

FLORIDA LIFELINE



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 \$12⁷⁵ per month off of the monthly access for Lifeline service.

How do I qualify for Lifeline?

Requirements vary by state. In Florida, you may qualify for Lifeline assistance if your total household income is at or below 150% of the Federal Poverty Guidelines or if you, or your dependant(s), or a member of your household is currently eligible to receive benefits from any of the following public assistance programs:

- Food Stamps/Supplemental Nutrition Assistance Program (SNAP)
- Medicaid (*not Medicare*)
- Federal Public Housing Assistance (*including Section 8*)
- Low Income Home Energy Assistance (LIHEAP)
- Supplemental Security Income (SSI)
- National School Lunch Program's free lunch program (*must qualify for free lunch*)
- Temporary Assistance for Needy Families (TANF) or Temporary Cash Assistance (TCA)

If you qualify based on participation in one of the public assistance programs listed above, you must provide a copy of documentation demonstrating your participation in the program.

If your total household income is at or below 150% of the federal poverty income guidelines and you are not currently receiving benefits from one of the programs listed above, you may still qualify for Lifeline by demonstrating your income eligibility to the Florida Office of Public Counsel.

Please contact the Florida Office of Public Counsel at 1.800.540.7039.

Are there any restrictions?

Yes, the Lifeline discount is limited to a single line of service and limited to one per household. You may not apply for multiple Lifeline discounts and must choose to apply your Lifeline discount to either a landline or wireless number, but not both. Please note that other service providers may use terms other than "Lifeline" to describe the Lifeline program. You will be required to certify, under penalty of perjury, that you will comply with this requirement. Lifeline is only available to a subscriber whose residential address is located within Verizon Wireless' Lifeline service area. Lifeline may not be applied retroactively.

Lifeline is a federal benefit and willfully making false statements to obtain Lifeline can result in fines, imprisonment, de-enrollment or being barred from the program. Lifeline is non-transferable and you may not transfer this discount to any other person. **For more information call 1.800.924.0585.**



FLORIDA LIFELINE



How do I apply for Lifeline?

You must complete a Lifeline Application and certify, under penalty of perjury, to Verizon Wireless that you are currently eligible to receive benefits from a qualifying government program.

To receive a Lifeline Application, please call 1.800.924.0585 or go to verizonwireless.com/lifeline.

Service Deposit

You will not be charged a service deposit to initiate Lifeline service. However, you may be required to bring your account current if you incur charges materially in excess of your monthly access. Failure to bring your account current may result in a suspension or termination of your 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 Puer to Rico. International Long Distance is not a part of the Lifeline Plans. Your Lifeline device 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 suspension or termination of service.

LIFELINE Plans	Lifeline Plan ^{\$33⁹⁹}	Home Phone Connect Plan ^{\$19⁹⁹} <small>Requires a Home Phone Connect Device</small>
Monthly Access After Discount	\$21²⁴	\$7²⁴
Monthly Anytime Minutes	400	Unlimited
Local Mobile to Mobile Calling Minutes	1000	Unlimited
Domestic Long Distance <small>Airtime charges apply.</small>	INCLUDED <small>Long Distance calls from within the Local Coverage Area are included.</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 allowance is exhausted.</small>	45¢	Unlimited
One-time Activation Fee	\$35	\$35

411 Search¹ - Available for an additional charge

- Talk to a real person and get the information you need.
- ^{\$1⁴⁹} per call, plus airtime charges.

¹Rates and features vary when in Extended Network or Roaming. If you receive incorrect information from 411 Search, call 411 immediately to request credit.



FLORIDA LIFELINE



CALLING FEATURES INCLUDED:

• **The \$33⁹⁹ Lifeline Plan includes:**

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

• **The \$19⁹⁹ Lifeline Home Phone Connect Plan includes:**

Basic Voice Mail, Caller ID (number only), Call Waiting, 3-Way Calling, Call Forwarding, and Last Number Callback are included as part of Lifeline service at no additional charge.

ADDITIONAL PLAN INFORMATION

Term Fee: Month-to-month term.

Taxes, Surcharges and Fees: The market you're in determines taxes, surcharges and fees, such as E911 and gross receipt charges. As of June 1, 2012, they can add between 7% and 41% to the standard monthly access and other charges. Lifeline subscribers will not be assessed a Federal Universal Service Fund or Regulatory charge.

The Verizon Wireless Administrative Charge as of January 1, 2012 (99¢ per line) is a Verizon Wireless charge, not a tax, and subject to change. For more details on this Verizon Wireless charge, call 1.888.684.1888.

IMPORTANT INFORMATION

The services described in this brochure are subject to the following terms and conditions, as applicable. Service is subject to the Customer Agreement, which you should read before activating service. Speak to a Lifeline Representative for details. Plans not available in all areas. Billing, shipping and end-user address must be within an area where Verizon Wireless is licensed and provides Lifeline service. 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.

Local Mobile to Mobile Calling

For customers choosing the \$33⁹⁹ Plan, Local Mobile to Mobile Calling applies to calls made to other Verizon Wireless customers with Verizon Wireless numbers activated within an eligible Lifeline area. All parties must be within the local Coverage Area. 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; (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.



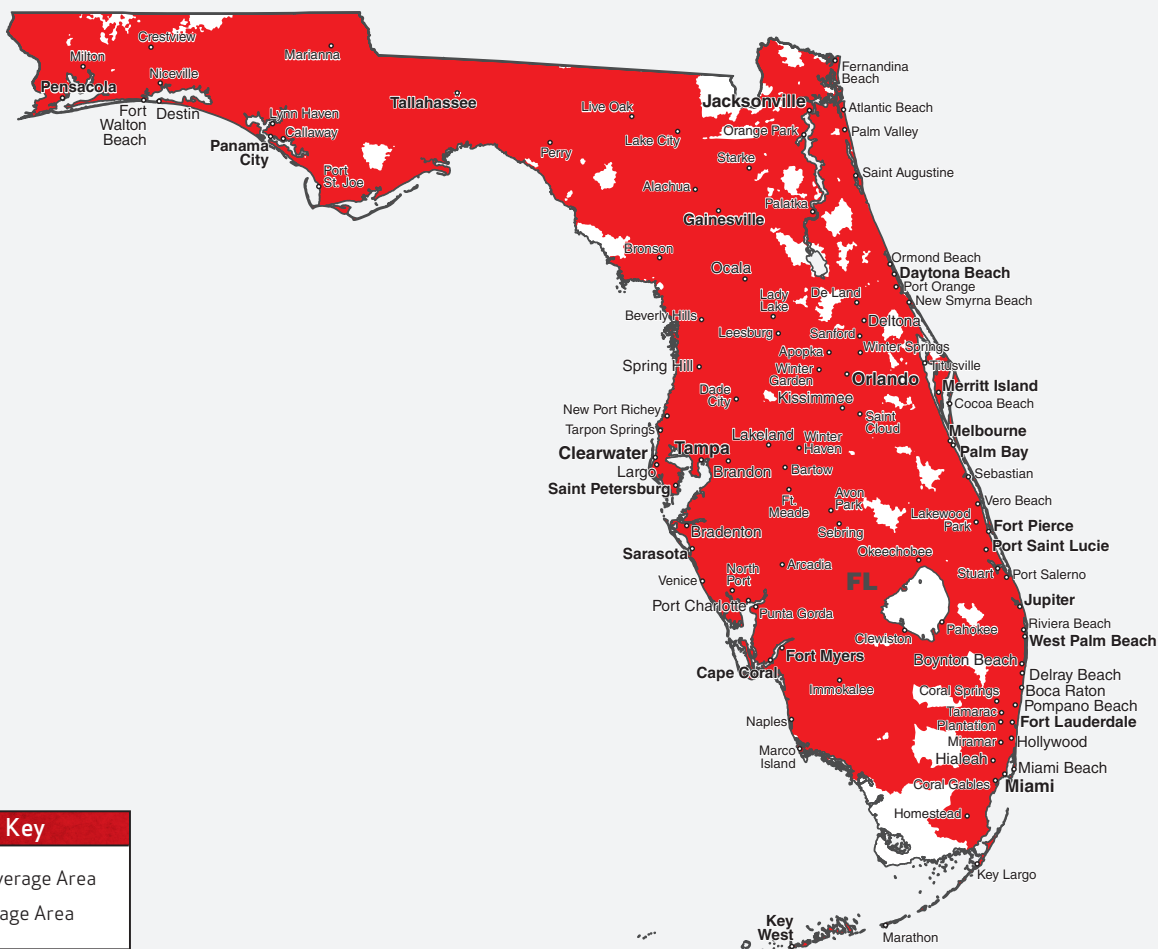
FLORIDA LIFELINE

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FLORIDA LOCAL COVERAGE AREA

For customers choosing the \$33⁹⁹ Lifeline Plan, Anytime Minutes, Domestic Long Distance and Per-Minute Rate are for calls from within the Lifeline 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 Plans.

LOCAL COVERAGE AREA



The Local Coverage Area map above represents the Local Calling Area covered for customers choosing the \$33⁹⁹ Lifeline Plan. However, the map above does NOT represent where Verizon Wireless is eligible to offer Lifeline Service. To determine if you live in an area where Lifeline is available, call 1.800.924.0585.

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 for additional information. The Lifeline program from Verizon Wireless is not available in all areas.

Roaming Information:

No roaming is available except for 911 calls.

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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