil, salvo el derecho que pueda tener a transferirlo a otra compañía.

**Información del directorio**
No publicaremos su número de teléfono móvil en ningún directorio disponible ni se lo facilitaremos a nadie para tal propósito, salvo que usted así nos lo pida.

**¿Puedo designar a alguien para que administre mi cuenta de Pospago?**
No hay problema, sólo comuníquenoslo por teléfono, en persona o por escrito. Usted puede designar a alguien para que administre su cuenta de Pospago para una transacción única o hasta que usted nos diga lo contrario. La persona que designe podrá efectuar cambios en su cuenta, incluyendo añadir nuevas líneas de Servicio, comprar nuevos aparatos móviles y extender el plazo de su contrato. Cualquier cambio que dicha persona realice se considerará una modificación a este acuerdo.

**¿Puede Verizon Wireless modificar este acuerdo o mi Servicio?**
Podríamos modificar los precios o cualquier otro término de su Servicio o este acuerdo en cualquier momento, pero le avisaremos previamente, incluyendo un aviso por escrito si tiene Servicio de Pospago. Si usa su Servicio una vez que la modificación surta efecto, ello supondrá que acepta dicho cambio. Si es cliente con Servicio de Pospago y un cambio en su Plan o en este acuerdo le perjudica, usted puede cancelar la línea de Servicio que se haya visto afectada dentro de los 60 días

posteriores al recibo del aviso sin tener que pagar un Cargo por Cancelación Prematura si incumplimos en invalidar el cambio después de habernos notificado su objeción.

**Mi aparato móvil**
Su aparato móvil debe cumplir con las regulaciones de la Comisión Federal de Comunicaciones, estar certificado para el uso en nuestra red y ser compatible con su Servicio. Por favor, tenga en cuenta que podemos cambiar el *software*, las aplicaciones o la programación de su aparato móvil por vía remota y sin previo aviso. Esto podría afectar sus datos almacenados o la forma en que programó o usa su aparato móvil. Al activar un Servicio que usa una tarjeta SIM (Módulo de Identificación del Suscriptor), usted acepta que nosotros somos los dueños de la propiedad intelectual y del *software* en la tarjeta SIM, que podemos cambiar el *software* o cualquier otra información de la tarjeta SIM por vía remota y sin aviso previo, y que podemos usar cualquier capacidad en la tarjeta SIM para fines administrativos, de la red, de negocios y/o comerciales. Si compró un aparato móvil para el Servicio de Pospago de Verizon Wireless que no usa una tarjeta SIM y desea reprogramarlo para usarlo con otra red de telefonía móvil, el código de programación predeterminado es "000000" o "123456". Pero por favor, tenga en cuenta que su aparato móvil puede no funcionar con otra red de telefonía móvil, o que la otra compañía de telefonía móvil puede no aceptar su aparato móvil en su red. Si usted activa un aparato móvil para el Servicio Prepagado durante los primeros seis (6) meses después de la activación, sólo podrá usarlo con el Servicio Prepagado. El iPhone 4 está configurado para funcionar solamente con servicios móviles de Verizon Wireless y podría no funcionar con otras redes de proveedores de servicios, aún después de haber completado su plazo de contrato.

**¿Dónde y cómo funciona el servicio de Verizon Wireless?**
Los aparatos móviles usan transmisiones de radio, por lo que desafortunadamente no podrá recibir el Servicio cuando su teléfono no esté dentro del alcance de una señal de transmisión. Y por favor, tenga en cuenta que aún dentro de su Área de Cobertura hay muchos factores que pueden afectar la disponibilidad y calidad de su Servicio, incluyendo la capacidad de la red, su aparato, el terreno, los edificios, el follaje y el clima.

**¿Cuáles son los cargos que fija Verizon Wireless?**
Usted se compromete a pagar todos los cargos de acceso, uso y de otro tipo en que usted o el usuario de su aparato móvil incurran. Para el Servicio de Pospago, nuestros cargos también incluyen los cargos por Servicio Universal Federal, normativos y administrativos, y podemos también incluir otros cargos relacionados con nuestros costos gubernamentales. Nosotros fijamos estos cargos, que no son impuestos, no los requiere la ley, no están necesariamente relacionados con ninguna acción del gobierno, los retenemos en su totalidad o en parte, y sus cantidades y lo que cubren podrían cambiar.

**Impuestos, cargos y recargos gubernamentales**
Usted debe pagar todos los impuestos, cargos y recargos establecidos por el gobierno federal, estatal y local. Por favor, tenga en cuenta que nosotros no siempre podremos notificarle por adelantado las modificaciones efectuadas en estos cargos.

**¿Qué son los cargos por *roaming*?**
Usted está en *roaming* cuando su aparato móvil usa una torre de transmisión fuera de su Área de Cobertura o usa una torre de transmisión de otra compañía. A veces el *roaming* tiene lugar incluso cuando usted se halla dentro de su Área de Cobertura. Pueden existir tarifas más altas y cargos adicionales (incluyendo cargos por larga distancia, conexión o por llamadas que no se conecten) para llamadas en *roaming*, dependiendo de su Plan.

**¿Cómo calcula Verizon Wireless mis cargos?**
Para cargos basados en la cantidad de tiempo usado o en los datos enviados o recibidos, redondearemos cualquier fracción al siguiente minuto entero o, dependiendo de cómo se facture su uso de datos, al siguiente megabyte o gigabyte entero. En las llamadas salientes, el tiempo de uso comienza al oprimir SEND por primera vez o cuando la llamada se conecta a una red, y en las llamadas entrantes, comienza cuando la llamada se conecta a una red (que puede ser antes de que suene el teléfono). El tiempo de uso puede terminar varios segundos después de oprimir END o después de que la llamada se desconecte. Para las llamadas hechas en nuestra red, sólo cobramos las llamadas que sean contestadas, lo que incluye llamadas contestadas por máquinas. Para el Servicio de Pospago, el uso no siempre puede procesarse inmediatamente y puede incluirse en una factura posterior, pero en cualquier caso, el uso cuenta para su asignación del mes en que el Servicio se usó.

**¿Cómo y cuándo puedo impugnar cargos?**
Si es usted cliente del Servicio de Pospago, puede impugnar su factura dentro de los 180 días siguientes a la fecha en que la recibió, pero a menos que de otro modo lo establezca la ley o salvo que impugne cargos por la pérdida o robo de su aparato móvil, usted

tiene en cualquier caso que pagar todos los cargos hasta que se resuelva la impugnación. Si es cliente del Servicio Prepagado, puede impugnar un cargo durante los 180 días posteriores a la fecha en que el cargo disputado fue incurrido. USTED PUEDE LLAMARNOS PARA IMPUGNAR CARGOS EN SU FACTURA O POR CUALQUIER SERVICIO O SERVICIOS POR LOS CUALES SE LE HAYA FACTURADO, PERO SI DESEA CONSERVAR SU DERECHO A ENTABLAR UN ARBITRAJE O CASO EN EL TRIBUNAL DE DEMANDAS DE MENOR CUANTÍA RESPECTO A DICHA IMPUGNACIÓN, DEBERÁ ESCRIBIRNOS A LA DIRECCIÓN DE SERVICIO AL CLIENTE QUE APARECE EN SU FACTURA, ENVIAR UN CORREO ELECTRÓNICO A TRAVÉS DEL ENLACE "CONTÁCTANOS" EN VERIZONWIRELESS.COM/ESPANOL, O ENVIARNOS UN FORMULARIO DE AVISO DE IMPUGNACIÓN (DISPONIBLE EN VERIZONWIRELESS.COM/ESPANOL), DENTRO DEL PLAZO DE 180 DÍAS MENCIONADO ARRIBA. SI USTED NO NOS NOTIFICA POR ESCRITO SOBRE DICHA IMPUGNACIÓN DENTRO DEL PLAZO DE 180 DÍAS, HABRÁ RENUNCIADO A SU DERECHO A IMPUGNAR LA FACTURA O SERVICIO(S) Y A ENTABLAR UN ARBITRAJE O CASO ANTE EL TRIBUNAL DE DEMANDAS DE MENOR CUANTÍA CON RESPECTO A DICHA IMPUGNACIÓN.

**¿Qué derechos tengo por llamadas desconectadas o interrupción del servicio?**
Si se desconecta una llamada en su Área de Cobertura, marque de nuevo. Si el mismo número contesta en los 5 minutos siguientes, llámenos durante los siguientes 90 días si es cliente del Servicio de Pospago, o durante los siguientes 45 días si es cliente del Servicio Prepagado, y le daremos un crédito de 1 minuto de tiempo de uso. Si es cliente del Servicio de Pospago y pierde el Servicio en su Área de Cobertura durante más de 24 horas seguidas por culpa nuestra, llámenos dentro de los 180 días siguientes y le daremos un crédito por el tiempo perdido. Por favor, tenga en cuenta que estos son sus únicos derechos en caso de llamadas desconectadas o interrupción del Servicio.

**Acerca de mis pagos**
Si es cliente del Servicio de Pospago y si no recibimos su pago a tiempo, le cobraremos un cargo por pago atrasado de hasta 1.5 por ciento mensual (18 por ciento anual) del saldo sin pagar, o un cargo fijo de $5 mensuales, lo que sea mayor, si lo permite la ley en el estado de su dirección de facturación. (Si elige otra compañía para que le facture por nuestro servicio [como otra compañía de Verizon], los cargos por pagos atrasados son fijados por dicha compañía o por sus tarifas, pudiendo ser más elevados que nuestros cargos por pagos atrasados). Los cargos por pagos atrasados son parte de las tarifas y cargos que usted acepta pagarnos. Si usted no paga a tiempo y Verizon Wireless remite su(s) cuenta(s) a un tercero para recaudación, Verizon Wireless le cobrará un cargo por recaudar el cobro al máximo porcentaje permitido por la ley correspondiente, pero que no exceda el 18%, para cubrir los costos relacionados con la recaudación. Podríamos exigir un depósito en el momento de la activación o más adelante, o un depósito mayor. Pagaremos un interés simple en cualquier depósito según las tasas requeridas por la ley. Podemos aplicar depósitos o pagos en cualquier orden a cualquier cantidad que nos deba en cualquier cuenta. Si su saldo de crédito final es menor a $1, sólo se lo reembolsaremos si lo solicita. Si su Servicio se cancela tendría que pagar un cargo de $35 para reactivarlo, o un cargo de $15 para reconectarlo si se interrumpe por falta de pago o se suspende por otra razón.

Si es cliente del Servicio Prepagado, puede recargar su saldo en cualquier momento antes de la fecha de vencimiento al proveernos otro pago. Su saldo no debe exceder los $1.000 y es posible que no pueda recargar su saldo cuando llegue a $1.000. Suspenderemos el servicio cuando su cuenta llegue a la fecha de vencimiento y perderá cualquier saldo que no sea utilizado.

Podremos cobrarle hasta $25 por cualquier cheque devuelto.

**¿Qué pasa si pierdo o me roban mi aparato móvil?**
Estamos aquí para ayudarle. Es importante que usted nos lo notifique de inmediato, para que podamos suspender su Servicio e impedir que otra persona lo use. Si es cliente del Servicio de Pospago y su aparato móvil se usa después de la pérdida o robo, pero antes de que nos lo comunique, y desea un crédito por cualquier cargo aplicado por dicho uso, estaremos dispuestos a revisar la actividad de su cuenta y cualquier otra información que quiera que consideremos. Tenga en cuenta que se le puede responsabilizar del pago de los cargos si se demora en comunicar la pérdida o robo sin motivo razonable, pero no tendrá que pagar los cargos que impugne mientras se investigan. Si no le hemos otorgado una suspensión de cortesía de los cargos mensuales recurrentes durante el último año, le otorgaremos una por 30 días o hasta que reemplace o recupere su aparato móvil, lo que suceda primero.

**¿Qué derechos tiene Verizon Wireless de limitar o cancelar el servicio o este acuerdo?**
Podremos, sin previo aviso, limitar, suspender o finalizar su Servicio o cualquier acuerdo con usted por cualquier causa justa, incluyendo

pero no limitadas a: (1) si usted (a) incumple este acuerdo; (b) revende su Servicio; (c) usa su Servicio con cualquier finalidad ilícita, incluyendo el uso en violación de las sanciones y prohibiciones comerciales y económicas promulgadas por cualquier agencia gubernamental de Estados Unidos; (d) instala, despliega o usa cualquier equipo de conversión o mecanismo parecido (por ejemplo, un repetidor) para originar, amplificar, mejorar, retransmitir o convertir una señal de radiofrecuencia sin nuestro permiso; (e) nos roba o miente; o, si es cliente del Servicio de Pospago; (f) no paga su factura a tiempo; (g) incurre en cargos superiores al depósito requerido o al límite de facturación, o que excedan sustancialmente sus cargos de acceso mensual (incluso si aún no hubiéramos facturado dichos cargos); (h) ofrece información crediticia que no podamos verificar; o (i) no puede pagarnos o se declara en quiebra; o (2) si usted, cualquier usuario de su aparato o cualquier línea de servicio de su cuenta, o cualquier administrador de cuenta en su cuenta (a) amenaza, acosa o utiliza un lenguaje vulgar o inapropiado con nuestros representantes; (b) interfiere con nuestras operaciones; (c) envía correo *spam* o participa en otro tipo de llamadas o mensajes abusivos; (d) modifica su aparato respecto a las especificaciones del fabricante; o (e) usa el Servicio de una manera perjudicial para nuestra red u otros clientes. También podremos limitar temporalmente su Servicio por cualquier razón operacional o gubernamental.

**¿Califico para descuentos especiales?**
Si usted es cliente del Servicio de Pospago, puede calificar para un descuento si es y continúa siendo afiliado de una organización que tenga un acuerdo con nosotros. Salvo que su descuento se gestione a través de un programa de descuentos para empleados públicos, podríamos compartir determinada información sobre su Servicio (incluyendo su nombre, su número de teléfono móvil y la cantidad total de sus cargos mensuales) con su organización cada cierto tiempo, para asegurarnos de que usted todavía califique. Podríamos ajustar o eliminar su descuento conforme al acuerdo de su organización con nosotros, y suprimir su descuento si deja de calificar o vence el plazo de su contrato. En cualquier caso, no podrá considerarse que esto tenga un efecto perjudicial para usted.

**Nota aclaratoria sobre garantías**
No hacemos afirmaciones ni otorgamos garantías, expresas o implícitas, incluyendo, en la medida permitida por la ley aplicable, ninguna garantía implícita de comerciabilidad o idoneidad para un propósito determinado, sobre su Servicio, su aparato móvil o cualquier aplicación a la que tenga acceso con su aparato móvil. No garantizamos que su aparato móvil funcionará perfectamente o que no necesitará actualizaciones o modificaciones ocasionales, o que no se verá afectado negativamente por modificaciones relacionadas con la red, actualizaciones o actividad similar. Si usted descarga o usa aplicaciones, servicios o *software* provistos por terceros (incluyendo aplicaciones de voz), los servicios 911 o E911, así como otras funciones de llamadas, podrían funcionar de manera distinta a los servicios ofrecidos por nosotros, o podrían simplemente no funcionar. Por favor, lea todos los términos y condiciones de dichos productos de terceros.

Por favor, tenga en cuenta que si activó su aparato móvil a través de nuestro Programa de Desarrollo Abierto, no podremos responder por la calidad de las llamadas o por la funcionalidad en general del aparato.

**Limitaciones y exenciones de responsabilidad**
Usted y Verizon Wireless aceptan limitar las demandas por daños u otro resarcimiento monetario contra la otra parte, para resarcirse de daños directos. Esta limitación y exención regirá independientemente de la teoría de responsabilidad. Esto significa que ninguno de nosotros tratará de tomar compensaciones por daños indirectos, especiales, consecuentes, triplicados o punitivos de la otra parte. Esta limitación y exención también aplica si usted interpone una demanda contra uno de nuestros proveedores, hasta el punto de que se nos exigiera indemnizar al proveedor por la demanda. Usted acepta que no somos responsables por los problemas ocasionados por usted u otras personas, o por cualquier causa de fuerza mayor. Usted también acepta que no somos responsables por los mensajes de voz u otros mensajes perdidos o borrados, o por cualquier información (como fotos) que se pierda o se borre mientras trabajamos en su aparato. Si otra compañía de telefonía móvil resulta involucrada en cualquier problema (por ejemplo, mientras está usted en *roaming*), usted también acepta cualquier limitación de responsabilidad que se imponga.

**¿Cómo resuelvo las disputas con Verizon Wireless?**
CONFIAMOS EN QUE ESTARÁ SATISFECHO CON NUESTROS SERVICIOS, PERO SI EXISTE ALGÚN PROBLEMA QUE NECESITE SER RESUELTO, EN ESTA SECCIÓN SE EXPLICAN LAS EXPECTATIVAS MUTUAS AL RESPECTO.

**USTED Y VERIZON WIRELESS ACUERDAN RESOLVER SUS DISPUTAS SÓLO POR ARBITRAJE O EN UN TRIBUNAL PARA DEMANDAS DE MENOR CUANTÍA. EL ARBITRAJE NO INCLUYE LA PARTICIPACIÓN DE UN JUEZ O JURADO Y LOS PROCEDIMIENTOS PODRÍAN DIFERIR, PERO UN ÁRBITRO PUEDE OTORGARLE A USTED LAS MISMAS INDEMNIZACIONES Y EL MISMO RESARCIMIENTO, Y DEBE ACEPTAR LOS MISMOS TÉRMINOS DE ESTE ACUERDO, COMO LO HARÍA UN TRIBUNAL. SI LA LEY PERMITE HONORARIOS DE ABOGADO, UN ÁRBITRO TAMBIÉN PUEDE OTORGARLOS. ASIMISMO, ACORDAMOS QUE:**

(1) ESTE ACUERDO SE RIGE POR LA LEY FEDERAL DE ARBITRAJE. EXCEPTO LOS CASOS DEL TRIBUNAL DE DEMANDAS DE MENOR CUANTÍA QUE CALIFIQUEN, TODA DISPUTA QUE, DE CUALQUIER MANERA, ESTÉ RELACIONADA CON O SURJA DEL PRESENTE ACUERDO O DE CUALQUIER EQUIPO, PRODUCTO Y SERVICIO QUE LE PRESTEMOS (O DE CUALQUIER PUBLICIDAD DE DICHO PRODUCTO O SERVICIO) SERÁ RESUELTA POR UNO O MÁS ÁRBITROS IMPARCIALES ANTE LA ASOCIACIÓN AMERICANA DE ARBITRAJE (AMERICAN ARBITRATION ASSOCIATION, "AAA") O EL BETTER BUSINESS BUREAU ("BBB"). ASIMISMO, USTED PUEDE PRESENTAR A CONSIDERACIÓN DE LAS AGENCIAS GUBERNAMENTALES FEDERALES, ESTATALES O LOCALES CUALQUIER ASUNTO QUE USTED PUEDA TENER Y ESTAS AGENCIAS PUEDEN, SI LA LEY LO PERMITE, RECLAMARNOS EL RESARCIMIENTO EN SU NOMBRE.

(2) A MENOS QUE USTED Y VERIZON WIRELESS ACEPTEN LO CONTRARIO, EL ARBITRAJE SE REALIZARÁ EN EL CONDADO DE SU DIRECCIÓN DE FACTURACIÓN. PARA DEMANDAS SUPERIORES A $10.000, SE APLICARÁN LAS NORMAS DE ARBITRAJE PARA LA INDUSTRIA DE TELEFONÍA MÓVIL ("WIA") DE LA AAA. ACORDAMOS QUE EN DICHOS CASOS, EL PERDEDOR PUEDE APELAR A UN ÓRGANO COLEGIADO DE TRES NUEVOS ÁRBITROS PARA QUE REVISE LA DECISIÓN. EN DEMANDAS MENORES DE $10.000 , LA PARTE RECLAMANTE PUEDE ELEGIR LAS NORMAS DE ARBITRAJE PARA LA INDUSTRIA DE TELEFONÍA MÓVIL DE LA AAA O LAS NORMAS DEL BBB PARA ARBITRAJE VINCULANTE; O BIEN PUEDE ENTABLAR UNA ACCIÓN INDIVIDUAL EN UN TRIBUNAL DE DEMANDAS DE MENOR CUANTÍA. PUEDE OBTENER INFORMACIÓN SOBRE PROCEDIMIENTOS, REGLAS Y CARGOS DE LA AAA (WWW.ADR.ORG), DEL BBB (WWW.BBB.ORG) O DE NOSOTROS. EN DEMANDAS MENORES DE $10.000, PUEDE ELEGIR QUE EL ARBITRAJE SE LLEVE A CABO BASÁNDOSE SÓLO EN DOCUMENTOS ENVIADOS AL ÁRBITRO O EN UNA AUDIENCIA EN PERSONA O POR TELÉFONO.

(3) ESTE ACUERDO NO PERMITE ARBITRAJES DE CLASE O COLECTIVOS AUN CUANDO LOS PROCEDIMIENTOS O REGULACIONES DE LA AAA O EL BBB LO PERMITIERAN. A PESAR DE CUALQUIER OTRA DISPOSICIÓN DE ESTE ACUERDO, EL ÁRBITRO PODRÁ OTORGAR UN RESARCIMIENTO MONETARIO O POR MANDATO JUDICIAL SÓLO A FAVOR DE LA PARTE QUE PIDE EL RESARCIMIENTO Y SÓLO HASTA DONDE SEA NECESARIO PARA PROPORCIONAR EL RESARCIMIENTO EXIGIDO POR LA RECLAMACIÓN INDIVIDUAL DE ESA PARTE. NINGUNA DEMANDA COLECTIVA, REPRESENTANTE, NI TEORÍA DE LA DEMANDA COLECTIVA RELATIVA A LA RESPONSABILIDAD O PETICIÓN, PODRÍA MANTENERSE EN NINGÚN ARBITRAJE BAJO ESTE ACUERDO.

(4) SI ALGUNO DE NOSOTROS TIENE LA INTENCIÓN DE ADELANTAR UN ARBITRAJE CONFORME A ESTE ACUERDO, LA PARTE QUE SOLICITA EL ARBITRAJE DEBE NOTIFICAR PRIMERO A LA OTRA PARTE DE LA DISPUTA POR ESCRITO POR LO MENOS 30 DÍAS ANTES DE INICIAR EL ARBITRAJE. EL AVISO A VERIZON WIRELESS DEBE SER ENVIADO A VERIZON WIRELESS DISPUTE RESOLUTION MANAGER, ONE VERIZON WAY, VC52N061, BASKING RIDGE, NJ 07920. EL AVISO DEBE DESCRIBIR LA NATURALEZA DE LA DEMANDA Y EL RESARCIMIENTO QUE SE BUSCA. SI NO SOMOS CAPACES DE RESOLVER NUESTRA DISPUTA DENTRO DE 30 DÍAS, CUALQUIERA DE LAS PARTES PUEDE ENTONCES PROCEDER A PRESENTAR UNA DEMANDA DE ARBITRAJE. PAGAREMOS CUALQUIER CARGO DE PRESENTACIÓN QUE LA AAA O BBB LE COBRA POR ARBITRAJE DE LA DISPUTA. SI USTED NOS PROPORCIONA UN AVISO FIRMADO POR ESCRITO QUE NO PUEDE PAGAR EL CARGO, VERIZON WIRELESS PAGARÁ EL CARGO DIRECTAMENTE A LA AAA O BBB. SI EL ARBITRAJE PROCEDE, TAMBIÉN PAGAREMOS LOS CARGOS ADMINISTRATIVOS Y DEL ÁRBITRO QUE SE COBREN POSTERIORMENTE, ASÍ COMO CUALQUIER APELACIÓN A UN PANEL DE TRES ÁRBITROS NUEVOS (SI EL LAUDO ARBITRAL ES APELABLE CONFORME A ESTE ACUERDO).

(5) TAMBIÉN OFRECEMOS A LOS CLIENTES LA OPCIÓN DE PARTICIPAR EN UN PROGRAMA GRATUITO DE MEDIACIÓN INTERNO. ESTE PROGRAMA ES TOTALMENTE VOLUNTARIO Y NO AFECTA LOS DERECHOS DE NINGUNA DE LAS PARTES EN NINGÚN ASPECTO DE ESTOS PROCEDIMIENTOS DE RESOLUCIÓN DE DISPUTAS. EN NUESTRO PROGRAMA VOLUNTARIO DE MEDIACIÓN, ASIGNAREMOS A UN EMPLEADO QUE NO ESTÉ DIRECTAMENTE IMPLICADO EN LA DISPUTA PARA QUE AYUDE A AMBAS PARTES A LLEGAR A UN ACUERDO. ESTA PERSONA TENDRÁ TODOS LOS DERECHOS Y PRIVILEGIOS DE UN MEDIADOR Y EL PROCESO TENDRÁ TODOS LOS PRIVILEGIOS ASOCIADOS CON UNA MEDIACIÓN. POR EJEMPLO, NADA DE LO QUE SE DIGA EN LA MEDIACIÓN PODRÁ SER USADO EN UN ARBITRAJE O DEMANDA POSTERIOR. SI DESEA MÁS INFORMACIÓN, POR FAVOR, COMUNÍQUESE CON NOSOTROS EN VERIZONWIRELESS.COM/ESPANOL O A TRAVÉS DEL SERVICIO AL CLIENTE. SI DESEA INICIAR EL PROCESO DE MEDIACIÓN, POR FAVOR, VISITE VERIZONWIRELESS.COM/ESPANOL O LLAME AL SERVICIO AL CLIENTE PARA SOLICITAR UN FORMULARIO DE AVISO DE IMPUGNACIÓN QUE HABRÁ DE LLENAR Y ENVIARNOS POR CORREO, FAX O EMAIL DE ACUERDO CON LAS INSTRUCCIONES QUE APARECEN EN EL FORMULARIO.

(6) PODRÍAMOS, PERO NO ESTAMOS OBLIGADOS A, HACERLE UNA OFERTA DE RESOLUCIÓN POR ESCRITO EN CUALQUIER MOMENTO ANTES DE QUE COMIENCE EL ARBITRAJE. EL MONTO O TÉRMINOS DE CUALQUIER OFERTA DE RESOLUCIÓN NO PUEDEN REVELARSE AL ÁRBITRO HASTA DESPUÉS DE QUE EL ÁRBITRO DICTE UN LAUDO DE LA DEMANDA. SI NO ACEPTA LA OFERTA, Y EL ÁRBITRO DICTA UN LAUDO A SU FAVOR POR UN MONTO SUPERIOR AL DE NUESTRA OFERTA PERO INFERIOR A $5,000, O SI NO LE HACEMOS UNA OFERTA Y EL ÁRBITRO LE DECRETA CUALQUIER MONTO PERO INFERIOR A $5,000, ENTONCES CONVENDREMOS EN PAGARLE $5,000 EN LUGAR DEL MONTO DECRETADO POR EL ÁRBITRO. EN TAL CASO TAMBIÉN ACEPTAMOS PAGAR HONORARIOS Y GASTOS DE ABOGADO RAZONABLES, INDEPENDIENTEMENTE DE SI LA LEY LO EXIGE EN SU CASO. SI EL ÁRBITRO LE OTORGA UNA CANTIDAD SUPERIOR A $5,000, ENTONCES LE PAGAREMOS DICHA CANTIDAD.

(7) EL LAUDO ARBITRAL Y CUALQUIER FALLO QUE LO CONFIRME SÓLO APLICA A ESE CASO EN PARTICULAR, NO PUDIENDO USARSE EN NINGÚN OTRO CASO SALVO EN LA EJECUCIÓN DEL LAUDO MISMO.

(8) SI POR CUALQUIER MOTIVO LA PROHIBICIÓN DEL ARBITRAJE DE CLASE ESTABLECIDA EN LA SUBSECCIÓN (3) NO PUEDE EJECUTARSE, ENTONCES NO SE APLICARÁ EL ACUERDO DE ARBITRAJE.

(9) SI POR CUALQUIER MOTIVO UNA RECLAMACIÓN PROCEDE ANTE UN TRIBUNAL EN VEZ DE POR ARBITRAJE, USTED Y VERIZON WIRELESS RENUNCIAN AL JUICIO CON JURADO. USTED Y VERIZON WIRELESS RENUNCIAN INCONDICIONALMENTE A CUALQUIER DERECHO A UN JUICIO CON JURADO EN CUALQUIER ACCIÓN, PROCEDIMIENTO O CONTRADEMANDA QUE SURJA O QUE ESTÉ RELACIONADA DE ALGUNA MANERA CON ESTE ACUERDO. EN CASO DE LITIGIO, ESTE PÁRRAFO PUEDE SER PRESENTADO PARA MOSTRAR EL CONSENTIMIENTO POR ESCRITO A UN JUICIO POR EL TRIBUNAL.

**Acerca de este acuerdo**

Si no hacemos valer nuestros derechos conforme a este acuerdo en una ocasión, ello no implica que no vayamos a hacerlos valer o no podamos hacerlo en cualquier otra ocasión. Usted no puede ceder este acuerdo ni sus derechos u obligaciones que se estipulan en el mismo sin nuestro permiso. No obstante, nosotros podremos ceder este acuerdo o cualquier deuda que tenga con nosotros sin tener que notificárselo. Si es cliente del Servicio de Pospago, por favor, tenga en cuenta que muchos de los avisos que le enviamos aparecerán como mensajes en su factura mensual. Si tiene facturación por Internet, se entenderá que recibió dichos avisos desde el momento en que su factura por Internet esté disponible para verla. Si recibe sus facturas en papel, dichos avisos se considerarán recibidos por usted, una vez hayan transcurrido tres días desde que le enviemos la factura por correo. Si le enviamos otros avisos o notificaciones, se considerarán recibidos inmediatamente si se los enviamos a su aparato móvil, o a cualquier correo electrónico o número de fax que nos haya suministrado, o después de tres días si se los enviamos por correo a su dirección de facturación. Si necesita enviarnos notificaciones, por favor, envíelas a la dirección de servicio al cliente que aparece en su última factura.

Si es cliente del Servicio Prepagado y le enviamos notificaciones, se considerarán recibidas inmediatamente si se las enviamos a su aparato móvil, o a cualquier correo electrónico o número de fax que nos haya

**suministrado, o si las colocamos como una notificación antes de la llamada en su Servicio, o tres días después de que se las enviemos por correo a la dirección más reciente que tengamos de usted. Si necesita enviarnos avisos, por favor envíelos a la dirección de servicio al cliente – Servicio Prepagado en verizonwireless.com/contactus**

**Si alguna parte de este acuerdo, incluyendo cualquier disposición sobre el proceso de arbitraje (excepto la prohibición contra arbitrajes de clase como se explica en parte B de la sección anterior sobre resolución de disputas), resultara inválida, esa parte puede ser suprimida de este acuerdo.**

**Este acuerdo y los documentos que incorpora constituyen el acuerdo completo entre usted y nosotros. Usted no puede basarse en ningún otro documento o declaración sobre dichos asuntos presentados por los representantes de ventas o servicio al cliente, y no tiene otros derechos con respecto al Servicio o a este acuerdo.** Este acuerdo no es en beneficio de ningún tercero, excepto nuestras compañías matrices, afiliadas, subsidiarias, agentes, predecesores y sucesores participantes. Excepto en la medida que hayamos acordado de otra manera en este acuerdo, este acuerdo y las disputas contempladas en el mismo se rigen por las leyes federales y las leyes del estado que comprenda el código de área asignado a su número de teléfono móvil cuando aceptó este acuerdo, independientemente de la regulación sobre conflicto de leyes de dicho estado.

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## Información importante

**Los servicios descritos en este folleto están sujetos a los siguientes términos y condiciones como corresponda.**

- Requiere aprobación de crédito.
- La facturación, envío y dirección del usuario final deben estar dentro de un área donde Verizon Wireless esté autorizado y provea servicio.
- ¿Desea bloquear el acceso a cierto contenido? Programe los filtros de contenido en verizonwireless.com/miverizon o llame a servicio al cliente para bloquear el uso del servicio de Internet móvil Mobile Web, *Media Center* (Centro Multimedia), mensajería, V CAST y ciertos servicios internacionales en cualquier línea de su cuenta.
- Cuando llama a alguien, en ese teléfono puede aparecer su nombre y número de teléfono móvil. Si desea bloquear este identificador de llamadas, marque *67 antes de cada llamada, o solicite el bloqueo de llamadas por cada línea (para desbloquear, sólo marque *82) donde esté disponible. No puede bloquear el identificador de llamadas para algunos números a los que pueda llamar, tales como los números sin cargos de conexión.
- Al programar y escuchar sus mensajes de voz desde su teléfono móvil, su cuenta será facturada a las tarifas regulares del plan, como si hiciera una llamada normal.

**911**

**No hay restricciones para hacer o recibir llamadas al 911.** Si un usuario marca 911 desde su teléfono, todas las restricciones y limitaciones de controles de uso se suspenderán automáticamente hasta que el titular de la cuenta reprograme el servicio para esa línea.

**Aparato Adaptador de Home Phone Connect ("Aparato") y el Servicio de Home Phone Connect ("Servicio")**

INFORMACIÓN IMPORTANTE DEL SERVICIO DE ATENCIÓN DE EMERGENCIA 911: Ya que el Aparato está diseñado para operar solamente en un entorno interior, por favor esté preparado para proveer su ubicación dentro de las instalaciones al personal de seguridad pública durante cualquier llamada al 911. El *chipset* del sistema de posicionamiento global (GPS) incluido en el Aparato funcionará mejor si el Aparato está ubicado cerca de una ventana u otra apertura.

Aunque el Aparato tiene una batería de respaldo, si el teléfono de línea telefónica fija al cual está conectado el Aparato requiere una fuente externa de electricidad para operar, el Servicio (incluyendo la habilidad de hacer y recibir llamadas de 911) no estará disponible durante una falla eléctrica.

Ni Verizon Wireless ni ninguno de sus afiliados serán responsables por cualquier falla eléctrica y/o incapacidad de obtener acceso al personal de servicio de emergencia, ni Verizon Wireless o cualquiera de sus afiliados serán responsables de los actos u omisiones del personal del centro de asistencia de emergencias.

Para información técnica adicional sobre cómo funciona el 911 con el Aparato, por favor consulte el folleto de INFORMACIÓN DE SEGURIDAD Y GARANTÍA DEL

PRODUCTO (PRODUCT SAFETY AND WARRANTY INFORMATION) que recibió con su Aparato.

USO Y LIMITACIONES DE SERVICIO: Aunque el mapa de cobertura de Verizon Wireless en **verizonwireless.com/coverage** puede proveer alguna indicación de la cobertura anticipada de su ubicación, usted tendrá que evaluar si la cobertura real de su ubicación le es aceptable para el propósito de utilizar el Servicio de Home Phone Connect. Necesitará por lo menos cobertura moderada de Verizon Wireless en todo su hogar para utilizar adecuadamente el Servicio. El aparato de Home Phone Connect está diseñado para proveer cobertura consistente con otros aparatos de Verizon Wireless en su ubicación, pero Verizon Wireless no afirma que el servicio de Home Phone Connect sea equivalente al servicio de una línea telefónica fija.

El Adaptador de Home Phone Connect podría no ser compatible con ciertos sistemas de seguridad residenciales. Por favor, comuníquese con su proveedor de sistemas de seguridad residencial para confirmar los requisitos de compatibilidad de su sistema de seguridad residencial.

Si el Adaptador de Home Phone Connect está conectado a una base de teléfono inalámbrico, cualquier teléfono de extensión que sea compatible con esa base también puede utilizar el Servicio, pero solamente los teléfonos de cable que estén conectados directamente al Adaptador de Home Phone Connect pueden utilizar el Servicio.

El Servicio de Home Phone Connect es solamente un servicio de voz móvil. Los servicios de datos no están disponibles a través del Servicio de Home Phone Connect. El Servicio de Home Phone Connect tampoco admite llamadas salientes o entrantes para faxes, o servicio de Internet por marcado o DSL.

No se puede usar el Servicio para hacer llamadas 500, 700, 900, 976, o *dial-around* (ej. 1010-XXXX).

## Administrador de cuenta

**Compartiendo el acceso a su cuenta**

Al agregar un administrador de cuenta, se otorga acceso a otra persona a su información de cuenta y se le autoriza para administrar su cuenta. Los administradores de cuenta pueden realizar todas las transacciones, salvo:

- Cambiar la contraseña de la cuenta
- Agregar o cambiar el administrador de cuenta

## Seguridad y asistencia móvil

**Información importante sobre emisiones de radiofrecuencia y manejo responsable**

Usted puede encontrar información importante y útil sobre emisiones de radiofrecuencia y manejo responsable en nuestras tiendas, en el folleto de Información importante al consumidor, que viene en la caja de su equipo, y en nuestra página web. Visite verizonwireless.com/espanol y haga clic en los enlaces que se encuentran en la parte inferior de la página de inicio.

**Información de su ubicación**

Su aparato móvil puede determinar la ubicación física, geográfica ("Información de su ubicación") y de sí mismo (y de usted) y puede asociar la Información de su Ubicación con otros datos. Además, ciertas aplicaciones, servicios y programas pueden tener acceso a, recopilar, almacenar y usar la Información de su Ubicación, así como de divulgar la Información de su Ubicación a otros. Usted deberá tener precaución al determinar si la Información de su Ubicación debe o no estar disponible a otros y deberá leer todas las políticas de privacidad correspondientes a terceros antes de permitir el acceso. Para limitar un posible acceso no autorizado a la Información de su Ubicación, Verizon Wireless ofrece varios mecanismos y programas para manejar el acceso a los datos de ubicación. Al permitir la programación de ubicación, usted está permitiendo el acceso de terceros a la Información de Ubicación a través de *software*, *widgets* o componentes periféricos que decida descargar, añadir o adjuntar a su aparato móvil o por medio de acceso a Internet, capacidades de mensajería u otros medios y usted está autorizando que Verizon Wireless recopile, use y divulgue la Información de su ubicación según corresponda para ofrecerle todos los servicios de ubicación que usted habilite.

**Llamadas sin cargo de conexión y servicios de emergencia**

Las llamadas a números 800, 855, 866, 877 y 888 son gratuitas: sin embargo, se le facturará por el tiempo de uso. Las excepciones son las llamadas a

servicio al cliente y asistencia técnica de Verizon Wireless (oprima ***611 SEND** desde su teléfono móvil) y las llamadas de emergencia (al 911), las cuales son sin cargos de conexión ni tiempo de uso. Asistencia de Emergencia 911: **911 SEND** (sin cargos de conexión ni tiempo de uso desde su teléfono móvil). Todas las llamadas al *611 o al 911 están incluidas en su Plan.

**Prevención de fraude**
Verizon Wireless desea proteger su privacidad y trabaja arduamente para prevenir el uso telefónico no autorizado o el fraude. Los números de móvil y las llamadas pueden ser interceptados por alguien con equipo especializado. Nosotros usamos tecnología antifraude para dificultar el fraude de llamadas, especialmente en llamadas digitales. Cuando esté en *roaming* en determinadas áreas fuera de nuestra red, es posible que siga necesitando un número de identificación personal PIN antes de efectuar llamadas. Si no recibió su número PIN cuando se inscribió al servicio y necesita uno, por favor, llame a servicio al cliente.

**Reglas y regulaciones de la FCC**
La Comisión Federal de Comunicaciones (FCC) requiere que los teléfonos móviles sean operados de acuerdo con las reglas y regulaciones de la FCC y bajo la supervisión del licenciatario.

**Depósito de garantía**
Es posible que le hayan pedido que dejara un depósito de garantía al momento de activar su servicio móvil. Usted tendrá derecho a recibir su depósito de garantía al término de un año de servicio ininterrumpido, o al cancelarse su servicio. Su depósito le será devuelto automáticamente después de un año, incluido el interés, siempre que haya mantenido su cuenta "al corriente" (esto significa que haya pagado puntualmente su factura continuamente durante un año). Este reembolso puede tomar hasta tres ciclos de facturación para ser procesado. Si le desconectan el servicio en cualquier momento durante el primer año por falta de pago, perderá el derecho a todo interés devengado durante ese plazo. Si cancela su servicio, pero no ha pagado su última factura, el depósito se aplicará a su cuenta, y recibirá los fondos restantes. Si su servicio es cancelado después del período inicial de 14 días para cambios y devoluciones, pero antes del final de su plazo mínimo, su depósito será aplicado a cuenta del Cargo de Cancelación Prematura, además de cualquier saldo por pagar antes de que sea procesado el cheque.

## Puede probar nuestro servicio por 14 días.

Para detalles completos, sírvase consultar la sección **Devolución y Cancelación de Servicio** en la política de cambios y devoluciones a continuación.

## Política de cambios y devoluciones (para compras de Verizon Wireless)

**Política de devolución de aparatos móviles/accesorios**
Usted podrá devolver o cambiar aparatos móviles y accesorios comprados de Verizon Wireless dentro de los 14 días posteriores a la fecha de la compra. Aplica un cargo por reposición de $35 a cualquier devolución o cambio de un aparato móvil.

A nuestra discreción, podríamos rechazar su devolución o aplicarle un cargo por un artículo que falte, o por artículos que determinemos estén dañados o que requieran servicio, o si las especificaciones del artículo o *software* del fabricante han sido modificadas. Si devuelve su mercancía y se la aceptamos dentro del período de devolución, le reembolsaremos su precio de compra, sujeto a un cargo por reposición. Si devuelve un aparato móvil sin la etiqueta del código de barras del producto (UPC) en la caja, a la cantidad del reembolso se le descontará la cantidad de cualquier reembolso por correo que haya estado disponible para el aparato móvil al momento de la compra. Las compras realizadas en efectivo o con cheque, tarjeta de crédito o tarjeta de regalo se reembolsarán mediante cheque, tarjeta de crédito o tarjeta de regalo, respectivamente.

Antes de devolver o cambiar cualquier aparato móvil o accesorio que contenga datos en su memoria, por favor, transfiera todos los datos que desee conservar a otra fuente de archivo de información. Una vez que el aparato móvil o accesorio sea devuelto, no podrá recuperar sus datos. Debido a que la FCC exige que casi todos los aparatos móviles en la red de un proveedor de servicio tengan capacidad GPS, Verizon Wireless no permite que se activen en su red los aparatos móviles sin capacidad GPS. Si usted actualiza de un aparato móvil no capacitado para GPS a uno capacitado

para GPS y después lo devuelve dentro del período de devolución, Verizon Wireless no permitirá que el aparato móvil no capacitado para GPS vuelva a activarse en su red. Los términos y condiciones de la política de cambios y devoluciones, que incluye el período de devolución, pueden variar según el contrato. Por favor, comuníquese con el equipo COOS/Lifeline al 1.800.924.0585 o consulte su contrato para determinar los términos y condiciones que aplican.

**Devolver su mercancía no cancela automáticamente su servicio. Usted debe llamar a servicio al cliente al 1.800.924.0585 para cancelar el servicio.**

**Cambio de mercancía nueva**
Se le permite realizar un solo cambio. Para realizar un cambio, devuelva la mercancía (incluido el aparato, cargador, batería, instrucciones y cualquier otro componente) en la caja ORIGINAL. Toda mercancía debe estar como nueva y acompañada del recibo original. Podrán aplicar cargos de envío a la mercancía que cambie y que le sea enviada por Verizon Wireless.

**Devolución y cancelación de servicio**
Podrá cancelar su servicio por cualquier motivo dentro de los 14 días posteriores a su activación. Si compró un aparato móvil a precio promocional al momento de la activación, deberá devolver dicho aparato móvil dentro del período de devolución para evitar que se le aplique un Cargo por Cancelación Prematura de $175. También será responsable de todos los cargos por uso, cargos de acceso prorrateados, impuestos, recargos u otros cargos correspondientes acumulados en su cuenta hasta la fecha de cancelación.

Si devuelve su mercancía, aunque sea por error, después del período de devolución, no recibirá un reembolso ni se le devolverá la mercancía que devolvió.

**Si compró la mercancía por teléfono, siga las instrucciones de devolución incluidas en su paquete. Para más detalles, visite verizonwireless.com/returninstructions**

**¿Tiene problemas con su aparato?**
Si tiene problemas con su aparato móvil, comuníquese con Verizon Wireless llamando sin cargo de conexión al 1.866.406.5154 desde una línea telefónica fija. Haremos un diagnóstico de la situación al momento de su llamada. Si no podemos resolver el problema mientras usted está en la línea, y este es causado por un defecto del fabricante dentro del primer año que usted posea el aparato, le enviaremos uno de Reemplazo Certificado Como Nuevo (ya sea una unidad igual o de calidad similar) directo a su casa. Los aparatos de Reemplazo Certificados Como Nuevos tendrán el período de garantía restante del aparato móvil original o 90 días, lo que sea mayor. Una vez que reciba su aparato de reemplazo, deberá devolver su aparato defectuoso en los 5 días siguientes.

Si no devuelve su aparato defectuoso o si devuelve un aparato que ha estado sujeto a negligencia, mal uso, daño por líquidos o desgaste irrazonable, se le cobrará una cantidad que puede llegar a ser el precio total de venta al público de su aparato de reemplazo, el cual pudiera exceder los $200.

Estas políticas no limitan ni reemplazan ninguna garantía existente del fabricante. Este programa puede considerarse como una "garantía" o "contrato de servicio" en ciertos estados.

**Información Adicional**

SI USTED RESIDE DENTRO DE LAS ÁREAS DESIGNADAS "ETC" (POR SUS SIGLAS EN INGLÉS) DE VERIZON WIRELESS EN SOUTH DAKOTA, USTED TIENE LA OPCIÓN DE PRESENTAR CIERTAS DISPUTAS O RECLAMACIONES QUE SURJAN BAJO ESTE ACUERDO CON EL CLIENTE ANTE LA COMISIÓN DE SERVICIOS PÚBLICOS DE SOUTH DAKOTA, Y QUE SEA LA COMISIÓN (DS CL-4913) LA QUE DETERMINE LA RESOLUCIÓN. DE LO CONTRARIO, LAS PROVISIONES DE ELECCIÓN DE ARBITRAJE OBLIGATORIO PRESENTADAS EN ESTE ACUERDO CON EL CLIENTE REGIRÁN LOS DERECHOS QUE TIENEN AMBAS PARTES A RESOLVER LA DISPUTA MEDIANTE EL ARBITRAJE. USTED PUEDE CONTACTAR A LA COMISIÓN DE SERVICIOS PÚBLICOS DEL ESTADO DE SOUTH DAKOTA EN 500 EAST CAPITAL AVENUE, PIERRE, SOUTH DAKOTA 57501-5070, NÚMERO TELEFÓNICO 1.605.773.3201 Ó 1.800.332.1782.

# Line 510 – Compliance with Service Quality Standards and Consumer Protection Rules

47 C.F.R. § 54.313(a)(5) requires a high-cost support recipient to certify that it is complying with applicable service quality standards and consumer protection rules. The service quality standards and consumer protection rules applicable to St. Lawrence Seaway RSA Cellular Partnership, SAC 159014, are embodied in the CTIA Consumer Code for Wireless Service (the "CTIA Consumer Code"). In satisfaction of 47 C.F.R. § 54.313(a)(5), St. Lawrence Seaway RSA Cellular Partnership, SAC 159014, hereby certifies that it has complied and will continue to comply with the principles set forth in the CTIA Consumer Code.

# Line 610 – Functionality in Emergency Situations

47 C.F.R. § 54.313(a)(6) requires a high-cost support recipient to certify that it is "able to function in emergency situations as set forth in § 54.202(a)(2)." Section 54.202(a)(2) requires that each eligible telecommunications carrier ("ETC") applicant must "[d]emonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

St. Lawrence Seaway RSA Cellular Partnership, SAC 159014, hereby certifies that it is able to function in emergency situations as set forth in § 54.202(a)(2). In support of this certification, St. Lawrence Seaway RSA Cellular Partnership states that it has deployed sufficient power generators throughout its network and also has the capability to deploy temporary microwave facilities quickly to the extent necessary for St. Lawrence Seaway RSA Cellular Partnership's network to remain functional during emergencies. These generators and microwave facilities ensure that (1) a reasonable amount of back-up power will be available to ensure functionality without an external power source; (2) St. Lawrence Seaway RSA Cellular Partnership will be able to reroute voice traffic around damaged facilities; and (3) St. Lawrence Seaway RSA Cellular Partnership will be capable of managing spikes in voice traffic resulting from emergency situations.

# Line 1010 – Voice Services Rate Comparability

47 C.F.R. § 54.313(a)(10) requires a high-cost support recipient to certify that "the pricing of [its] voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified [by the Wireline Competition Bureau]." In Public Notice DA 14-384 in WC Docket No. 10-90, the Wireline Competition Bureau stated that the "reasonable comparability benchmark" is $46.96. Thus, for purposes of the 2014 Form 481 filing, Section 54.313(a)(10) requires that each eligible telecommunications carrier must certify that its voice services are priced at no more than $46.96. USAC's Form 481, at line 1010 of Page 1, requires a descriptive document in support of this certification.

St. Lawrence Seaway RSA Cellular Partnership, SAC 159014, hereby certifies that it meets the requirement set forth in § 54.313(a)(10). Most of the service offerings made available by St. Lawrence Seaway RSA Cellular Partnership include mobility, text messaging services, data services, and other services such that they have many more features than landline voice-only service. St. Lawrence Seaway RSA Cellular Partnership identifies the following voice plans that are currently available or were available in 2014 that closely resemble landline voice-only services and are priced under $46.96, in support of St. Lawrence Seaway RSA Cellular Partnership's certification:

| Name of plan | Features | Price |
|---|---|---|
| Share Everything plan for one basic phone | - 700 minutes<br>- unlimited night and weekend minutes<br>- unlimited calling to Verizon Wireless customers | $40 per month |
| Allset $35 Basic Prepaid Plan (no annual contract) | - 500 anytime minutes<br>- unlimited text<br>- 500 MB data | $35 per month |
| Allset $45 Basic Prepaid Plan (no annual contract) | - unlimited talk<br>- unlimited text<br>- 500 MB data | $45 per month |

All plans include: long distance calling at no extra charge, voicemail, caller ID, 3-way calling, call forwarding, and no answer/busy transfer.