

WEST VIRGINIA

# LIFELINE/Tel-Assistance



## LIFELINE/Tel-Assistance

Lifeline and Tel-Assistance are government assistance programs that offer qualified customers a discount on their monthly bill.

### How much can I save?

Qualifying customers will save \$9<sup>25</sup> per month off of the \$33<sup>99</sup> or \$19<sup>99</sup> monthly access for Lifeline service. See the table on page 2 for Tel-Assistance Plan details.

### How do I qualify for Lifeline?

Requirements vary by state. In West Virginia, you may qualify for Lifeline or Tel-Assistance if your total household income is at or below 135% 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)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- National School Lunch Program's free lunch program (must qualify for free lunch)
- Other income related state or Federal programs verified by the West Virginia Department of Health and Human Resources

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 you qualify based on total household income, you must provide copies of one of the documents below:

- Prior year's State, Federal or Tribal Tax Return
- Social Security Benefits Statements
- Veterans Administration Benefits Statements
- Current Income Statements from Employer or Paycheck Stubs
- Retirement/Pension Benefit Statements
- Divorce Decree or Child Support Documents
- Unemployment/Workers Compensation Benefits Statements

If you provide documentation that does not cover a full year (such as current paycheck stubs), you must submit three (3) consecutive months' worth of the same type of document from the previous twelve months.

### 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 and Tel-Assistance are only available to a subscriber whose residential address is located within Verizon Wireless' Lifeline/Tel-Assistance service area. Lifeline may not be applied retroactively.

Tel-assistance is only available if you have no other local telephone service at your dwelling. Lifeline is a federal benefit and willfully making false statements to obtain Lifeline/Tel-Assistance can result in fines, imprisonment, de-enrollment or being barred from the program. Lifeline/Tel-Assistance are non-transferable and you may not transfer this discount to any other person. **For more information call 1.800.924.0585.**

### How do I apply for Lifeline/Tel-Assistance?

You must complete a Lifeline/Tel-Assistance 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/Tel-Assistance Application, please call 1.800.924.0585 or go to [verizonwireless.com/lifeline](http://verizonwireless.com/lifeline).



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## Service Deposit

You will not be charged a service deposit to initiate Lifeline or Tel-Assistance 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 Puerto Rico. International Long Distance is not a part of the Lifeline Plans. Your Lifeline or Tel-Assistance phone may not be used to make International Long Distance calls. Access to "900" numbers is prohibited. Use of the service to make prohibited calls can result in the suspension or termination of service.

<b>LIFELINE Plans</b>	<b>Lifeline Plan \$33<sup>99</sup></b>	<b>Home Phone Connect Plan \$19<sup>99</sup></b> <small>Requires a Home Phone Connect Device</small>	<b>Tel-Assistance</b>
<b>Monthly Access After Discount</b>	<b>\$24<sup>74</sup></b>	<b>\$10<sup>74</sup></b>	<b>\$7<sup>50</sup></b>
<b>Monthly Anytime Minutes</b>	<b>400</b>	<b>Unlimited</b>	<b>5</b>
<b>Local Mobile to Mobile Calling Minutes</b>	<b>1000</b>	<b>Unlimited</b>	<b>N/A</b>
<b>Domestic Long Distance</b> <small>Airtime charges apply.</small>	<b>INCLUDED</b> <small>Long Distance calls from within the Local Coverage Area are included.</small>	<b>INCLUDED</b> <small>Long Distance calls from within the Local Coverage Area are included.</small>	<b>INCLUDED</b> <small>Long Distance calls from within the Local Coverage Area are included.</small>
<b>Per-Minute Rate After Allowance</b> <small>Applies to incoming and outgoing calls made after the allowance is exhausted.</small>	<b>45¢</b>	<b>Unlimited</b>	<b>35¢</b>
<b>One-time Activation Fee</b>	<b>\$35</b>	<b>\$35</b>	<b>\$35</b>

## 411 Search<sup>1</sup> - Available for an additional charge

- Talk to a real person and get the information you need.
- <sup>9</sup>\$1<sup>49</sup> per call, plus airtime charges.

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



# WEST VIRGINIA LIFELINE/Tel-Assistance



## CALLING FEATURES INCLUDED:

- **The \$33<sup>99</sup> 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 \$19<sup>99</sup> 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 \$33<sup>99</sup> 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.



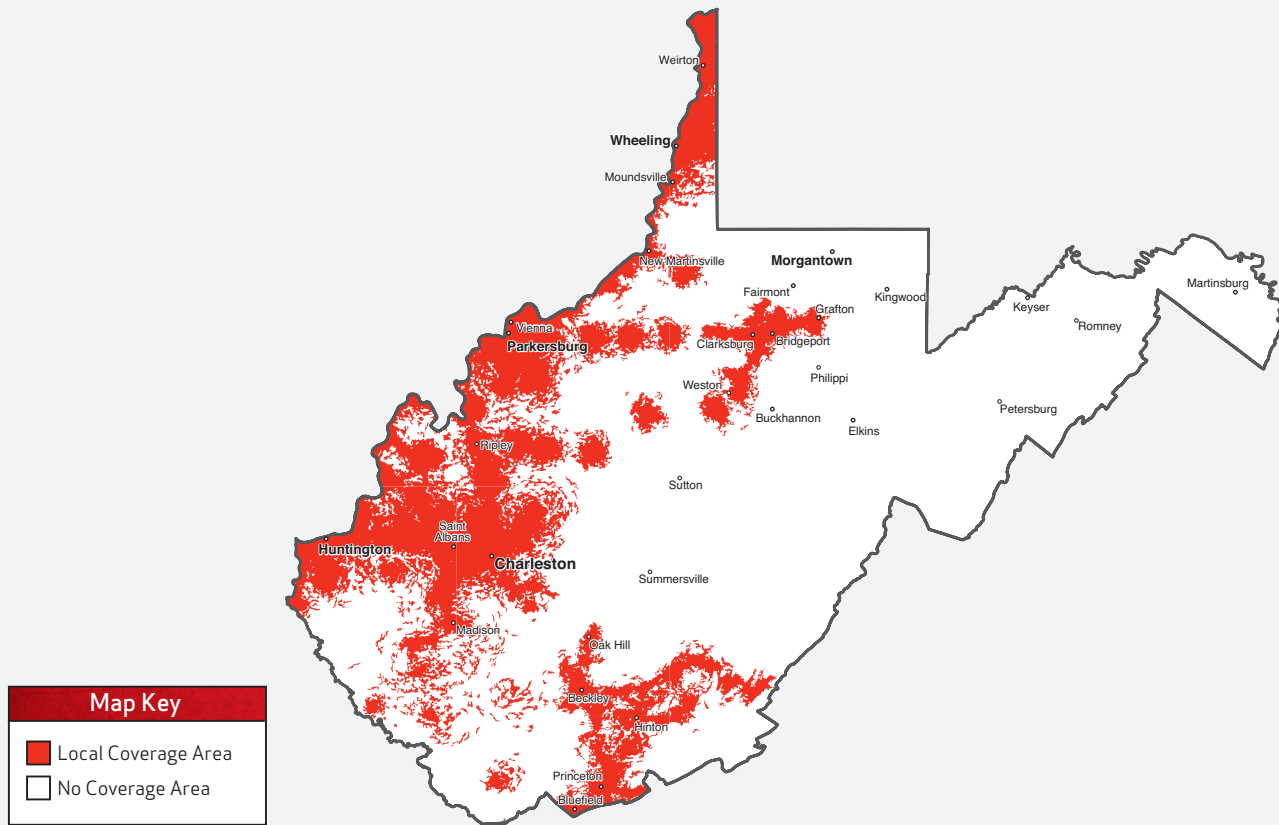
# WEST VIRGINIA LIFELINE/Tel-Assistance



## WEST VIRGINIA LOCAL COVERAGE AREA

For customers choosing the \$33<sup>99</sup> 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 \$33<sup>99</sup> Lifeline Plan. However, the map above does NOT represent where Verizon Wireless is eligible to offer Lifeline/Tel-Assistance Service. To determine if you live in an area where Lifeline/Tel-Assistance 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](http://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.

