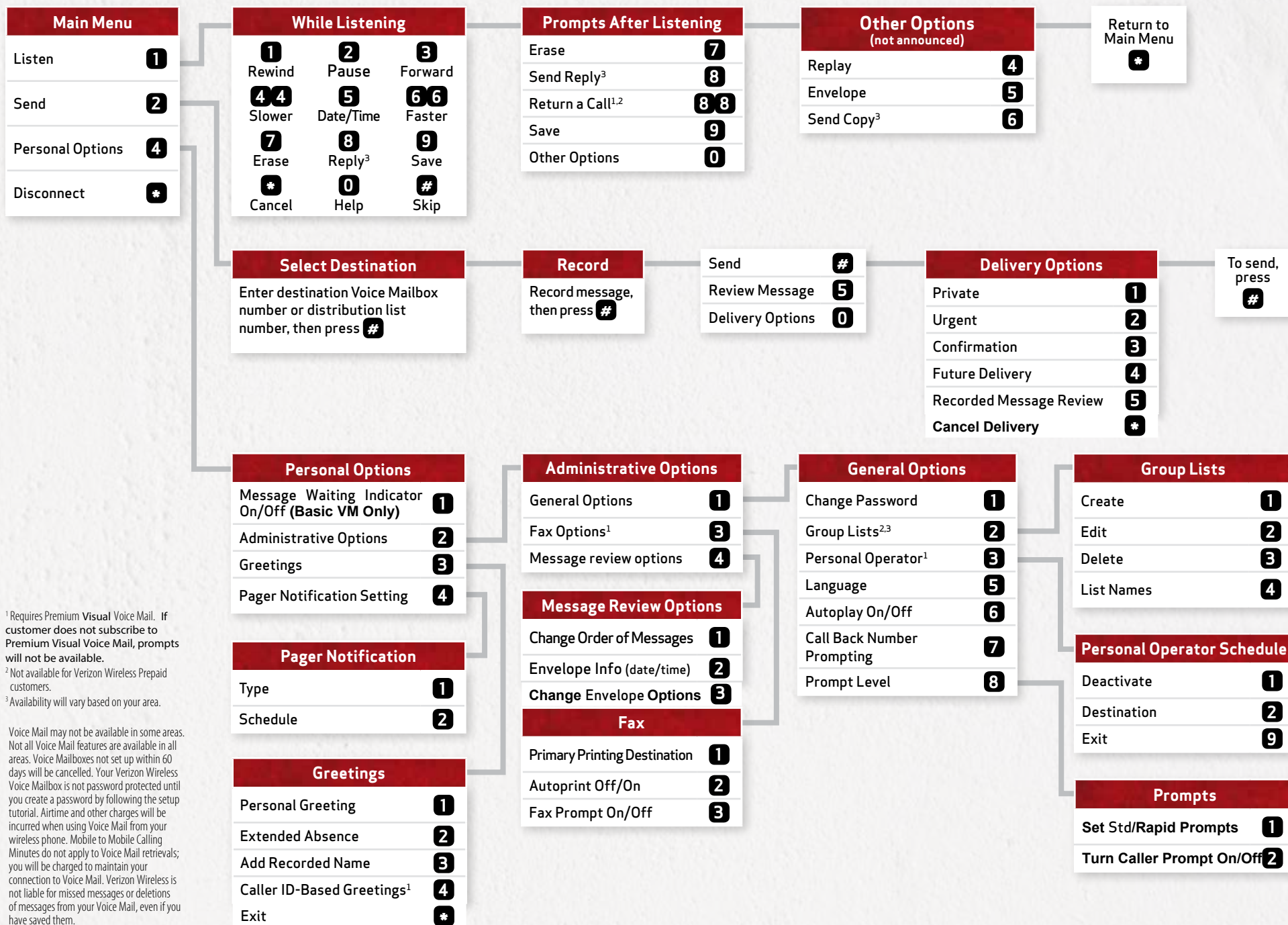


BASIC VOICEMAIL USER GUIDE



*86 Menu Tree (Mavenir Platform)



¹ Requires Premium Visual Voice Mail. If customer does not subscribe to Premium Visual Voice Mail, prompts will not be available.

² Not available for Verizon Wireless Prepaid customers.

³ Availability will vary based on your area.

Voice Mail may not be available in some areas. Not all Voice Mail features are available in all areas. Voice Mailboxes not set up within 60 days will be cancelled. Your Verizon Wireless Voice Mailbox is not password protected until you create a password by following the setup tutorial. Airtime and other charges will be incurred when using Voice Mail from your wireless phone. Mobile to Mobile Calling Minutes do not apply to Voice Mail retrievals; you will be charged to maintain your connection to Voice Mail. Verizon Wireless is not liable for missed messages or deletions of messages from your Voice Mail, even if you have saved them.