

Verizon Wireless
INpulseSM Pay As You Go

Setup Guide

Activate your account
in just minutes
– page 2



verizonwireless

We never stop working for you.®

INpulseSM Calling Plan

 Calling mobile to mobile	UNLIMITED
Night Minutes 9:01 pm – 5:59 am	UNLIMITED
Per-Minute Rate (for all other calls) 6 am – 9 pm	10¢
Domestic Long Distance airtime charges apply	INCLUDED

IN Calling, Night Minutes and Per-Minute Rate are for use from within the INpulse Rate and Coverage Area

Additional Information

TXT Messaging per message sent and received	10¢
Picture Messaging per message sent and received	25¢
International TXT Messaging per message sent and received	25¢/10¢
Ringback Tones per month/annual charge per Ringback Tone (100-tone max.)	99¢/\$1 ⁹⁹
Mobile Web per day of use – 24-hour period	99¢
Domestic Roaming includes airtime and Nationwide Long Distance	69¢

Activation Fee – Up to \$35 may apply.

If activating the account with a Refill Card, the card is not valid unless initialized (using the PIN) by the date marked on the back of the card. Once account has been initialized, it will expire 60 days after you place your first call. 99¢ daily access, calls rated at 10¢ per minute and other charges for available services on your INpulse plan may deplete balance prior to its expiration. Your balance will expire at 12:01 am on the day stated at the time of replenishment. To carry your balance forward, refill your account before your expiration date. If balance expires, unused portion will be forfeited.

INpulse SM Setup	2-3
Refill	4-5
Benefits	6
Features	7-16
Local Number Portability (LNP) Transferring Your Number	17-21

Activate Your INpulse Service

If your service was not activated at the time of purchase, dial *226888 SEND from your Verizon Wireless phone and follow the prompts to activate service. Then proceed to the “Place Your First Call” section on the following page.

If a Sales Representative has already activated service, provided you with a wireless number and has placed the money/minutes onto your account, proceed to the “Place Your First Call” section on the following page.

If your service was activated and has a pre-loaded balance or you were provided with a Setup Card/PIN, proceed to the “Load Money to Your Account” section.



Load Money to Your Account

Dial #PAY/ 8729 SEND from your wireless phone, and follow the prompts.

Place Your First Call – To Initialize Service:

- Place a call from your wireless phone.
- Select messaging language – 1/English or 2/Spanish.
- The activation is complete when you hear the amount of talk time your INpulse account holds.

Remember your account security code is defaulted to the last 4 digits of your wireless number. You will need your account security code to access your account information online through My Prepay Account or when calling Customer Service.

To change your account security code or for any other questions, please call *611 SEND from your wireless phone or 1.888.294.6804 and follow the prompts.

Manage Your Account Online

Visit My Prepay Account at www.verizonwireless.com/myprepay to easily manage and refill your account.

- Sign up for Auto Pay.
- Refill online with your credit/debit card.
- View your balance and expiration date.
- Change your account security code.
- View call details.
- And more!

Convenient Refill Options

With Auto Pay you can be sure your account will always be active, without having to keep checking it. Or if you prefer, simply refill whenever you want.* Here's how:

Refill with Auto Pay

Set up Auto Pay and make automatic monthly payments directly from your major credit or debit card (Visa, Discover, American Express or MasterCard only).

- Pay by Day of the Month:
 - Select which day(s) of the month to automatically refill your account.
 - Set up to 5 days to Auto Pay in one calendar month.
- Pay by Low Balance:
 - Refill your account when your balance reaches or drops below \$5 or within two days of your account expiration date.
 - Available with credit card payments only.
- Auto Pay customers who run out of minutes prior to their Auto Pay date can make an additional payment to add more minutes to their account.

To enroll in Auto Pay, register and log in to My Prepay Account at www.verizonwireless.com/myprepay and select Automatic Payment Options, speak to a Customer Representative or visit a Verizon Wireless Communications Store.

* Note: Minimum payment is \$15; maximum payment is \$250.

Other Refill Options

- Log on to www.verizonwireless.com/refill to pay with your major credit/debit card or add a pre-purchased Refill Card to your account.
- Call #PAY/ **1 7 2 8 SEND** from your Verizon Wireless phone or call **1.800.821.8989**.
- Visit a Verizon Wireless Communications Store, or any of our participating agents to purchase more minutes.

Refill Expiration (once applied to the account):

- \$15–\$29.99 expires in 30 days.
- \$30–\$74.99 expires in 60 days.
- \$75–\$149.99 expires in 90 days.
- \$150 and above expires in 120 days.

Refill your account before it expires and your existing balance will be carried forward.



You may replenish up to ten times or \$600 in a rolling 30-day period. Transaction fees may apply for some methods of payment.

INpulse™ brings you the ultimate in freedom, for less than a dollar a day. No long-term contracts, no credit checks and no deposits. All backed by the nation's most reliable wireless network—one more reason it pays to be IN.

Unlimited Calling (mobile to mobile)

Talk with any of our more than 52 million customers anytime, anywhere from within the INpulse Rate and Coverage Area.

Unlimited Night Minutes

Talk to anyone during the night hours (9:01 pm–5:59 am, Sunday through Saturday).

International Calling

INpulse includes international calling at 10¢ per-minute rate, plus the following per-minute charges:

- Puerto Rico – no extra charge.
- Mexico, Canada and Guam – 29¢/min.
- Other available locations – \$1.49/min.

Visit INpulse Pay As You Go at www.verizonwireless.com/prepay for the most current locations available. Locations and rates subject to change without notice. Calling to all locations may not be available at all times.

We make it easy to get the information you need. This includes standard phone services like Caller ID, Voice Mail and Call Waiting. Plus access to added features like TXT and Picture Messaging, email through Mobile Web 2.0, games, news updates and more.

TXT Messaging

- Send and receive TXT Messages with your INpulse wireless phone for 10¢ per message.
- Register your wireless number at www.vtext.com and you can:
 - Create your own nickname.
 - Set up personal/information alerts.
 - Confirm message deliveries and receive responses online.
- TXT Message to Mexico, Canada and Puerto Rico for only 10¢ per message sent and received.
- International TXT Messaging available to over 70 international destinations. Only 25¢ to send messages and 10¢ to receive. Visit www.verizonwireless.com/prepay for additional locations and information.



For information on TXT Messaging, please refer to the manufacturer's User Guide included with your phone.

Picture and Video Messaging

- Send and receive Picture and Video Messages for 25¢ per message when using a Verizon Wireless INpulse™ camera- and video-capable phone.



Caller ID

- See who's calling before you answer (where available).
- Block people from seeing your number by dialing ***67 SEND** before the 10-digit number you are calling. See page 14 for IN Calling details.

Voice Mail

- Holds up to 20 three-minute messages for up to 21 days.
- Set up your Voice Mail by pressing ***VIA/ 66 SEND** from your Verizon Wireless phone to access your Voice Mail box. Follow the prompts to enter your password and retrieve your messages.

- Check messages by pressing ***VM/ 66 SEND** on your wireless phone. Or from any touch-tone phone, call your wireless phone. When it answers, press **#** and your Voice Mail password.

To check messages while outside of the INpulse™ Rate and Coverage Area, dial your mobile number and press **SEND**. When it answers, press **#** and your Voice Mail password. (In some locations you may be required to dial your mobile number two times.)

If you don't set up a Voice Mail greeting within 45 days of activation, your mailbox may be deleted. Voice Mail setup and retrievals will be billed at regular airtime rates when calling from your wireless phone.

Having Fun with Your Phone

Download games, Ringtones, wallpaper and other applications right to your INpulse wireless phone. Approved Verizon Wireless INpulse/Get It Now®-capable phone required. **Not all Get It Now applications available with INpulse Pay As You Go Calling Plans. Additional fees apply.** For more information visit www.verizonwireless.com/getitnow.

Using your Phone to Download an Application:

1. From the Main Menu, select "Get It Now."
2. Scroll through the list of categories and select one (e.g., "Games").
3. Select "Get New Application."
4. You'll get a list of applications and price options within that category. Scroll through to the application you want and select it (e.g., "Lumines").

Mobile Web

Read, send email and instant message using Yahoo®, America Online® and MSN®.

- View the latest Web content such as news, weather, sports and much more.
- Unlimited use for just 99¢ per day only on days you use it.
- Visit www.verizonwireless.com/mobileweb for more information. To access Mobile Web select “Get News and Information” from the Get It Now® Screen.

411 Connect®

- Directory assistance and much more: movie listings, sports scores and local events, \$1.49 per call plus airtime (where available).
- Make up to 3 requests per call and get automatic call completion for one requested telephone number at no extra charge.

Call Waiting

- To answer the second call, press **SEND**.
- Press **SEND** to return to the original call (where available; airtime charges apply to all simultaneous calls).

3-Way Calling

Talk with two people at the same time (where available; airtime charges apply for all simultaneous calls).

Call Forwarding

Forward your calls to another number (where available; airtime charges apply).

No Answer/Busy Transfer

Transfer unanswered or busy calls to another number (where available; airtime charges apply to transferred calls, even to a wireline telephone).

Verizon Wireless Minute Meter®

- Notifies you when to refill your minutes.
- At the beginning of each out-bound call, a recording tells you how many minutes are remaining in your account for that call.
- At the end of each outbound call, you will hear a message with your remaining balance.
- Five minutes before your balance runs out, a tone will beep every other minute to remind you to refill your minutes.
- For account balance dial ***811 SEND** (airtime-free) or **1.888.294.6804**.



Ringback Tones

Now when your friends call they can hear music you choose instead of just the same boring ring. Select different songs for each person or use a rotating jukebox.

- Just 99¢ per month for service plus \$1.99 per year for each song downloaded.
- Visit www.verizonwireless.com/rbt for more information.

VZ NavigatorSM

- Never get lost again with VZ Navigator. Now available on select phones, just enter an address and get audible turn-by-turn directions to help you find your way.
- Search local maps, with over 14 million points of interest nationwide.
- Get where you're going for just \$2.99 per day.




Important Information About Your INpulse Service

Verizon Wireless will suspend service if you do not have the 99¢ required for your daily access, when your account reaches \$0 or your account reaches the expiration date. Unlimited IN Calling and Night Minutes are not available when your account has been suspended.

You will forfeit the money in your account if you activated service without a Refill Card and did not make a call within 60 days. 99¢ daily access will be charged and deducted from your account each day even on days you do not make or receive calls. For Mobile Web, the Services are charged at 99¢ per day only on the days you use it. You will have unlimited use of the Services for a 24-hour period. Features may not be available when outside the INpulse Rate and Coverage Area. Your wireless number is subject to termination after the expiration period, at which time Verizon Wireless may charge up to a \$35 account setup fee to re-establish service. Service availability dependent on phone model.

Some Verizon Wireless services and features, including V CAST, New Every Two,[®] Extended Warranty, Wireless Phone Protection, Total Equipment Coverage, Roadside Assistance, Detailed Billing and Enhanced Voice Mail are not available with the INpulse Calling Plans. See Sales Representative for more information.

411 Connect[®]: When outside the INpulse Rate and Coverage Area, 411 Connect rates, automatic connection, and enhanced services may vary. For connected calls, the part of the call that occurs prior to connection may be billed at a different rate than the part of the call that occurs

after connection. Additional toll and long distance charges may apply. If you receive incorrect information from 411 Connect, call  (airtime-free) to receive a \$1.49 credit back to your account.

IN Calling: If Caller ID is not present or Caller ID Block is initiated, IN Calling does not apply to incoming calls and will apply to outgoing calls only. IN Calling is not available to customers whose wireless exchange restricts the delivery of Caller ID or with fixed wireless devices with usage substantially from a single cell site. IN Calling does not apply if Call Forwarding or No Answer/Busy Transfer features are activated or to data usage, calls to check your Voice Mail and calls to any of the VZGlobal® services.

If you have existing prepay service and transfer your service to postpay service, we will treat the remaining balance on your account as an account credit for the postpay service. We cannot give you any credit for transaction taxes you may have paid to purchase the prepay airtime for your prepay account. This could result in you paying transaction taxes twice for the service transfer.

TXT Messaging

Important TXT Messaging Information: Verizon Wireless TXT Messaging service requires a two-way, messaging-capable phone. Your telephone number will always be sent to the destination, even if you use Caller ID blocking options for voice calls. Verizon Wireless reserves the right to block unsolicited messages, but you may receive unsolicited messages. In addition to other penalties provided by law, anyone who uses the Verizon Wireless network to send SPAM risks having his or her service terminated and/or his or her messages blocked. The system will attempt delivery of the message for up to five days from the date of receipt by Verizon Wireless. After five days, messages not delivered will be automatically deleted. Verizon Wireless cannot guarantee that messages will be received.

Unintended parties may receive your message. Verizon Wireless is not responsible for messages that are lost or misdirected. Your telephone number and message may be

intercepted by third parties without your or Verizon Wireless' knowledge or permission. Verizon Wireless is not responsible for information sent using this messaging service. A 160-character limit applies and it includes the email address indicated by the sender, the message content and, if provided, the subject callback number. Only 160 characters of the message will be received. All remaining characters will be deleted. Message length may vary depending on the length of the email address and various system and equipment factors. 10¢ TXT Messaging charge applies for each address that a message is sent to (not available in all areas). Administrative TXT Messages you receive are free. Administrative TXT Messages are delivered when: Account has expired; Account balance has reached zero; Account balance is low; and/or Account has insufficient funds.

No charges apply either for registering or using the vtext.com site, but TXT Messaging service subscribers who receive TXT Messages via the site will be charged for those messages in accordance with their Calling Plan.

Local Number Portability (LNP) Prepay Customer Information Transferring Your Prepay Phone Number—

STOP AND READ these instructions regarding porting your phone number to Verizon Wireless INpulseSM Pay As You Go Service.

Keeping your phone number when switching service providers is referred to as “porting” your number. Here is some important information about porting your phone number to a Verizon Wireless INpulse account.

Get Started in 4 Steps







1. Check with a Sales Representative to see if your number is eligible to port; they will then start the porting process for you.
2. If purchasing a Verizon Wireless phone, charge your phone.
3. Look out for your free TXT Message that will notify you that your port is complete.
4. Add minutes to your account.



Important Information on Porting Your Number and Activating Your Verizon Wireless Prepay Service

1. You can only port your current phone number—you need to be the authorized customer on the account with your old service provider.
2. Upon adding minutes to your account and during the porting process, you should be able to make calls right away from your new Verizon Wireless phone, including calls to 911, **but you will not be able to receive calls**, including return calls from 911 personnel, on your Verizon Wireless phone until the port is completed. As a result, you may want to consider maintaining access to your old phone until the port is completed.
3. Wireless-to-wireless ports generally should take no more than three hours to one day, but could take longer. Landline-to-wireless ports generally should take no more than 4 days but could take longer. **Please note:** Actual processing time may vary depending on the complexity of the port and your old service provider. You may inquire about the status of your port by calling **1.888.289.8463** from a landline phone and selecting option 2.
4. When port is complete, you will receive a free TXT Message notification on your phone.

If you purchased your phone at a Verizon Wireless Store or by calling 1.800.2 JOIN IN, skip ahead to number 5.

If you purchased your INpulseSM phone at a Verizon Wireless Authorized Agent or Retailer, dial #PAY/       from your wireless phone, select language option 1/English or 2/Spanish.

- **For Featured INpulse handsets**, your balance will be applied to your account automatically.
- **For Non-Featured INpulse handsets or if you provided your own equipment**, choose option 2 to add your Starter or Refill Card to your account.
- **INTERNET ORDERS ONLY:** If you purchased your phone online at www.verizonwireless.com, call **1.888.289.8463** from a landline phone and select option 1 for assistance with your port-in process. When you are connected to Customer Service, tell your Customer Service Representative that you would like to port your number from another service provider. They will tell you if your number is eligible to be ported and if so, will collect certain information from you that must be validated by your old service provider.

If your number is not eligible to be ported, you will receive a new phone number. When you receive your phone, call **1.888.289.8463** from a landline phone and select option 1 again for complete instructions on activating, programming and adding your initial balance.

5. From your wireless phone, place a call. You will hear a Welcome Message. Select your message language—1/English or 2/Spanish. If you do not select a language you will not be able to receive incoming calls. You're ready to make and receive calls when you hear the amount of talk time your INpulse account holds.
6. After the port is completed, you will no longer have service with that number with your old service provider. You are responsible to your old service provider for any outstanding balance, contractual requirements, and charges on your old account, including an early termination fee if you terminate before the end of a minimum term, if applicable.
7. If you port a landline number to Verizon Wireless, please be aware that your number may no longer be available through Directory Assistance and may not be listed in future editions of telephone directories. Check with your landline service provider for information.

After you have ported your number to Verizon Wireless, you can easily manage your account online through My Prepay Account. My Prepay Account allows you to make payments, view your account balance, expiration date and call details online. Register and log in to My Prepay Account today at www.verizonwireless.com/myprepay.