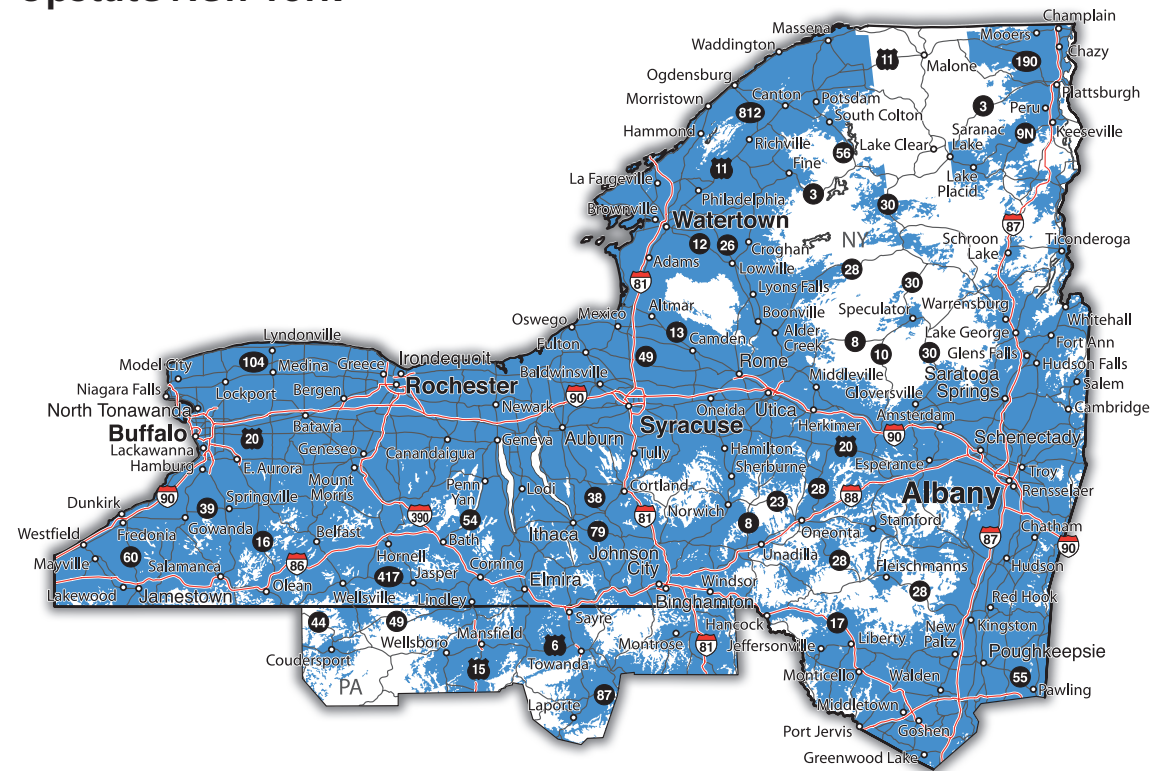


Lifeline/Link Up Local Coverage Area

Upstate New York



Map Key

- Lifeline Local Coverage Area
- No Coverage Area

Important Map Information:
 This map is not a guarantee of coverage and may contain areas with no service. This map reflects a depiction of predicted and approximate wireless coverage. The coverage areas shown do not guarantee service availability and may include locations with limited or no coverage. Even within a coverage area there are many factors, including customer's equipment, terrain, proximity to buildings, foliage and weather that may impact service. An all-digital device will not operate or be able to make 911 calls when digital service is not available.

Roaming Indicator Information:
 Your phone's roaming indicator tells you when services may be available. Roaming indicators vary by phone model. When your indicator is off or the banner displays "Verizon Wireless,"* Local Mobile to Mobile Calling applies.† When your digital indicator is on, digital features and services are available.

* For phones that do not have a banner display; when the roaming indicator is off, digital features and service may not be available.
 † Other features and services may not be available.

Coverage Area

Anytime Minutes, Domestic Long Distance and Per-Minute Rate are for calls from within the Lifeline/Link Up Local Coverage Area.

Local Mobile to Mobile Calling Minutes are for use within the Local Coverage Area. Domestic Roaming is not permitted on the Lifeline/Link Up Plan.

Additional Plan Information

Term and Activation Fee: Month-to-month term. Activation Fee: \$35 per line. Customers eligible for Link Up assistance will receive a 50% discount off the Activation Fee and Verizon Wireless will waive the remainder of the Activation Fee.

Taxes, Surcharges and Fees: Taxes, surcharges and fees, such as E911 and gross receipt charges, vary by market, and as of January 1, 2009, add between 2% and 34% to your standard monthly access and other charges.

Monthly Administrative (85¢ per 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.

Important Information

Service is subject to the Customer Agreement, which you should read before activating service. Speak with a Lifeline Representative for details.

Plan not available in all areas. Billing, shipping and end-user address must be within the Verizon Wireless licensed and designated service area where the wireless phone number is issued.

Local Mobile to Mobile Calling

Local Mobile to Mobile Calling applies to calls made to other Verizon Wireless customers with Verizon Wireless numbers activated within the same Local Coverage Area. All parties must be within the Local Coverage Area. Local Mobile to Mobile Calling is not available: (i) to customers whose wireless exchange restricts the delivery of Caller ID; (ii) with fixed wireless devices with usage substantially from a single cell site; (iii) if Call Forwarding or No Answer/Busy Transfer features are activated; (iv) for data usage, including Push to Talk calls, Picture Messaging or Video Messaging; (v) for calls to check your Voice Mail; (vi) for calls to Verizon Wireless customers using any of the Global services; and (vii) for incoming calls if Caller ID is not present or Caller ID Block is initiated.

This amends the Consumer brochure. Please ensure you have read and understand the information contained within the Consumer brochure.

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.

Upstate New York Lifeline/Link Up Plan



1.800.924.0585
 verizonwireless.com



Lifeline

Lifeline is a government assistance program that offers qualified customers a discount on their monthly bill.

How much can I save?

Qualifying customers will save at least \$8²⁵ per month off of the \$33⁹⁹ monthly access for Lifeline service. Qualified residents of Tribal Lands may receive service for as little as \$1 per month (*Lifeline customers are responsible for the payment of all applicable taxes, surcharges and fees*).

How do I qualify for Lifeline?

You are eligible for Lifeline assistance if you are currently eligible to receive benefits from one or more of the following economic assistance programs:

- Family Assistance
- Safety Net Assistance
- Medicaid (*not Medicare*)
- Food Stamps
- Supplemental Security Income (SSI)
- Home Energy Assistance Program (HEAP)
- Veterans Disability Pension
- Veterans Surviving Spouse Pension

If your billing address is on Tribal Lands, you may also qualify for Enhanced Lifeline support if you meet any of the above requirements, if your total household income is at or below 135% of the Federal Poverty Guidelines or if you participate in one or more of the following programs:

- Bureau of Indian Affairs (BIA) General Assistance
- Tribally Administered Temporary Assistance for Needy Families (Tribal TANF)
- Head Start (*must satisfy income qualifying standards*)
- Federal Public Housing Assistance (Section 8)
- National School Lunch Program's free lunch program (*must qualify for free lunch*)

Are there any restrictions?

Lifeline assistance may only be applied to a single landline or wireless telephone line at your billing address. A Lifeline customer's billing and principal residence address must be the same. Lifeline assistance may not be applied retroactively. **For more information call 1.800.924.0585.**

How do I apply for Lifeline?

You must complete a Low-Income Telephone Assistance Application and certify to Verizon Wireless that you are currently eligible to receive benefits from a qualifying government program or otherwise satisfy the income eligibility standards.

At the time of application, you will be required to provide documentation proving your eligibility. You may provide a photocopy of your benefits identification card.

If you receive HEAP, you may provide a photocopy of your approval notice or a photocopy of your utility or fuel bill that shows your HEAP benefit. If you apply based on household income standards, you must provide documentation reflecting your total annual household income.

To receive a Low-Income Telephone Assistance Application, please call **1.800.924.0585**.

When will my benefits stop?

Your benefits will continue as long as you satisfy the eligibility standards. Your eligibility may be reviewed at any time or you may be required to periodically provide documentation of your continued eligibility.

Service Deposit

You will not be charged a service deposit to initiate Lifeline service.

Long Distance Calling

You will not be charged a separate toll charge for outgoing Domestic Long Distance calls made from your wireless phone while you are within your Local Coverage Area (airtime charges apply).

Domestic Long Distance includes calls made from within your Local Coverage Area to anywhere within the United States or Puerto Rico.

International Long Distance is not a part of the plan. Your Lifeline phone may not be used to make International Long Distance calls. Access to "900" numbers is prohibited. Use of the service to make prohibited calls can result in the curtailment or termination of service and the assessment of other applicable charges.

Link Up

Link Up assistance helps qualified customers pay the activation fee or installation charges for Lifeline service.

How do I qualify for Link Up?

If you satisfy the Lifeline eligibility standards, you automatically qualify for Link Up assistance, subject to the restrictions below.

Are there any restrictions?

Link Up assistance may only be applied once to initiate service (for a single landline or wireless telephone line) at the same address. Link Up assistance cannot be applied to customer facilities or equipment, including the cost of your phone. Link Up assistance may not be applied retroactively.

How much will I save by using Link Up?

Qualifying subscribers will receive a Link Up credit equal to one-half of Verizon Wireless' customary activation fee of \$35. In addition, Verizon Wireless will waive the remaining \$17⁵⁰ balance of the activation fee.



Lifeline Plan	Eligible Non-Tribal Residents	Eligible Tribal Residents
Monthly Access After Applicable Discount	\$25 ⁷⁴	\$1
Monthly Anytime Minutes	400	400
Local Mobile to Mobile Calling Minutes	1000	
Domestic Long Distance <small>Airtime charges apply.</small>	INCLUDED <small>Long Distance calls from within the Local Coverage Area are included.</small>	
Per-Minute Rate After Allowance <small>Applies to incoming and outgoing calls made after the applicable allowance is exhausted.</small>	45¢	45¢

Other services are also available, including:

Calling Features^Δ

Basic Voice Mail with Message Waiting Indicator,[∇] Caller ID, Call Waiting,¹ 3-Way Calling,¹ Call Forwarding¹ and No Answer/Busy Transfer¹ are included as part of Lifeline service at no additional charge.

411 Search^{Δ2}

Call 411 Search to have a live representative access the information you need, such as:

- Broad category search to find restaurants, movie times and other local information.
- Automatic call completion.
- Remembers language preference.

All of these features for \$1⁴⁹ per call, plus airtime charges.

Certain Included Features work only with specific equipment and in certain parts of the Lifeline/Link Up Local Coverage Area. If your phone has a banner display, you will know that those Included Features are working when the banner displays "Verizon Wireless."

^Δ Not available in some areas.

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

¹ Airtime applies to all simultaneous calls and to forwarded/transferred calls even if you send the call to wireline telephones.

² If you receive incorrect information from 411 Search, call 411 immediately to request credit.