

**verizon**<sup>✓</sup>

# **Introducing Verizon unlimited.**

**Unlimited gets the  
network it deserves.**

# Not just unlimited, Verizon unlimited.

# U

## unlimited<sup>✓</sup>

4 lines	\$45/line
3 lines	\$54/line
2 lines	\$70/line
1 line	\$80 <sup>†</sup>

Per month. Plus taxes and fees. When you enroll in Auto Pay. Choose up to 10 lines. Prices shown include smartphone line access.<sup>1,2</sup>

### Add your devices.

- Phones: \$20/month<sup>3</sup> each
- Tablets/hotspots: \$20/month each
- Connected devices: \$5/month each

### Included add-ons and benefits:

- Unlimited talk and text<sup>4</sup>
- HD Video streaming
- Personal Hotspot<sup>2,5</sup>
- Calling/texting to and from Mexico & Canada included<sup>6</sup>
- Mexico & Canada Roaming<sup>2,6</sup>
- Travel Pass available (\$10/day/line)<sup>2</sup>

\* Plan cost per month, plus \$20 per month per smartphone purchased on device payment. Taxes and fees apply.

<sup>†</sup> For Single Line unlimited, max 3 lines, including 1 smartphone.

<sup>1</sup> Prices include \$10/mo (Multi Line) and \$5/mo (Single Line) discounts for required enrollment in Auto Pay (checks or debit cards only) and paper-free billing.

<sup>2</sup> 4G LTE only. After 22 GB/mo/line, we may prioritize your data behind other customers during times/places of network congestion. Mobile hotspot/router/ Jetpack service reduced to 3G speeds after 10 GB/mo; domestic data roaming at 2G speeds; int'l data reduced to 2G speeds after 500 MB/day. Discounts not available.

# Don't need unlimited?

Choose a size that works for you.

<b>S</b>	<b>M</b>	<b>L</b>
2 GB/\$35*	4 GB/\$50*	8 GB/\$70*

### Your data is yours to keep.

If you don't use your data, you won't lose it. Carryover Data automatically rolls over your unused gigs to the end of the following month.

### We pulled one over on overages.

Choose Safety Mode and stay online even after you've used all your data. With Safety Mode enabled, you won't be charged overage. Instead, you'll keep reduced speeds for basic data use like viewing a web page or checking email.<sup>7</sup>

### Add your devices.

- Phones: \$20/month<sup>3</sup> each
- Tablets/hotspots: \$10/month each
- Connected devices: \$5/month each

### Included add-ons and benefits:

- Unlimited talk and text<sup>4</sup>
- Share data with up to 10 devices; switch sizes anytime<sup>8</sup>
- Unlimited International Messaging from the US
- Personal Hotspot<sup>5</sup> at no extra cost

Plan minutes are for domestic calls from within the Nationwide Voice Coverage Area; see map on page 4. (Mexico and Canada are included without a daily fee on unlimited plan.)

Plan fees are billed monthly. Data overage billed \$15/1 GB (rounded up to the nearest 1 GB). Taxes and fees apply.

<sup>3</sup> \$40/month for smartphones subject to a minimum-term contract.

<sup>4</sup> Premium Messaging programs not included.

<sup>5</sup> Available on capable devices. Wi-Fi encryption and Internet security measures are recommended (e.g., firewall software and current patches for operating systems and applications).

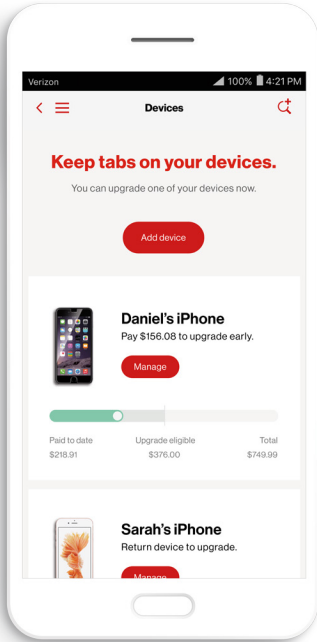
<sup>6</sup> 4G World Device req'd. If more than 50% of your talk, text or data usage in a 60-day period is in Canada or Mexico, use of your talk, text or data allowances in those countries may be removed or limited.

<sup>7</sup> At 2G speeds, streaming audio or video content may be affected.

<sup>8</sup> Connected devices do not count toward 10-device limit.

# Download the new My Verizon app today.

Manage your entire Verizon account from anywhere, in a tap.



## Manage your plan in seconds

Get more data or go unlimited at any time, right from the palm of your hand.

## Check your bill from anywhere

Easily understand and pay your bill anywhere, anytime.

## On-Demand Support

Get on-demand support right from your phone.

## Shop the latest devices, day or night

Shop the latest devices and accessories, right from your phone.

## Keep tabs on your data

See you data usage and track your data.

# Tablets and internet devices

A data-only plan for accounts that just use data.

**Step 1.** Select up to 10 data devices.

Devices	Monthly line access (per device)
Hotspot / USB modems	\$20
Tablets	\$10
Connected devices	\$5

**Step 2.** Choose the amount of data to share with all devices on your account.

Shared data	Monthly account access (share with up to 10 devices)
2 GB	\$20*
4 GB	\$30
6 GB	\$40
8 GB	\$50
10 GB	\$60

Data average is \$15 per 1 GB.

# Basic phones

Single Basic Phone Plan: a single-line plan with unlimited talk and text for basic phones only, without Pay As You Go data rates.

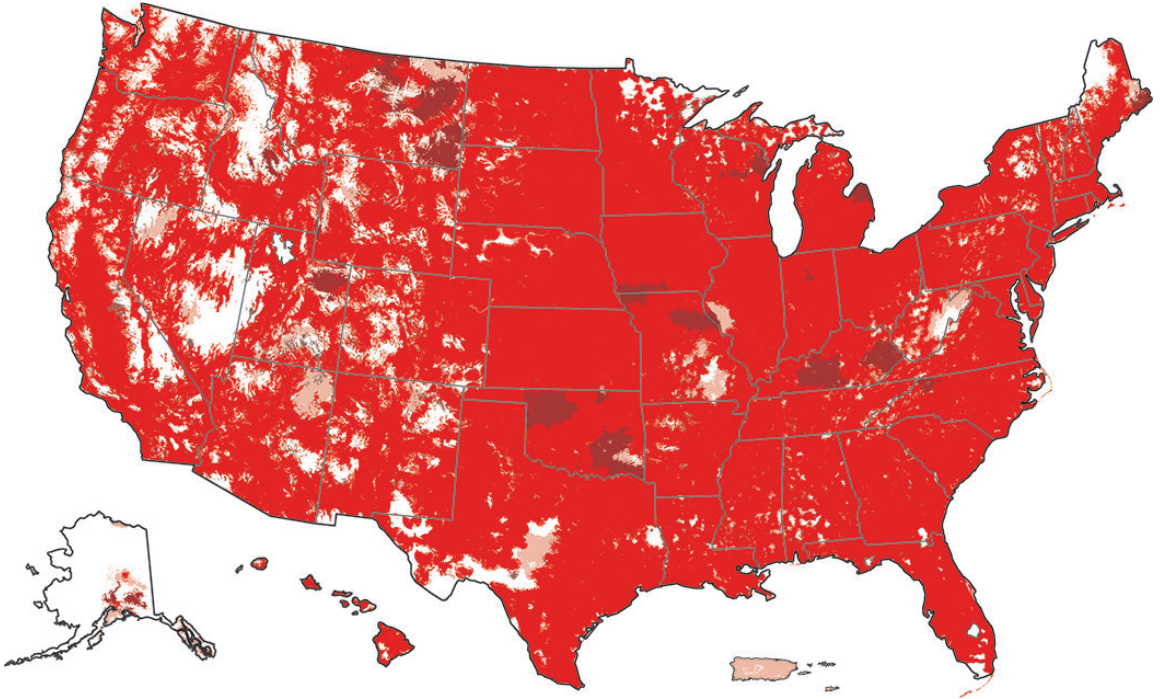
Enjoy unlimited minutes and 500 MB of data for one price—just \$30/mo.<sup>1</sup> Additional data is \$5 per 500 MB.






For additional plan information, see page 10. Please see international rates while traveling outside the US on page 7. For coverage details, visit [VerizonWireless.com/4GLTE](http://VerizonWireless.com/4GLTE) or see the map on page 4.

\* For tablets and connected devices only.

<sup>1</sup> Personal email is available for an additional \$5/mo.

# Welcome to the next gen network.



Map Key	
	4G LTE Data/Voice Coverage
	4G LTE Data Roaming Coverage
	1X Data/Voice Coverage
	Extended 1X Data/Voice Roaming Coverage
	Data/Voice Coverage Not Available

## Verizon LTE Advanced.

### Powering America's largest and fastest 4G LTE network ever.

If you're on Verizon, you'll connect to LTE Advanced automatically. That means that you get 50% faster peak speeds in more than 450 cities, coast to coast.

It means better HD Video streaming. Faster downloads of movies and playlists. Plus, a smoother gaming experience. All on Verizon LTE Advanced.

#### Important map information:

This map does not guarantee coverage. This map depicts predicted and approximate wireless coverage and may contain areas with limited or no service. Even within a coverage area, many factors, including network capacity, your device, terrain, proximity to buildings, foliage and weather, may affect availability and quality of service. The coverage areas may include networks run by other carriers; some of the coverage depicted is based on their information and public sources and we cannot guarantee its accuracy. See [VerizonWireless.com/CoverageLocator](http://VerizonWireless.com/CoverageLocator) for additional information.

#### Handset banner information:

"Extended Network" or "Roaming": Included add-ons and optional services may not be available.

For more details on 4G coverage, please visit [VerizonWireless.com/4GLTE](http://VerizonWireless.com/4GLTE)

# International Plans

If you have unlimited data on the Verizon Plan, you can take your domestic talk, text and data with you to Mexico and Canada. Plus, enjoy unlimited calling from the U.S. to Mexico and Canada at no additional charge.

## While in the US

Calling or texting family abroad? Verizon has great plans for you. Miss less. Pay less.

### Unlimited Together™ – World

Get the best calling rates to Latin America and the Caribbean.<sup>1</sup> Enjoy unlimited<sup>2</sup> long-distance calls from the US to landline phones in over 70 countries and mobile phones in nearly 40, plus make discounted calls to an additional 160+ destinations, all for \$15 per month.

Unlimited Together – World		
Cost	Calling rates	
\$15/mo per line	Calls to over 70 countries: \$0.00/minute	Calls to 160+ countries: As low as \$0.05/minute

### Unlimited Together™ – North America

Enjoy unlimited<sup>2</sup> long-distance calls from the US to Mexico and Canada for just \$5 per month. Plus make discounted calls to an additional 220+ destinations.

Unlimited Together – North America		
Cost	Calling rates	
\$5/mo per line	Calls to Mexico & Canada: \$0.00/minute	Calls to 220+ countries: As low as \$0.05/minute

If you call international destinations less frequently, standard international long-distance rates start as low as 49¢ per minute.<sup>3</sup>

Text the World	
Send a text message	Send a multimedia message
Included in the Verizon Plan	Included in the Verizon Plan

Visit [VerizonWireless.com/International](http://VerizonWireless.com/International) for a complete list of destinations and rates. Visit [Verizon.Cellmaps.com](http://Verizon.Cellmaps.com) for complete international coverage details. International options are only available with a qualifying domestic plan.

<sup>1</sup> Based on competitive analysis of long-distance rates to 51 Latin American and Caribbean countries as of 10.24.2016.

<sup>2</sup> When you have a plan with unlimited talk to the US; domestic airtime applies.

<sup>3</sup> Rates vary by destination.

# Traveling outside the US

## 1. TravelPass<sup>SM</sup>

Stay in touch with what matters while traveling. With TravelPass, use your plan as you do at home. You only pay a daily fee on the days you use your phone. To add TravelPass, text TRAVEL to 4004.

TravelPass <sup>4</sup>	Daily fee	Talk, text & data
Mexico & Canada	\$5 per device	Your domestic plan allowance
120+ Countries	\$10 per device	

## 2. Monthly plan

For monthly service, you can choose a plan that automatically expires after one month or a recurring monthly plan.

Monthly plan	Fee	Talk, text & data
Mexico & Canada	\$15 per line <sup>†</sup>	<ul style="list-style-type: none"> <li>• 100 MB of data</li> <li>• 100 minutes</li> <li>• 100 texts sent</li> <li>• Unlimited texts received<sup>5</sup></li> </ul>
140+ Countries	\$40 per line <sup>†</sup>	

<sup>†</sup> Overages: \$10 per 100 MB, 10¢ per minute, 10¢ per text sent.

<sup>‡</sup> Overages: \$25 per 100 MB, 25¢ per minute, 25¢ per text sent.

## 3. Pay As You Go

Talk rates start at 99¢/min. Messaging<sup>6</sup> is 50¢/text sent and 5¢/text received. Data (for all countries) is \$0.002/KB or \$2.05/MB.

<sup>4</sup> 4G LTE world-capable device required; not available on select plans. Calls to international numbers, other than the country traveling in, will be charged standard international long-distance rates. 4G data speeds are available for the first 1/2 GB used in each 24 hour session, any additional data used will be reduced to 2G speeds for that 24 hour session. TravelPass service may be removed or data speeds may be slowed, if international talk, text or data usage exceeds 50% of total talk, text or data usage over any 60-day period.

<sup>5</sup> Multimedia messages to/from Mexico and Canada numbers and text messages to/from Canada numbers deduct from your domestic messaging plan. Text messages sent/received while in Canada count as domestic. Text messages sent/received while in Mexico deduct from International packages.

<sup>6</sup> Multimedia messaging rates are the same as in the US, plus international data roaming charges.

To see supported countries, go to [VerizonWireless.com/International](http://VerizonWireless.com/International). Network changes by our partners require that you have a World Device in order to make calls, send text messages or use data services.

# Optional services pricing

<b>Messaging per-use rates</b> for plans without Unlimited Messaging	<b>Price</b>
Texts	20¢ per text sent (per recipient) or received (including Canada, Mexico, Puerto Rico and the US Virgin Islands)
Multimedia Messages (includes picture, video, voice, audio, location, group and contact messages)	25¢ per multimedia message sent (per recipient) or received (including Canada, Mexico, Puerto Rico and the US Virgin Islands)
<b>Push to Talk Plus</b>	
Push to Talk Plus calling when added to a basic or smartphone plan. Data usage may apply. <sup>1</sup>	\$5/mo
<b>Family Safeguards and Controls</b>	
Verizon FamilyBase <sup>®2</sup>	\$4 <sup>99</sup> /mo
Family Locator <sup>3</sup>	\$9 <sup>99</sup> /mo
<b>Name ID</b>	
Caller Name ID	\$2 <sup>99</sup> /mo
<b>Tones</b>	
Ringback Tones	\$1 <sup>99</sup> /Ringback Tone/yr. (plus 99¢/month subscription service)
<b>VZ Navigator<sup>®</sup></b> (Not all pricing options available on all devices.)	
Monthly service	\$9 <sup>99</sup> /line (basic phones) \$4 <sup>99</sup> /line (smartphones)
Daily service	99¢/line for smartphone or basic phones

For Nationwide Messaging Plans designed specifically for deaf or hard-of-hearing customers, visit [VerizonWireless.com/Accessibility](http://VerizonWireless.com/Accessibility)

Text and multimedia messages are billed when received, whether or not you open them.

Data usage applies to Tones, VZ Navigator, Verizon Cloud, Family Locator, Premium Visual Voice Mail and Mobile Email, and will be charged according to your data package.

<sup>1</sup> Data usage will be billed according to your data plan. Usage may vary; average is approximately 125 MB/mo. Not available with international plans, including Mexico & Canada.

<b>Information</b>	<b>Price</b>
411 Search <sup>4</sup>	\$1 <sup>99</sup> /call Up to 3 numbers can be provided per call.
<b>Voice Mail</b>	
<b>Premium Visual Voice Mail (for Android™, Windows® and BlackBerry®)</b> Manage voice messages from your phone's screen, enjoy a larger inbox, create up to 20 personal greetings, plus read your voice mails with Voice Mail to Text.	\$2 <sup>99</sup> /mo
<b>Voice Mail to Text for iPhone®</b> Have voice messages delivered to you as text messages so you can discreetly read your voice messages without listening to them.	\$2 <sup>99</sup> /mo
<b>Verizon Roadside Assistance</b>	
Monthly service <sup>5</sup>	\$3/line
Pay per use	\$69 <sup>95</sup> using credit card at time of dispatch
<b>Detailed billing</b>	
Printed detailed bill	\$1 <sup>99</sup> /mo per line or available at no charge through My Verizon
<b>Verizon Cloud<sup>6</sup></b>	
2 GB	Available for no cost for the new Verizon Plan customers who install the new Verizon Cloud app on their smartphone <sup>7</sup>
25 GB	\$2 <sup>99</sup> /mo per line
250 GB	\$4 <sup>99</sup> /mo per line
1 TB	\$9 <sup>99</sup> /mo per line

<sup>2</sup> Subject to additional terms and conditions, which can be viewed at [VerizonWireless.com/Support/Usage-Controls-Legal/](http://VerizonWireless.com/Support/Usage-Controls-Legal/)

<sup>3</sup> To learn more, visit [VerizonWireless.com/Support/Family-Locator-Legal](http://VerizonWireless.com/Support/Family-Locator-Legal)

<sup>4</sup> Rates and add-ons vary when in Extended Network or Roaming.

<sup>5</sup> Coverage becomes effective 48 hours after enrollment in the program.

<sup>6</sup> Subject to additional terms and conditions, which can be viewed at [VerizonWireless.com/Support/Terms/Products/Cloud.html](http://VerizonWireless.com/Support/Terms/Products/Cloud.html)

<sup>7</sup> Requires a Verizon Cloud-capable Android, iOS or Windows device.

Customers who do not install the Verizon Cloud app on their smartphone will receive only 1.2 GB at no additional charge.

# Customer Agreement & Important Information

## Additional plan information

**Minimum contract term:** Each line requires a month-to-month or two-year contract.

**Activation/upgrade fees:** Activation fee: up to \$40 per line. Upgrade fee: up to \$40 per device when upgrading to a new device.

**Early termination fees:** The early termination fee is up to \$175, or up to \$350 if your contract term results from your purchase of an advanced device (e.g., a smartphone or netbook).

**Taxes, surcharges and fees:** The market you're in determines taxes, surcharges and fees, such as E911 and gross receipt charges. As of April 1, 2017, they can add between 7% and 46% to your standard monthly access and other charges.

Monthly Federal Universal Service (17.4% of interstate and international telecom charges, as of April 1, 2017; varies quarterly based on FCC rate), Regulatory (21¢ per voice-capable line; 2¢ per data-only line) and Administrative (\$1.23 per voice-capable line; 6¢ per data-only line) charges are Verizon Wireless charges, not taxes, and are subject to change. For more details on these Verizon Wireless charges, call 1.888.684.1888.

## Customer Agreement

(Para una copia de este documento en español, visite nuestro website: [VerizonWireless.com/espanol](http://VerizonWireless.com/espanol))

Thanks for choosing Verizon. In this Customer Agreement ("Agreement"), you'll find important information about your wireless 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.

## 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 international service plans or equipment protection services. Together, your Plan, features you use, and any Optional Services you select are your Service. The current version of this Agreement and the terms and conditions for your Service are available online at [VerizonWireless.com](http://VerizonWireless.com)

By using the Service you are agreeing to every provision of this Agreement whether or not you have read it.

## Cancellation

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. See [vzw.com/ReturnPolicy](http://vzw.com/ReturnPolicy) for complete details and information on returning your equipment.

## My privacy

We collect personal information about you. By entering into this Agreement, you consent to our data collection, use and sharing practices described in our Privacy Policy. It is your responsibility to notify people who connect devices through your mobile hotspot, Jetpack or wireless router that we will collect, use and share information about their device and use of the Service in accordance with 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](http://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. You can find out how we use, share and protect the information we collect about you in the Verizon Privacy Policy, available at [Verizon.com/privacy](http://Verizon.com/privacy)

If you subscribe to Service for which usage charges are billed at the end of the billing period ("Postpay Service"), we may investigate your credit history at any time. 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. 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.

You consent to allow Verizon and anyone who collects on our behalf to contact you about your account status, including past due or current charges, using prerecorded calls, email and calls or messages delivered by an automatic telephone dialing system to any wireless phone number or email address you provide. Verizon will treat any email address you provide as your private email that is not accessible by unauthorized third parties. Unless you notify us that your wireless service is based in a different time zone, calls will be made to your cellular device during permitted calling hours based upon the time zone affiliated with the mobile telephone number you provide.

## 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 or at a reduced billing rate, 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, your early termination fee will be \$350, which will decline by \$10 per month upon completion of months 7-17, \$20 per month upon completion of months 18-22, \$60 upon completion of month 23 and will be \$0 upon completion of the contract term. For other contract terms entered into on or after November 14, 2014, your early termination fee will be \$175, which will decline by \$5 per month upon completion of months 7-17, \$10 per month upon completion of months 18-22, \$30 upon completion of month 23 and will be \$0 upon completion of your contract term. If you cancel service, you may have to immediately pay off the remaining balance on any device agreement. 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 it charges a separate termination fee.

## Can I take my wireless phone number to another carrier?

You may be able to transfer, 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.

## 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. 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. Notwithstanding this provision, if we make any changes to the dispute resolution provision of this Agreement, such changes will not affect the resolution of any disputes that arose before such change.

## 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 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 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 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.

## 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.

## How does Verizon calculate my charges?

You agree to pay all access, usage and other charges that you or any other user of your wireless device incurred. If multiple wireless devices are associated with your account, you agree to pay all charges incurred by users of those wireless devices. 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.

## What charges are set by Verizon Wireless?

Our charges may 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, slower speeds, or extra charges (including charges for long distance, tolls or calls that don't connect) when roaming.

## How can I prevent unintended charges on my bill?

Many services and applications are accessible on or through wireless devices, including purchases of games, movies, music and other content. Some of these services are provided by Verizon. Others are provided by third parties that may offer the option to bill the charges to your Verizon bill or other methods of payment. Charges may be one-time or recurring. The amount and frequency of the charges will be disclosed to you or the person using your device or a device associated with your account at the time a purchase is made. If the purchaser chooses to have the charges billed to your account, such charges will become part of the amount due for that billing cycle. Verizon offers tools to block or restrict these services, and to block all billing for third-party services on your Verizon Wireless bill, at [VerizonWireless.com/MyVerizon](http://VerizonWireless.com/MyVerizon). We do not support calls to 900, 976 and certain other international premium rate numbers.

## 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, 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.

## Billing and 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 to have your Service billed by another company (pursuant to a Verizon-approved program), late fees are set by that company and may be higher than our late fees.) Late fees are part of the rates and charges you agree to pay. If you fail to pay on time and we refer your account(s) to a third party for collection, a collection fee will be assessed and will be due at the time of the referral to the third party. The fee will be calculated at the maximum percentage permitted by applicable law, not to exceed 18 percent. 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. If your service is suspended or terminated, you may have to pay a fee to have service reactivated.

If you're a Prepaid customer, you may replenish your balance at any time before the expiration date by providing us with another payment. If you maintain a Prepaid account balance, it may not exceed \$1,000 and you may be prevented from replenishing if your balance reaches \$1,000. We may apply your payments to any amounts you may owe us if your earlier account replenishment payments had been reversed. 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 you are a California customer and 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 US 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. 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 [responsibility.verizon.com/contentpolicy](https://responsibility.verizon.com/contentpolicy)

### **Waivers and limitations of liability**

You and Verizon 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 BOTH AGREE TO RESOLVE DISPUTES ONLY BY ARBITRATION OR IN SMALL CLAIMS COURT. YOU UNDERSTAND THAT BY THIS AGREEMENT YOU ARE GIVING UP THE RIGHT TO BRING A CLAIM IN COURT OR IN FRONT OF A JURY. WHILE THE PROCEDURES MAY BE DIFFERENT, 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), INCLUDING ANY DISPUTES YOU HAVE WITH OUR EMPLOYEES OR AGENTS, 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 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 RULES FOR CONSUMER DISPUTES 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](http://WWW.ADR.ORG)), THE BBB ([WWW.BBB.ORG](http://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. ANY QUESTION REGARDING THE ENFORCEABILITY OR INTERPRETATION OF THIS PARAGRAPH SHALL BE DECIDED BY A COURT AND NOT THE ARBITRATOR.

(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 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 REIMBURSE 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 WILL PAY THE FEE DIRECTLY TO THE AAA OR 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 \$5,000, OR IF WE DON'T MAKE YOU AN OFFER, AND THE ARBITRATOR AWARDS YOU ANY AMOUNT OF MONEY BUT LESS THAN \$5,000, THEN WE AGREE TO PAY YOU \$5,000 INSTEAD OF THE AMOUNT AWARDED. IN THAT CASE WE ALSO AGREE TO PAY ANY REASONABLE ATTORNEYS' FEES AND EXPENSES, REGARDLESS OF WHETHER THE LAW REQUIRES IT FOR YOUR CASE. IF THE ARBITRATOR AWARDS YOU MORE THAN \$5,000, THEN WE WILL PAY YOU THAT AMOUNT.

(7) AN ARBITRATION AWARD AND ANY JUDGMENT CONFIRMING IT APPLY ONLY TO THAT SPECIFIC CASE; IT CAN'T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF.

(8) IF FOR SOME REASON THE PROHIBITION ON CLASS ARBITRATIONS SET FORTH IN SUBSECTION (3) CANNOT BE ENFORCED, THEN THE AGREEMENT TO ARBITRATE WILL NOT APPLY.

(9) IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, YOU AND VERIZON AGREE THAT THERE WILL NOT BE A JURY TRIAL. YOU AND VERIZON 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 precall 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](http://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.

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## 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.
- To block access to certain content or services, call Customer Service or visit [VerizonWireless.com/MyVerizon](http://VerizonWireless.com/MyVerizon), where you can block users on your account from using or making purchases in Games, Media Center, Mobile Web and third-party applications and 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.

### ■ 700-Minute Plan for basic phones

#### Limited Mobile to Mobile Calling with Limited Night & Weekend:

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

### ■ Data Services

Verizon Wireless charges you for all data and content sent or received using our network (including any network overhead and/or Internet Protocol overhead associated with content sent or received), as well as resolution of Internet Protocol addresses from domain names. Sending or receiving data using a virtual private network (VPN) involves additional VPN overhead for which you will be charged. Please note that certain applications or widgets periodically send and receive data in the background, without any action by the user, and you will be billed for such data use. Applications may automatically re-initiate data sessions without your pressing or clicking the **Send** or connect button. Data sessions automatically terminate after 24 hours. A data session is inactive when no data is being transferred. Data sessions may seem inactive while data is actively being transferred, or may seem active when the data is actually cached and data is not being transferred.

If you have a data-only plan and use voice service, domestic voice calls will be billed at 25¢/minute.

We are implementing optimization and transcoding technologies in our network to transmit data files in a more efficient manner to allow available network capacity to benefit the greatest number of users. These techniques include caching less data, using less capacity, and sizing the video more appropriately for the device. The optimization process is agnostic to the content itself and to the website that provides it. While we invest much effort to avoid changing text, image and video files in the compression process, and while any change to the file is likely to be indiscernible, the optimization process may minimally impact the appearance of the file as displayed on your device. For a further, more detailed explanation of these techniques, please visit [VerizonWireless.com/VZWOptimization](http://VerizonWireless.com/VZWOptimization)

If you subscribe to a plan other than The Verizon Plan, there may be an additional monthly fee to use Mobile Hotspot or any other Wi-Fi hotspot or tethering service to use your device as a Wi-Fi hotspot or to tether it to your computer.

Data transfer amounts will vary based on application. If you download an audio or video file, the file may be downloaded in sections or in its entirety; data charges will apply to the portion downloaded, regardless of whether you listen to or watch all of it. You may access and monitor your own data usage during a particular billing period, including during the return period, by accessing My Verizon online or by contacting Customer Service.

#### ■ Data Services: permitted uses

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

#### ■ Data Services: prohibited uses

You may not use our Data Services for illegal purposes or purposes that infringe upon others' intellectual property rights, or in a manner that interferes with other users' service; that violates trade and economic sanctions and prohibitions as promulgated by the departments of Commerce, Treasury or any other US government agency; that interferes with the network's ability to fairly allocate capacity among users or that otherwise degrades service quality for other users. Examples of prohibited usage include: (i) server devices or host computer applications that are broadcast to multiple servers or recipients such that they could enable "bots" or similar routines (as set forth in more detail in (ii) below) or otherwise degrade network capacity or functionality; (ii) "auto-responders," "cancel-bots," or similar automated or manual routines that generate amounts of net traffic that could disrupt net user groups or email use by others; (iii) generating "spam" or unsolicited commercial or bulk email (or activities that facilitate the dissemination of such email); (iv) any activity that adversely affects the ability of other users or systems to use either Verizon Wireless' services or the Internet-based resources of others, including the generation or dissemination of viruses, malware or "denial of service" attacks; (v) accessing, or attempting to access without authority, the information, accounts or devices of others, or to penetrate, or attempt to penetrate, Verizon Wireless' or another entity's network or systems; or (vi) running software or other devices that maintain continuous active Internet connections when a computer's connection would otherwise be idle, or "keep alive" functions, unless they adhere to Verizon Wireless' requirements for such usage, which may be changed from time to time.

We further reserve the right to take measures to protect our network and other users from harm, compromised capacity or degradation in performance. These measures may impact your service, and we reserve the right to deny, modify or terminate service, with or without notice, to anyone we believe is using data plans or add-ons in a manner that adversely impacts our network.

We may monitor your compliance, or other subscribers' compliance, with these terms and conditions, but we will not monitor the content of your communications except as otherwise expressly permitted or required by law. (See [VerizonWireless.com/Privacy](http://VerizonWireless.com/Privacy))

#### ■ Unlimited Anytime Minutes

Unlimited Anytime Minutes may be used for directly dialed or received calls between individuals and not for connections that don't involve uninterrupted live dialogue between individuals.

#### ■ National Mobile to Mobile Calling/Friends & Family

National Mobile to Mobile Calling/Friends & Family is only available for directly dialed 10-digit numbers and is not available: (i) to customers whose wireless exchange restricts the delivery of Caller ID; (ii) with fixed wireless devices with usage substantially from a single cell site; (iii) if Call Forwarding or No Answer/Busy Transfer add-ons are activated; (iv) for data usage, including Push to Talk calls, Multimedia Messaging; (v) for calls to check your Voice Mail; (vi) for calls to Verizon Wireless customers using any of the Global services; (vii) in those areas of Louisiana and Mississippi where your phone's roaming indicator flashes; and (viii) for incoming calls if Caller ID is not present or Caller ID Block is initiated.

#### ■ Text and multimedia messaging

Check out [VerizonWireless.com/Support/Terms/Products/Messaging.html](http://VerizonWireless.com/Support/Terms/Products/Messaging.html) for the Text and Multimedia Messaging Terms and Conditions. Keep in mind that if you cancel a picture or video message after pressing Send, partial content may be delivered. You can control receipt of multimedia messages using the "prompt mode" feature on your phone.

**Data-only plans:** Text Messaging available at standard rates. For some PC Card, ExpressCard, USB Modem, Mobile Hotspot and Mobile Broadband Built-In notebook/netbook devices and tablets, if you don't utilize VZAccess Manager (or an SMS-capable connection manager), you will be billed for text messages that are sent to you, but you will not be able to receive them. When using some Mobile Hotspots, you must be connected via the provided USB cable to receive text messages; if you are connected via Wi-Fi using one of these devices, you will be billed for text messages that are sent to you, but you will not receive them. Messaging Block is available upon request.

### Optional services terms and conditions

#### ■ Messaging programs

Messaging programs use unique five- or six-digit numbers, called "short codes." They are provided by third parties, and we are not responsible for any content, information or services provided by third-party services through these programs. The programs and opt-in requirements vary. Short codes, whether sent or received, may be subject to standard messaging charges.

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

No credits or pro-rating will be applied.

#### ■ Name ID

Some Verizon Wireless services allow customers to determine how their names, mobile phone numbers and other personal information ("Name ID") appears to the person receiving the call. Verizon Wireless does not prescreen Name ID information that you submit when using these services. To use these services, you must represent and warrant to Verizon Wireless that the information you provide is accurate; not intended to offend, impersonate, misinform or mislead others; and does not infringe or violate someone else's rights or violate the law, rules or regulations with regard to privacy, intellectual property or otherwise.

Customers may also be able to download software applications offered by unaffiliated third-party providers that manipulate or "spoof" the Name ID that appears to the person receiving the call. Verizon Wireless does not prescreen the third-party applications that you may download. However, you should review any applicable third-party terms and conditions before subscribing to or using such services.

Verizon Wireless has the right, in its sole discretion, to refuse to pass or to remove any Name ID information and to investigate reports of misuse, abuse or other violations. Such violations may result in your service being limited, suspended or terminated for cause. Submitting misleading or inaccurate information to Verizon Wireless or a third-party provider, or misuse of your wireless device, with the intent to defraud, cause harm or wrongfully obtain anything of value may also subject you to civil and criminal penalties.

#### ■ Push to Talk Plus

Push to Talk calls take place only between Verizon Wireless subscribers with this add-on.

**Best performance:** For the best Push to Talk performance, all callers on a Push to Talk session must have a device that supports EV-DO Rev. A

and receive EV-DO service. Smartphones should be connected to LTE network for best performance. A Push to Talk call is terminated by pressing **End** or after 15 seconds of inactivity.

**General use:** While you are on a Push to Talk call, voice calls will go directly to Voice Mail for 3G basic devices. When you are on a voice call, you can't receive a Push to Talk call. You can't prevent others from adding your number to their Push to Talk contact list.

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

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

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

#### ■ **Verizon Roadside Assistance**

Verizon Roadside Assistance service is available for legally registered light passenger vehicles (e.g., sedans, coupes, motorcycles, convertibles, SUVs, light-duty pickups, etc.). Coverage does not include service of any kind on vehicles used for commercial purposes or using dealer tags. For every line enrolled, you can only make four calls per year for Verizon Roadside Assistance service.

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

#### ■ **International Long Distance**

You need International Eligibility to make international calls to most countries, but you can make calls to some North American destinations without it. Additional surcharges may apply when calling certain countries; see [VerizonWireless.com/Global](http://VerizonWireless.com/Global) for details.

#### ■ **Plan and add-on discounts**

You may be able to receive a monthly access discount based on where you work or through an organization with which you are affiliated. Unless otherwise noted, plans with a monthly access fee or monthly account access fee of \$34.99 or higher and data add-ons \$24.99 or higher when added to such plans are eligible for discounts, except for military and veterans discounts. Line-level access fees and data-only plans are not eligible for discounts. Please speak with a Verizon Wireless Sales Representative, or your organization's telecom administrator, for more information about discounts you may be eligible for. For information about our business programs, please speak to a Verizon Wireless Business Specialist or call 1.800.VZW.4BIZ.

#### **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](http://VerizonWireless.com) and click on the links at the bottom of the home page.

#### **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.

#### **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.

#### **FCC notice regarding transmission of Wireless Emergency Alerts (Commercial Mobile Alert Service)**

Verizon Wireless has chosen to offer Wireless Emergency Alerts within portions of its service area, as defined by the terms and conditions of its service agreement, on Wireless Emergency Alert-capable devices. There is no additional charge for these Wireless Emergency Alerts. Wireless Emergency Alerts may not be available on all devices or in the entire service area or if a subscriber is outside of the Verizon Wireless service area. For details on the availability of this service and Wireless Emergency Alert-capable devices, please ask a Sales Representative or visit [VerizonWireless.com/GovAlerts](http://VerizonWireless.com/GovAlerts)

#### **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.

#### **4G LTE device not purchased from Verizon Wireless**

You may activate any 4G LTE device that has been certified by Verizon Wireless to be compatible with our 4G LTE network, including devices not purchased directly from Verizon Wireless. If you did not purchase your device from Verizon Wireless, please be aware that certification of a device for use on the Verizon Wireless network does not mean that Verizon Wireless has made any determination as to the function, call quality or other functionality provided by the device. The device provider is solely responsible for the representations of its product function, functionality, pricing and service agreements. Verizon Wireless does not in any way warrant that the certified device (a) will operate or operate without error on the network (including the network of any other carrier accessed while roaming or otherwise) or with available Verizon Wireless branded products and services; (b) will operate without the need for periodic upgrades or modifications to the certified device; (c) will operate indefinitely on the network; (d) will not be subject to service disruptions or interruptions due to government regulation, system capacity, coverage limitations, radio signal interference or other anomalies; or (e) will not be adversely affected by network-related modifications, upgrades or similar activity. Also, you should contact the device provider from whom you purchased the device for questions about its operations and capabilities. Verizon Wireless representatives may not be able to troubleshoot operational difficulties encountered with devices not purchased from Verizon Wireless.

#### **You can try out our service for 14 days.**

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 to avoid being assessed an early termination fee of \$175, or \$350 if you purchase an advanced device. You will be responsible for all applicable usage fees, prorated access charges, taxes, surcharges or other charges that accrued to your account through the termination date. If you paid a security deposit, it

may take between 30 and 60 days to process the return of your security deposit. The charges for any service used on the account before the service termination date may be applied against your security deposit. If you cancel your service after the 14-day period, but prior to the expiration of your minimum term, you will be responsible for all of the above-mentioned charges, including the early termination fee.

### Connecticut customers only

If you have any questions about your bill or concerns about your service, please call Customer Service at 1.800.922.0204 or dial +611 from your wireless phone.

If we cannot resolve your issue, you have the option of contacting the Department of Public Utility Control (DPU):

Online: [www.ct.gov/PURA](http://www.ct.gov/PURA)  
Phone: 1.860.827.1553  
Mail: Connecticut PURA  
10 Franklin Square  
New Britain, CT 06051

### Experiencing a problem with your device?

If you're having a problem with your wireless device, just contact Verizon Wireless toll-free at 1.866.406.5154 from a landline phone. We'll diagnose the issue with you right over the phone. If we can't resolve the problem and it is caused by a manufacturing defect within the first 12 months since original purchase from Verizon Wireless or an authorized retailer, we'll send you a Certified Like-New Replacement (either a like unit or one of comparable quality) right to your door. For tablets, we will send your replacement after you return your tablet in the shipping box we send you. 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, software alterations 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 \$500. If your device has incurred damage not covered by the manufacturer's warranty, return your replacement device in the box it came in to avoid being charged the value of your replacement device. If you have equipment protection, contact your provider to discuss replacement options for damaged devices.

These policies do not limit or supersede any existing manufacturer's warranties. This program may be considered to be a "warranty" or "service contract" in certain states. In these states, please refer to the **Extended Limited Warranty or Service Contract information below.**

You have 30 days from the date of activation of a new or Certified Pre-Owned device to enroll in Total Mobile Protection, Total Equipment Coverage, Wireless Phone Protection or Extended Warranty. Please see [VerizonWireless.com/EquipmentProtection](http://VerizonWireless.com/EquipmentProtection) for details.

### Service Contract or Extended Warranty (Important information for customers who enroll in the Extended Warranty or Service Contract)

#### I. Fee:

You will be billed a monthly fee in the amount of \$3.00, in advance, to receive this Service Contract. If you purchase this protection as a part of a Total Equipment Coverage program bundle which has a monthly charge of \$7.00 or \$9.00, the monthly fee for this Service Contract, which is included in the total charge for the protection program, will be \$2.00 or \$1.85, respectively. If you purchase this protection as a part of a Total Mobile Protection program bundle which has a monthly charge of \$9.00 or \$11.00, the monthly fee for this Service Contract, which is included in the total charge for the protection program, will be \$2.00 or \$1.85, respectively. If you purchase this protection as a part of a Total Mobile Protection Multi-Device program bundle which has a monthly charge of \$33.00, the monthly fee for this Service Contract, which is included in the total charge for the protection program, will be \$5.55 for the first three lines (each additional covered line is \$1.85). The fee for this Service Contract is based on the equipment protection program you select.

Verizon Wireless may change the monthly charge, the administration, or the terms and conditions of this Service Contract from time to time upon

thirty (30) days written notice to you. Your continued payment of the charges, after such notice, constitutes your acceptance of any changes. If you change your protection program selection, the fee may change. PLEASE REFER TO SECTION XII. OF THIS SERVICE CONTRACT FOR STATE SPECIFIC PROVISIONS THAT MAY APPLY TO YOU.

#### II. What this Service Contract covers:

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

#### III. What this Service Contract does not cover:

- Defects or damage resulting from use of the Product in other than its normal and customary manner;
- Defects or damage from misuse, accident or neglect;
- Defects or damage from improper operation, maintenance, installation, adjustment or any alteration or modification of any kind;
- Products disassembled or repaired in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any claim;
- Products with labels removed or illegible serial numbers;
- Defects or damage due to spills of or immersion in food or liquid;
- Scratches on all plastic surfaces and externally exposed parts resulting from normal use;
- Damage resulting from normal wear and tear; and/or
- Defects or damage covered by the original equipment manufacturer's warranty.

#### IV. How long this Service Contract lasts:

Verizon Wireless will provide the benefits described in Paragraph II. beginning on the date your Verizon Wireless service is activated on the Product and the services under this Service Contract are added to your account, and will continue to provide such benefits on a month-to-month basis for as long as you subscribe to this program or for the duration of your continuous active service with Verizon Wireless using the Product, whichever occurs first. Activation will be deemed to be no later than fifteen (15) days from the date of delivery of the Product to you, the owner.

#### V. How to get your replacement device under this Service Contract:

To receive your replacement device, present your Product to any Verizon Wireless retail location. Alternatively, you may call 1.866.406.5154 (toll free from a landline phone). If the Product is determined to be defective, whether that determination is made over the phone or in-store, Verizon Wireless will ship your replacement device directly to you. Once you receive your replacement device, you must return your defective Product to Verizon Wireless in the shipping package we include with the replacement device within five (5) days. If you do not return your defective Product or if you return a Product that is not covered pursuant to Section III of this Service Contract, you will be charged up to the full retail price of the replacement device, which may exceed \$800.00. However, if you are notified by us that your Product is damaged due to something that is not covered by this Service Contract, you may return the replacement device to Verizon Wireless in the shipping package they came in to avoid being charged the value of the replacement device. Replacement devices and accessories returned must be in like-new condition to avoid being charged a fee.

#### VI. Your obligations under this Service Contract:

You must use the Product in a normal way; you must protect against further damage to the Product if there is a covered defect; you must follow the Product's instruction manual.

#### VII. How and when you or we may terminate this Service Contract:

Subject to any State Specific Requirements set forth in Section XI., we may terminate this Service Contract at any time. You may terminate this

Service Contract at any time by visiting any Verizon Wireless retail location and requesting cancellation, by calling 1.866.406.5154 (toll free from a landline phone), or by visiting the My Verizon page at VerizonWireless.com. If your wireless service with Verizon Wireless is terminated or expires for any reason, you will be deemed to have terminated this Service Contract. If Verizon Wireless terminates this Service Contract, you will receive a prorated refund of the most recent monthly fee paid. Cancellation of this Service Contract by Verizon Wireless will be effective no less than thirty (30) days after you receive notice of cancellation. The notice will state the effective date of and reason for cancellation. If you terminate this Service Contract within thirty (30) days of activation of service or other authorized enrollment under this Service Contract plan, whichever is later, and no claim has been made hereunder you will receive a full refund of any amounts paid for it. If you cancel this Service Contract within this time period, we will provide you with a refund no later than thirty (30) days after you notify us that you wish to cancel. If we do not provide the refund to you within this time period, you are entitled to receive a refund in the amount of what you paid, plus an extra ten percent (10%) for each month in which the refund is not provided to you. If you terminate this Service Contract more than thirty (30) days after activation of service or other authorized enrollment under this Service Contract plan, whichever is later, or if a claim has been paid during that period, you will receive a prorated refund of the most recent monthly fee paid.

#### **VIII. Other conditions:**

- A. This Service Contract is extended to the original owner only and may not be assigned or transferred to a subsequent owner. This is Verizon Wireless' complete Service Contract for your Product. Verizon Wireless assumes no obligation or liability for additions or modifications to this Service Contract unless made in writing and signed by an officer of Verizon Wireless. Verizon Wireless does not warrant the installation, maintenance or service of the equipment, accessories, removable batteries or parts.
- B. Verizon Wireless is not responsible in any way under this Service Contract for any ancillary equipment attached to or used in connection with the Product, or for operation of the Product with any ancillary equipment. All such equipment is expressly excluded from this Service Contract. Furthermore, Verizon Wireless is not responsible for any damage to the Product resulting from the use of ancillary equipment not furnished by Verizon Wireless for use with individually owned equipment.
- C. When the Product is used in conjunction with ancillary or peripheral equipment not furnished by Verizon Wireless, Verizon Wireless does not warrant and shall not supply service in connection with the operation of the Product/peripheral combination, and Verizon Wireless will honor no claim where the Product is used in such a combination and it is determined by Verizon Wireless that there is no fault with the Product. Verizon Wireless specifically disclaims any responsibility for any damage caused in any way by the use of Product accessories and peripherals (specific examples include, but are not limited to, batteries, chargers, adapters and power supplies) when such accessories and peripherals are not furnished by Verizon Wireless.
- D. IN NO EVENT SHALL VERIZON WIRELESS BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ANY REPLACEMENT PRODUCT PROVIDED HEREUNDER, FOR ANY LOSS OF USE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS OR OTHER INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR PUNITIVE DAMAGES OR ATTORNEYS' FEES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PRODUCT, TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW.

#### **IX. General provisions:**

- A. This Service Contract sets forth our responsibilities regarding the Product. Replacement of the Product, as described herein, is your exclusive remedy. THIS DOCUMENT IS NOT A WARRANTY OR INSURANCE.
- B. Obligations of Verizon Wireless under this Service Contract are backed by the full faith and credit of Verizon Wireless

#### **X. Other rights:**

- A. This Service Contract gives you specific legal rights. You may have additional rights that vary from state to state.
- B. YOU AND VERIZON WIRELESS BOTH AGREE TO RESOLVE DISPUTES REGARDING THIS SERVICE CONTRACT 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 SERVICE CONTRACT, 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 SERVICE CONTRACT OR FROM ANY EQUIPMENT, PRODUCTS AND SERVICES YOU RECEIVE FROM US (OR FROM ANY ADVERTISING OF THIS SERVICE CONTRACT OR FOR ANY SUCH PRODUCTS AND SERVICES), INCLUDING ANY DISPUTES YOU HAVE WITH OUR EMPLOYEES OR AGENTS, 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 RULES FOR CONSUMER DISPUTES 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 SERVICE CONTRACT, 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 SERVICE CONTRACT. ANY QUESTIONS REGARDING THE ENFORCEABILITY OR INTERPRETATION OF THIS PARAGRAPH SHALL BE DECIDED BY A COURT NOT THE ARBITRATOR.
- (4) IF EITHER OF US INTENDS TO SEEK ARBITRATION UNDER THIS SERVICE CONTRACT, 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 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 SERVICE CONTRACT).
- (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 \$5,000, OR IF WE DON'T MAKE YOU AN OFFER, AND THE ARBITRATOR AWARDS YOU ANY AMOUNT OF MONEY BUT LESS THAN \$5,000, THEN WE AGREE TO PAY YOU \$5,000 INSTEAD OF THE AMOUNT AWARDED. IN THAT CASE WE ALSO AGREE TO PAY ANY REASONABLE ATTORNEYS' FEES AND EXPENSES, REGARDLESS OF WHETHER THE LAW REQUIRES IT FOR YOUR CASE. IF THE ARBITRATOR AWARDS YOU MORE THAN \$5,000, THEN WE WILL PAY YOU THAT AMOUNT.

(7) AN ARBITRATION AWARD AND ANY JUDGMENT CONFIRMING IT APPLY ONLY TO THAT SPECIFIC CASE; IT CAN'T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF.

(8) IF FOR SOME REASON THE PROHIBITION ON CLASS ARBITRATIONS SET FORTH IN SUBSECTION (3) CANNOT BE ENFORCED, THEN THE AGREEMENT TO ARBITRATE WILL NOT APPLY.

(9) 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 SERVICE CONTRACT IN ANY WAY. IN THE EVENT OF LITIGATION, THIS PARAGRAPH MAY BE FILED TO SHOW A WRITTEN CONSENT TO A TRIAL BY THE COURT.

#### **XI. State Specific Provisions:**

- A. For residents of California, if you cancel this Service Contract thirty (30) days after receipt of this Service Contract, and no claim has been made hereunder you will receive a full refund of any amounts paid for it. If we fail to provide you with a refund within thirty (30) days of you notifying Verizon Wireless that you wish to cancel you are entitled to receive an extra ten percent (10%) for each month, or fraction thereof, in which your money is not refunded.
- B. For residents of Connecticut, you may file a claim with Balboa Insurance Company, Suite 200, 3349 Michelson Drive, Irvine, CA 92612-8893, directly if Verizon Wireless fails to perform according to the terms hereof. Any disputes between Verizon Wireless and residents of Connecticut arising under this Service Contract shall be decided by an arbitration process. A written complaint containing a description of the dispute, the purchase price, and a copy of the Service Contract form can be mailed to: State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142- 0816, Attn.: Consumer Affairs.
- C. For residents of Georgia, this Service Contract can only be terminated by Verizon Wireless before the expiration of the monthly term for fraud, material misrepresentation or your failure to pay amounts due hereunder. You may file a claim with Federal Insurance Co., 15 Mountain View Road, Warren, NJ 07059, directly if Verizon Wireless does not honor your claim within sixty (60) days after you filed your proof of loss. All cancellations will conform to OCGA 33-24-44.
- D. For residents of Kentucky, you may file a claim with Federal Insurance Co., 15 Mountain View Road, Warren, NJ 07059, directly if Verizon Wireless does not honor your claim within sixty (60) days after you filed your proof of loss.
- E. For residents of Nevada, Verizon Wireless may not terminate this Service Contract before the expiration of the monthly term, if the Service Contract has been in effect for seventy (70) days, except if

you: (1) fail to pay an amount when due; (2) commit fraud or make a material misrepresentation in obtaining this Service Contract, or in presenting a claim; or (3) perform any act or omission or violate any condition of this Service Contract after its effective date that substantially and materially increases the service required under this Service Contract.

- F. For residents of New Hampshire: In the event you do not receive satisfaction under this contract, you may contact the New Hampshire Insurance Department at 21 South Fruit Street, Suite 14, Concord New Hampshire 03301 or (800) 852-3416.
- G. For residents of New Mexico, Verizon Wireless may not terminate this Service Contract before the expiration of the monthly term, if the Service Contract has been in effect for seventy (70) days, except if you: (1) fail to pay an amount when due; (2) commit fraud or make a material misrepresentation in obtaining this Service Contract, or in presenting a claim; (3) are convicted of a crime that results in an increase in the service required under this Service Contract; or (4) perform any act or omission or violate any condition of this Service Contract that substantially and materially increases the service required under this Service Contract.
- H. For residents of New York, notwithstanding Section 5 of this Service Contract, Verizon Wireless does not provide any repair or replacement services in its stores in New York City, New York. If you have any questions about repair or replacement services, contact Verizon Wireless at 1.866.406.5154 (toll free from a landline phone).
- I. For residents of North Carolina, Verizon Wireless may terminate this Service Contract before the expiration of the monthly term only if you fail to pay an amount when due or you violate any term of this Service Contract. The purchase of this Service Contract is not required either to purchase or to obtain financing for the Product.
- J. For residents of Oregon, any arbitration occurring under this Service Contract shall be administered in accordance with the WIA Rules unless any procedural requirement of the WIA Rules is inconsistent with the Oregon Uniform Arbitration Act in which case the Oregon Uniform Arbitration Act shall control as to such procedural requirement.
- K. For residents of South Carolina, in the event of a dispute with Us, you may contact the South Carolina Department of Insurance, Capital Center, 1201 Main Street, Suite 1000, Columbia, SC 29201 803-737-6160.
- L. For residents of Texas, if you cancel this Service Contract at any time Verizon Wireless will provide you with the refund due under this Service Contract no later than forty-five (45) days after you notify Verizon Wireless that you wish to cancel. If Verizon Wireless does not refund your money during this time period, you are entitled to receive the refund due, plus an extra ten percent (10%) for each month in which your money is not refunded. Unresolved complaints or questions concerning this Service Contract may be addressed to the Texas Department of Licensing and Regulation at P.O. Box 12157, Austin, Texas 78711 or (512) 463-6599.
- M. For residents of Wisconsin, this Service Contract may only be terminated by Verizon Wireless before the expiration of the monthly term for nonpayment by you of any amount due hereunder, material misrepresentation by you, or a substantial breach of duties by you. In the event of a total loss of the Product that is not covered by a replacement under this Service Contract, you may cancel this Service Contract and you will receive a prorated refund of the most recent monthly fee paid. By agreeing to Section X.B., YOU AND VERIZON WIRELESS BOTH AGREE TO RESOLVE SERVICE CONTRACT DISPUTES ONLY BY ARBITRATION OR SMALL CLAIMS COURT, AND UNCONDITIONALLY WAIVE ANY RIGHT TO CLASS OR COLLECTIVE ARBITRATIONS AND A TRIAL BY JURY IN ANY RELATED ACTION OR PROCEEDING. PLEASE SEE SECTION X.B. FOR OTHER IMPORTANT TERMS REGARDING ARBITRATION AFFECTING YOUR RIGHTS. THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.

**SELLER:**

The Provider of this contract who is financially and legally obligated to perform service is

Verizon Wireless Services, LLC (In Virginia,  
Verizon Communications, Inc.)  
One Verizon Way  
Basking Ridge, NJ 07920  
1.866.406.5154

**Billing for third-party services/warning to parents and account owners:** : Many services and applications are accessible on or through wireless devices, including purchases of games, movies, music and other content. Some of these services are provided by Verizon Wireless. Others are provided by third parties that may offer the option to bill the charges to your Verizon Wireless bill or other methods of payment. **IF YOU CHOOSE TO HAVE THIRD-PARTY CHARGES BILLED ON YOUR ACCOUNT, ANY CHARGES INCURRED FOR THESE SERVICES WILL APPEAR ON YOUR Verizon Wireless BILL IN THE USAGE AND PURCHASE CHARGES SECTION UNDER "PURCHASES FROM OTHER VENDORS". USE CARE WHEN ALLOWING ANOTHER PERSON, INCLUDING A CHILD, TO USE YOUR DEVICE OR A DEVICE ON YOUR ACCOUNT.** You are obligated to pay all charges incurred by you, any other user of your wireless device or any user of a device on your account. Verizon Wireless OFFERS A FREE BLOCK FOR ALL BILLING OF THIRD-PARTY SERVICES AT [VerizonWireless.com/MyVerizon](http://VerizonWireless.com/MyVerizon)

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

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