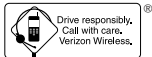




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1.800.2 JOIN IN [www.verizonwireless.com](http://www.verizonwireless.com)  
1.800.256.4646



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PPUG1004E

## Setup Guide

- 10¢ per-minute (plus 25¢ per call connection fee)
- Caller ID
- Domestic Long Distance Included
- International Calling
- TXT Messaging
- Get It Now®



pay  
as  
you  
go



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## How to set up your pay as you go wireless service:

### Activate

If the Sales Representative has already loaded the initial money/minute balance to your account, proceed to the "Ready" section. Note: Remember that your account pass code is the last 4 digits of your wireless number. If you have a pay as you go wireless number, but were given a Setup Card/PIN, there's no need to call Customer Service. Simply follow these instructions:

- Dial #PAY (#729) from your wireless phone (airtime free).
- Listen for instructions.
- Enter your Setup Card number when prompted.
- Important: The last four digits of your wireless number will become your pass code. To change your pass code to a code that's easy to remember dial \*611 SEND (airtime free), follow the prompts.

If your phone was not activated and programmed at the time of purchase, dial \*22888 from your Verizon Wireless Pay As You Go phone or visit a Verizon Wireless Communication Store.

### Ready

- Placing an outbound call and selecting the language choice will initiate your account and begin your 60-day expiration period. You will not be able to receive incoming calls until you place an outbound call. (If you do not choose a language your account will not be activated).
- You're ready when you hear the amount of talk time your pay as you go account holds. **For any questions, please call \*611 (airtime free) from your wireless phone or 1.888.294.6804.**

## How to refill your minutes

Refill your account before it expires and your existing balance will be carried forward. Here's how:

- Visit a Verizon Wireless Communications Store, or any of our participating agents or retailers to purchase more minutes.
- Call 1.888.294.6804 or #PAY (#729) from your wireless phone to use your credit or debit card and refill by phone.
- Order/add more minutes online at [www.verizonwireless.com](http://www.verizonwireless.com) with your credit/debit card or pre-purchase Refill Cards.

Pay As You Go Rates
<b>Anytime Minutes 10¢</b> (25¢ per call connection fee)
<b>TXT Messaging 5¢</b> (per message sent and received)
<ul style="list-style-type: none"><li>• Domestic Long Distance Included</li><li>• Roaming Per-Minute Rate: 99¢</li></ul>
<b>Refill Expiration (once activated)</b> <ul style="list-style-type: none"><li>• \$15–\$29.99 expires in 30 days</li><li>• \$30–\$74.99 expires in 60 days</li><li>• \$75–\$149.99 expires in 90 days</li><li>• \$150 and above expires in 120 days</li></ul> Your minutes will expire at 12:01 a.m. on the day stated at the time of replenishment. To carry your balance forward, simply buy and initialize another card/PIN before the expiration date.

**REFUND POLICY:** You may return any unused Prepay Wireless Service card to the place of purchase within 15 days with the original sales receipt. No refunds will be granted if the card has been used, if the coating has been scratched off or the account has been initialized.

You will forfeit the money in your account if you activated service without a setup card and did not make a call within 60 days. Per-minute rates for Verizon Wireless Pay As You Go service include domestic long distance when calling within the Verizon Wireless Pay As You Go Coverage Area. First minute is 35¢ (25¢ per call connection fee plus 10¢ per-minute rate). When outside the pay as you go coverage area, calls placed or received will be charged at the roaming rate of 99¢ per minute, including long distance. Up to a \$35 account activation fee may apply. You must initialize the account. If activating the account with a Setup Card, the card is not valid unless initialized (using the PIN) by the date marked on the back of the card. Once initialized, the Setup Card will expire 60 days after you place your first call. Any funds remaining at expiration will be removed from the account. 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. Pay as you go pricing not available with analog-only phones. Voice Mail setup and retrievals are billed at regular prepay rates and will deplete minute allowance when calling from your wireless phone. With 3-Way Calling, Call Forwarding and No Answer/Busy Transfer, charges apply to all simultaneous calls and to forward/transfer calls even if you send the call to a wireline telephone. 411 Connect® is available at \$1.25 surcharge per call plus airtime (25¢ per call connection fee plus 10¢ per-minute rate). Charge per call for 411 Connect may vary when not on the Verizon Wireless Pay As You Go Network. If you receive incorrect information from 411 Connect, call \*611 (airtime free) to receive a \$1.25 credit back to your account. Some Verizon Wireless services and features require specific handsets or equipment and may not be available for use on the Verizon Wireless Pay As You Go service. See sales representative for more information. Using Get It Now®, download charges may apply to applications downloaded. Airtime charges apply to application downloads and use of some applications. See [verizonwireless.com](http://verizonwireless.com) for more information on Get It Now.

## Pay As You Go Features:

### TXT Messaging

- Send and receive TXT messages with your wireless phone for **5¢ per message**—use letters, numbers and symbols (where available).

### VTEXT.com

Register your wireless number at [www.vtext.com](http://www.vtext.com) and you can:

- Create your own nickname.
- Set up personal/information alerts.
- Confirm message deliveries and receive responses online.

### Caller ID

- See who's calling before you answer (where available).
- Block people from seeing your number by dialing \*67 before the 7 or 10 digit number you are calling.

### Voice Mail

- **Holds up to 20 three-minute messages for up to twenty-one days.**
- Check messages by pressing \*86 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 Verizon Wireless Pay As You Go 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 rates and will deplete minute allowance when calling from your wireless phone.**

See your sales representative for more details on how to set up your voice mailbox.

## 411 Connect®

- Directory assistance and much more: movie listings, sports scores and local events, **\$1.25 surcharge per call plus airtime—25¢ per call connection fee plus 10¢ per minute rate.** (Where available.)

## 3-Way Calling

- Talk with two people at the same time (where available; **airtime charges apply**).

## Minute Meter®

Notifies you when to refill your minutes.

- At the beginning of each call, a recording tells you how many minutes are remaining in your account.
- 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.
- ★611 (airtime free) or 1.888.294.6804 gives you your account balance.

## Call Waiting

- To answer the second call, press SEND.
- Press SEND to return to the original call.  
**(Your talk time will be depleted for both 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**).

## International Calling

Pay as you go includes international calling using standard rates, plus the following per-minute charges:

- Puerto Rico: no extra charge.
- 20¢/min. to Mexico and Canada.
- 50¢/min. to other available locations.

Visit Prepay Plans at [www.verizonwireless.com](http://www.verizonwireless.com) for the most current locations available. Subject to change without notice. Calling to all locations may not be available at all times.

## Get It Now®

Now download fun games, ring tones and other applications right to your Pay As You Go wireless phone. Approved Verizon Wireless Pay As You Go Get It Now capable phone required. **Not all applications available on the Verizon Wireless Pay As You Go service.**

Using your phone to download an application:

1. From the main menu, select "Get It Now."
2. Select shopping cart icon. Then "Start" to view application categories.
3. Scroll through the list of categories you want and select one (e.g., Games).
4. You'll get a list of applications within that category. Scroll through to the application you want and select it (e.g., Hit The Pros).
5. Select and confirm the pricing option of your choice. Your phone will download the application. After download you'll have the option to run the application immediately or return to the Get It Now menu.

## My Prepay Account — easy access to your account on-line

- Refill online with your credit/debit card or pre-purchase Refill Cards.
- Obtain account information.
- View balance and call details.
- And more!

Check it out by visiting My Prepay Account at [www.verizonwireless.com](http://www.verizonwireless.com).

### How to send a TXT message:

Wireless Phone to Wireless Phone

- From the main menu, select “Messaging.”
- Select “Send To” or “Send New.”
- Enter e-mail address or wireless phone number.
- Enter your message.
- Select “Send.”

Note: Actual steps may vary by phone.

Web to Wireless Phone

- Simply go to [www.vtext.com](http://www.vtext.com) to send messages directly from your PC to a wireless phone. You can even send one message to a group of friends.

E-mail to Wireless Phone

- Send an e-mail to a wireless phone by using either of the following addresses: [recipient’s 10-digit wireless number]@vtext.com or [recipient’s nickname]@vtext.com.

### How to read a TXT message:

When you are receiving a TXT message, an alert tone sounds for each new message. An envelope icon appears on your screen when you have unread messages. To read unread messages:

- Select “Read” and then scroll down to read the full message.

Verizon Wireless customers with analog phones will not be able to register or send/receive text messages using their phones. No charges apply either for registering or using the [vtext.com](http://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 pay as you go Wireless Service Agreement and calling plan.

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 (5) days, from the date of receipt by Verizon Wireless. After five (5) 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 e-mail 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 e-mail address and various system and equipment factors. 5¢ 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.

## TERMS AND CONDITIONS

**YOUR PREPAY WIRELESS SERVICE AGREEMENT.** This agreement for PREPAY wireless service between you and Verizon Wireless sets your and our legal rights. PLEASE READ THIS AGREEMENT AND YOUR PREPAY WIRELESS BROCHURE CONTAINING PRICING AND CALLING AREA. YOUR PREPAY WIRELESS SERVICE CALLING PLAN IS PART OF THIS AGREEMENT. CALLING PLAN INFORMATION AND OTHER INFORMATION REGARDING INCLUDED FEATURES AND OPTIONAL SERVICES MAY ALSO BE FOUND ON OUR WEBSITE (WWW.VERIZONWIRELESS.COM). THIS AGREEMENT STARTS WHEN YOU INITIALIZE SERVICE. IF YOU DO NOT AGREE TO THE TERMS OF THE PREPAY WIRELESS SERVICE AGREEMENT, DO NOT USE THE PIN TO INITIALIZE SERVICE OR SCRATCH COATING OFF THE BACK OF YOUR CARD. IF YOU ACTIVATED SERVICE WITHOUT A CARD, DO NOT INITIALIZE SERVICE BY MAKING A CALL. RETURN THE CARD AND/OR ANY WIRELESS PHONE YOU RECEIVED WITH THIS AGREEMENT TO THE PLACE OF PURCHASE WITHIN 15 DAYS WITH THE ORIGINAL SALES RECEIPT. NO REFUNDS WILL BE GRANTED AFTER 15 DAYS OR IF THE CARD HAS BEEN USED, IF THE COATING HAS BEEN SCRATCHED OFF OR THE ACCOUNT HAS BEEN INITIALIZED. YOU ARE RESPONSIBLE FOR THE COST OF THE CARD AND THE WIRELESS PHONE UNTIL WE RECEIVE IT AND MAY WANT TO INSURE ITS VALUE. Paragraphs marked "∞" will continue after the end of this agreement.

**Your Wireless Phone** Your wireless phone is any device equipped to receive our wireless voice or data service. It must comply with Federal Communications Commission regulations and be compatible with our network and your calling plan. Whether you buy your wireless phone through us or through someone else is entirely your choice. We may change a wireless phone's software or programming over the air without notice. This might affect data stored on your wireless phone, or the way you've programmed it. Your wireless phone

contains software that prevents it from being used with any other company's wireless service, even if you leave us.

**Your Wireless Phone Number.** You don't have any property right in your phone number, except for any rights federal law grants you. It may be changed or reassigned. Please note that your phone number may show up when you call someone unless you dial \*67 before each call, or order per-line call blocking (where it's available).

**How Service Works.** We provide commercial mobile radio service for your wireless phone when it is within range of our transmission sites. Your wireless phone may also work with other companies' sites. Service depends on radio transmission, and is only available in certain areas.

**What And How You Pay** ∞ You have the right to dispute debits related to your account, but you must notify us of the dispute within 90 days after the date of the disputed call date OR YOU'RE WAIVING THE DISPUTE. (You still have to pay all charges until the dispute is resolved.) When you make or receive a call using a transmission site outside your home airtime rate area, or that uses another company's transmission site, you are roaming. All calls are billed in full-minute increments. Time starts when you first press "SEND" on a wireless phone or when connection to the system occurs, which may be a few seconds before you press "SEND" on incoming calls. Time ends several seconds after you press "END" or after the call otherwise disconnects. There is no charge for calls that do not connect. In certain areas we may charge you a fee for any returned check. If you give us a credit card number that we accept for payment, you're authorizing us to charge the amount you owe us. If you're in your home airtime rate area and make a call that is answered, but then get disconnected because of interference with radio



transmission, try redialing. If the same number answers within 5 minutes of the disconnection, we'll be glad to give you a 1-minute airtime credit. To get credit, you must call us within 7 days after the call is disconnected. (If you call us, we may monitor or record the call for training or quality assurance purposes.) You may replenish your balance at any time before the expiration date by providing us with another payment. **Your balance may not exceed \$1,000 and you may be prevented from replenishing your balance when it reaches \$1,000. We will suspend service when your account reaches the expiration date and any unused balance will be forfeited.**

**Number Portability** You may be able to take your current wireless phone number to another service provider. This is called "porting" and will also terminate our service to you for that number. If you request your new service provider to port a number from us, and we receive your request from that new service provider, we'll treat the request as notice from you to terminate our service for that number upon successful completion of porting. **After the porting is completed, you won't be able to use our service for that number even if you have unused airtime on your account, and you won't be entitled to a refund for any unused airtime. If you're porting a phone number to us from another company, we may not be able to provide you some services, such as 911 location services, immediately.**

**Your Rights If Someone Steals Your Wireless Phone** If someone steals or tampers with your wireless phone, notify us and provide us with any documentation (such as a police report) we request. After you notify us, we'll suspend service for up to 30 days from your notice to us, or until you replace or recover your wireless phone. Until you notify us you're still responsible for all charges to your phone number. We will not replace lost or stolen cards.

**Our Rights To Restrict Or End Service Or This Agreement.** To maintain or improve wireless service, to prevent fraud, or for other business reasons, we can restrict or modify your service **without notice.** WE CAN RESTRICT OR END YOUR SERVICE OR THIS AGREEMENT WITHOUT NOTICE if you: (a) make a false statement to us; (b) interfere with our customer service or other business operations; (c) breach any part of this agreement; (d) we believe your service is being misused or used by anyone for unlawful activity; (e) we believe your wireless phone or telephone number has been stolen or tampered with; or (f) the use of your service adversely affects service to other customers.

**Mutual Waivers And Limitations Of Liability** ∞ BY ENTERING INTO THIS AGREEMENT, YOU AND WE ARE WAIVING IMPORTANT RIGHTS. YOU AGREE OUR MAXIMUM LIABILITY TO YOU UNDER ANY THEORY (INCLUDING BUT NOT LIMITED TO FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, PERSONAL INJURY, OR PRODUCTS LIABILITY) IS LIMITED TO A REFUND OR REBATE OF CHARGES YOU HAVE PAID OR OWE US. WE AGREE YOUR MAXIMUM LIABILITY TO US UNDER ANY THEORY (INCLUDING BUT NOT LIMITED TO FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, PERSONAL INJURY OR PRODUCTS LIABILITY) IS LIMITED TO ANY ACTUAL DAMAGES YOU CAUSE TO OUR BUSINESS OR PROPERTY, AND ANY DAMAGES COLLECTED FROM US BY A THIRD PARTY ARISING OUT OF THE USE OF YOUR WIRELESS PHONE. NEITHER OF US CAN RECOVER (A) PUNITIVE DAMAGES; (B) TREBLE, CONSEQUENTIAL, INDIRECT, OR SPECIAL DAMAGES; OR (C) ATTORNEY'S FEES. YOU AND WE AGREE NOT TO MAKE, AND TO WAIVE TO THE FULLEST EXTENT ALLOWED BY LAW, ANY CLAIM FOR DAMAGES OTHER THAN DIRECT, COMPENSATORY DAMAGES AS LIMITED ABOVE. YOU AND WE ALSO AGREE NOT TO MAKE, AND TO WAIVE TO THE FULLEST EXTENT ALLOWED BY LAW, ANY CLAIM FOR EQUITABLE RELIEF, OTHER THAN TO PROTECT ANY PATENTS, COPYRIGHTS, TRADEMARKS, OR TRADE SECRETS, OR TO PREVENT ABUSIVE, FRAUDULENT, OR

ILLEGAL USE OF A WIRELESS PHONE OR TELEPHONE NUMBER. YOU AGREE TO INDEMNIFY US FOR ANY CLAIMS BY THIRD PARTIES AGAINST US ARISING OUT OF USE OF YOUR WIRELESS PHONE. EXCEPT FOR CREDIT FOR CERTAIN DROPPED CALLS OR INTERRUPTED SERVICE (AS DESCRIBED EARLIER), WE AREN'T LIABLE TO YOU FOR DROPPED CALLS, INTERRUPTED SERVICE, OR PROBLEMS CAUSED BY OR CONTRIBUTED TO BY YOU; BY ANY THIRD PARTY; BY BUILDINGS, HILLS, TUNNELS, NETWORK CONGESTION, ATMOSPHERIC CONDITIONS, OR OTHER THINGS WE DON'T CONTROL; OR BY ANY ACT OF GOD OR NATURAL DISASTER. IF ANOTHER WIRELESS CARRIER IS INVOLVED IN ANY PROBLEM (FOR EXAMPLE, BECAUSE OF ROAMING), YOU AGREE TO ANY LIMITATIONS OF LIABILITY IMPOSED ON ITS CUSTOMERS, TOO.

**Disclaimer Of Warranties** ∞ WE DON'T MANUFACTURE WIRELESS PHONES. WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, ABOUT YOUR WIRELESS PHONE, UNLESS UNDER SEPARATE WRITTEN WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS DOESN'T DEPRIVE YOU OF ANY RIGHTS YOU MAY HAVE AGAINST THE MANUFACTURER OR ANY THIRD PARTY VENDOR OF YOUR WIRELESS PHONE. EXCEPT AS EXPLICITLY PROVIDED IN THIS AGREEMENT, WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO YOUR SERVICE. IF YOU HAVE PURCHASED A USED, REFURBISHED, OR RECONDITIONED PHONE, NO WARRANTIES FROM THE MANUFACTURER MAY EXIST.

**Dispute Resolution And Mandatory Arbitration.** ∞ INSTEAD OF SUING IN COURT, WE EACH AGREE TO SETTLE DISPUTES (EXCEPT CERTAIN SMALL CLAIMS) ONLY BY ARBITRATION. THE RULES IN ARBITRATION ARE DIFFERENT. THERE'S NO JUDGE OR JURY, AND REVIEW IS LIMITED, BUT AN ARBITRATOR CAN AWARD THE SAME DAMAGES AND RELIEF, AND MUST HONOR THE SAME

**LIMITATIONS IN THIS AGREEMENT AS A COURT WOULD. TO THE FULLEST EXTENT PERMITTED BY LAW WE EACH AGREE THAT:**

1. THE FEDERAL ARBITRATION ACT APPLIES TO THIS AGREEMENT. ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT, OR ANY PRIOR AGREEMENT FOR WIRELESS SERVICE WITH US OR ANY OF OUR AFFILIATES OR PREDECESSORS IN INTEREST, OR ANY PRODUCT OR SERVICE PROVIDED UNDER OR IN CONNECTION WITH THIS AGREEMENT OR SUCH A PRIOR AGREEMENT, OR ANY ADVERTISING FOR SUCH PRODUCTS OR SERVICES, WILL BE SETTLED BY ONE OR MORE NEUTRAL ARBITRATORS ON AN INDIVIDUAL BASIS BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") OR BETTER BUSINESS BUREAU ("BBB") AS DESCRIBED BELOW. (IF YOUR LOCAL SMALL CLAIMS COURT OFFERS ARBITRATION, YOU MAY ALSO USE THAT PROCESS FOR ANY DISPUTE THAT QUALIFIES.) THIS DOESN'T CHANGE YOUR SUBSTANTIVE RIGHTS, JUST THE POTENTIAL FORUMS FOR RESOLVING DISPUTES. IN ADDITION, YOU CAN STILL BRING ANY ISSUES YOU MAY HAVE TO THE ATTENTION OF APPROPRIATE FEDERAL, STATE, OR LOCAL GOVERNMENT AGENCIES AND THEY CAN STILL, IF THE LAW ALLOWS, SEEK RELIEF AGAINST US ON YOUR BEHALF.

2. FOR CLAIMS OVER \$10,000, THE AAA'S WIRELESS INDUSTRY ARBITRATION ("WIA") RULES WILL APPLY. FOR CLAIMS BETWEEN \$2,500 AND \$10,000, THE AAA'S ARBITRATION RULES FOR THE RESOLUTION OF CONSUMER-RELATED DISPUTES (THE "CONSUMER RULES"), WHICH INCLUDE A SMALL CLAIMS COURT OPTION, WILL APPLY. FOR CLAIMS UNDER \$2,500, THE COMPLAINING PARTY CAN CHOOSE EITHER THE CONSUMER RULES OR THE BBB'S RULES FOR BINDING ARBITRATION. AN ARBITRATOR MAY, UNDER ANY OF THESE RULES, REQUIRE EACH OF US TO EXCHANGE RELEVANT EVIDENCE IN ADVANCE. IN LARGE/COMPLEX CASES UNDER THE WIA RULES, THE ARBITRATORS MUST APPLY THE FEDERAL RULES OF EVIDENCE AND THE LOSER MAY HAVE THE AWARD REVIEWED BY A PANEL OF 3 NEW ARBITRATORS.



3. YOU CAN OBTAIN RULES AND FEE INFORMATION FROM THE AAA ([www.adr.org](http://www.adr.org)), THE BBB ([www.bbb.org](http://www.bbb.org)) OR FROM US. IF YOU CAN'T PAY THE REQUIRED ARBITRATION FEES, IF ANY, THERE ARE FEE WAIVER PROGRAMS. EVEN IF YOU DON'T QUALIFY FOR A FEE WAIVER, WE'LL PAY ALL BUT \$100 OF ANY COMBINED FEES YOU'D BE REQUIRED TO PAY FOR FILING AND A FIRST DAY OF ARBITRATION IF YOU COMPLETE OUR MEDIATION PROGRAM. MEDIATION IS A PROCESS FOR MUTUALLY RESOLVING DISPUTES. A MEDIATOR CAN HELP PARTIES REACH AGREEMENT, BUT DOESN'T DECIDE THEIR ISSUES. IN OUR MEDIATION PROGRAM, WE'LL ASSIGN SOMEONE (WHO MAY BE FROM OUR COMPANY) NOT DIRECTLY INVOLVED IN THE DISPUTE TO MEDIATE. THAT PERSON WILL HAVE ALL THE RIGHTS AND PROTECTIONS OF A MEDIATOR. NOTHING SAID IN THE MEDIATION CAN BE USED IN A LATER ARBITRATION OR LAWSUIT. COMPLETING THE MEDIATION PROGRAM MEANS PARTICIPATING IN GOOD FAITH IN AT LEAST ONE TELEPHONIC MEDIATION SESSION. YOU CAN CONTACT US AT [www.verizonwireless.com](http://www.verizonwireless.com) OR THROUGH CUSTOMER SERVICE TO FIND OUT MORE.

4. ONLY AN ARBITRATOR CAN DECIDE WHETHER AN ISSUE IS ARBITRABLE. AN ARBITRATOR CAN ALLOCATE THE FEES AND COST OF ARBITRATION IN AN AWARD. IF AN APPLICABLE STATUTE PROVIDES FOR AN AWARD OF ATTORNEY'S FEES AN ARBITRATOR CAN AWARD THEM, TOO. ANY ARBITRATION AWARD MADE AFTER COMPLETION OF AN ARBITRATION IS FINAL AND BINDING AND MAY BE CONFIRMED IN ANY COURT OF COMPETENT JURISDICTION. AN AWARD AND ANY JUDGMENT CONFIRMING IT ONLY APPLIES TO THE ARBITRATION IN WHICH IT WAS AWARDED AND CAN'T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF.

5. IF FOR SOME REASON THESE ARBITRATION REQUIREMENTS DON'T APPLY, WE EACH WAIVE ANY TRIAL BY JURY.

**Our Rights To Make Changes** ALL SERVICE WE PROVIDE IS SUBJECT TO OUR BUSINESS POLICIES, PRACTICES AND PROCEDURES, WHICH WE CAN CHANGE WITHOUT NOTICE TO THE EXTENT PERMITTED BY LAW. UNLESS OTHERWISE PROHIBITED BY LAW, WE CAN ALSO CHANGE PRICES AND ANY OTHER TERMS IN THIS AGREEMENT AT ANY TIME BY GIVING YOU PRIOR NOTICE. IF THE CHANGE ADVERSELY AFFECTS YOUR RATES, YOU MAY TERMINATE THIS AGREEMENT. IF YOU CHOOSE TO CONTINUE TO USE OUR SERVICE, THOSE CHANGES WILL APPLY TO YOU.

**About This Agreement** ∞ If either of us waives any part of this agreement in one instance, that won't be a waiver of any other provision or any other instance. All written notices are considered delivered to you when mailed to the address we have on file for you at the time, or to us when mailed to our customer service address. You represent that you have the legal capacity to agree to this agreement. If any part of this agreement is held invalid, that won't have any effect on any other part, unless your or our rights or duties are materially impaired. You can't rely on any other document or statement by anybody, and you have no other rights with respect to service or this agreement, except as specifically provided by law or in this agreement. This agreement isn't for the benefit of any third party except our affiliates and predecessors and successors in interest. It's governed by the laws of the state encompassing the area code assigned to your telephone number, without regard to the conflicts of laws and rules of that state.