

Please read carefully and file in a safe place.

Welcome To Verizon Wireless!

We think it makes sense to help you understand your wireless service in a simple way, so here are answers to some questions we've heard customers ask. While this provides an overview, it is very important that you read your Customer Agreement, Calling Plan brochure and any other materials provided. If anything is not clear to you, we will be happy to explain any portion of your agreement and answer any questions. Call your Sales Representative for assistance.

Your Customer Agreement

This document is the contract between you and Verizon Wireless that sets each of our obligations. Your Customer Agreement with us starts when you accept it. You can accept the agreement in several different ways: (i) by giving us your written or electronic signature; (ii) by telling us orally or electronically that you accept; (iii) by activating your service through your wireless phone; (iv) by opening a package or a seal that says you are accepting by opening it; or (v) by using your service after making any change or addition when we've told you that the change or addition requires acceptance. If you decide that you don't want to be bound by the Customer Agreement, just don't do any of these things.

Your Calling Plan

Your calling plan is part of what you're agreeing to in the Customer Agreement. Be sure to read it carefully. It determines the nature of, and the charges for, the wireless service we will provide, including your monthly access, the number and type of minutes included in your monthly allowance, and the per-minute rate for additional minutes, roaming, and long distance service, if applicable. Your calling plan also describes the features included with your service, as well as any optional services that are available for an additional charge. These included features and optional services may include "data" services, such as text messaging and Internet access. You have the option to change to any qualifying calling plan, at any time at no additional fee, though you may have to purchase a new phone, or extend the term of your Customer Agreement, to be able to take advantage of a new calling plan.

Monthly Access

This is your monthly charge based on your chosen calling plan. Paying this charge gives you access to our service. It is usually billed one month in advance.

Monthly Allowance Minutes

Your calling plan may have a set number of minutes that may be used each month, including Monthly Home Airtime Allowance (or "Anytime") Minutes, Night & Weekend Minutes, and IN Calling Minutes. Unused allowance minutes cannot be carried forward or credited against the next month's usage. Various fees, toll charges, and regional calling and wireless long distance charges may not be included in the monthly allowance minutes, and will be charged separately.

Home Airtime Rate And Coverage Area

Your home airtime rate and coverage area is a geographic area where your home airtime rates apply. It may be local, national or larger.

Toll, Regional Calling And Wireless Long Distance

Depending on your calling plan, toll, regional calling and long distance charges may apply in addition to home airtime charges. You may incur toll, regional calling, or long distance charges when you are in a wireless local calling area and place a call to a number outside this area. Your local calling area is not the same as your home airtime rate and coverage area, and may be smaller. As with your home phone, your local calling area is defined by a group of local phone exchanges (the area code plus the first three digits of a phone number). As with all wireless calls, these charges are based on where you start the call and don't change even if you move during the call.

Verizon Wireless' Surcharges

Your bill will include charges to recover or help defray costs of taxes and of governmental surcharges and fees imposed on us, and costs associated with government regulations and mandates on our business. These charges include a Regulatory Charge, which helps defray costs of various mandates, and a Federal Universal Service Charge to recover costs imposed on us by the government to support universal service. These charges are Verizon Wireless charges, not taxes, and are subject to change.

Taxes, Governmental Surcharges And Fees

Your bill will include sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill to customers. These taxes, surcharges and fees may change from time to time without notice. These charges may be based on the rates applicable to the residential street address or the primary business street address you provided to us. This address will be considered the "place of primary use," provided it is within our licensed service area.

Minimum Term And Early Termination

Your minimum term under your Customer Agreement will be for the period of time required by your calling plan, usually one or two years. If you cancel during this term, a \$175 early termination fee will apply. After your minimum term, your Customer Agreement will convert to a month-to-month term.

Directory Assistance/411 Connect®

Enhanced directory assistance is available through 411 Connect, an exclusive directory, information, and call completion service for Verizon Wireless customers. A live operator will assist you when you request numbers, addresses and information for anything from restaurants and movies to the nearest florist. A per-call fee plus airtime charges apply. Simply dial **411** and press **SEND**.

Reading Your Bill

Billing Cycle

Most calls you make or receive during a billing cycle will be included in your bill for that cycle. Billing for certain calls carried by another wireless carrier may be delayed to a later bill.

Your First Bill

On your first bill, you may be billed a prorated portion of your Monthly Access Charge (calculated from the date your service begins to your first bill cycle start date), plus the next month's access charge. Because of this proration, your first bill may be larger than subsequent bills. In addition, your first bill will include any applicable activation fees, feature charges, and equipment and accessory purchases.

Chargeable Time

We measure your calls in full minutes. That means partial minutes are rounded up to the next full minute. For example, a 15-second call is billed as one full minute. A one-minute, 20-second call is billed as two full minutes. Time starts when you first press **SEND** or the call connects to a network on outgoing calls, and when the call connects to a network (which may be before it rings) on incoming calls. Time may end several seconds after you press **END** or the call otherwise disconnects. For calls made on our network, we only bill for calls that connect (which includes calls answered by machines).

Dispute Resolution And Independent Arbitration

Most customer concerns can be resolved through our Customer Service Department. If, however, you have an issue that cannot be resolved without third-party intervention, Verizon Wireless will arbitrate with you before the American Arbitration Association or the Better Business Bureau. This means that all such customer disputes (except perhaps certain small claims) will be resolved through arbitration, not with a judge or jury.

Please note that we reserve the right to make changes to the Customer Agreement as well as to our business practices and procedures. This Overview is for information purposes and is not a contract. It does not replace or supplement the Customer Agreement.

Customer Agreement Form

www.verizonwireless.com



ACTIVATION INFORMATION					
Date	Account #	Credit Approval #	# of Phones / Lines	Activation Type: Please check one.	
				<input type="checkbox"/> New	<input type="checkbox"/> New w/CPE
				<input type="checkbox"/> Upgrade	<input type="checkbox"/> Renewal
				<input type="checkbox"/> Add-on	<input type="checkbox"/> Transfer of Service
				<input type="checkbox"/> Calling Plan w/Promo	<input type="checkbox"/> Port In / New Account
				<input type="checkbox"/> Port In / Existing Account	<input type="checkbox"/> Port In / Phone # Change
Order #	Sales Rep Name / ID		Agent/Dealer/Sub Dealer ID		Store / Rep Phone Number
Group ID	Tie Code	iBAS MAC Code	BGSA	MEA	New Wireless # (MDA) ()
				Existing Wireless # (MDA) ()	

CONSUMER	BILLING INFORMATION	BUSINESS
Party Financially Responsible for Account - Name (Please Print)		<input type="checkbox"/> Corporation <input type="checkbox"/> Proprietorship <input type="checkbox"/> Government <input type="checkbox"/> Partnership
E-mail Address (Note: By providing your e-mail address you consent to receive Verizon Wireless promotional opportunities.)		Bill to Company Name/Responsible Party (Please Print)
Home Address*		Contact Name (Authorized Business Contact)
City	State	ZIP Code
Mailing Address (if different)		Ship To Address* / Shipping Charges \$ (if applicable)
City	State	ZIP Code
Home Phone ()	Work/Alternate Phone ()	Business Phone ()
Social Security #	Date of Birth	Years in Business
Primary ID #	State	Exp. Date
Secondary ID#	Exp. Date	Federal Tax ID #
The Sales Representative acknowledges that he/she has verified the customer's ID.		Tax Exempt Certification #
Employer / Employer Telephone #		D&B Number
*Place of Primary Use - Yes No		Bank Name
		Bank Contact/Number
		Commercial Account #
		Years at Bank
		Company Headquarter's Address
		City
		State
		ZIP Code

PERSON USING PHONE (if different than above)

User Name (Please Print) _____ Phone () _____

Address _____ City _____ State _____ ZIP Code _____

Place of Primary Use - The address above is the user's residential street or primary business street address. Yes

PORT REQUEST/OSP (Old Service Provider) INFORMATION

Port In Number () _____ OSP account # _____ Password / PIN _____ Billing Address / Name w/OSP (if different from above) _____

Initials _____ Type of Number (i.e., Landline or Wireless) _____ OSP name _____

SERVICE INFORMATION	PROMOTIONS
Calling Plan Name & Code	Activation Fee \$
Monthly Access \$ / Month	Promotion(s): <input type="checkbox"/> Check here for NO PROMOTION
Allowance Minutes Included: / Month	
Initials _____	I understand that I am receiving the first month(s) of _____ at no charge. After this period, I will be charged \$ per month. I understand that I can cancel this feature at anytime by calling *611 on my wireless phone. <input type="checkbox"/> Check here if NOT APPLICABLE

ENHANCED FEATURES - All costs are monthly. (May not be available in all areas.)

\$ _____ <input type="checkbox"/> Enhanced Voice Mail	\$ _____ <input type="checkbox"/> Select <input type="checkbox"/> Decline	Total Equipment Coverage sm	\$ _____ <input type="checkbox"/> Voice Mail
\$ _____ <input type="checkbox"/> Detailed Billing	\$ _____ <input type="checkbox"/> Select <input type="checkbox"/> Decline	Extended Warranty	\$ _____ <input type="checkbox"/> Call Waiting
\$ _____ <input type="checkbox"/> Mobile to Mobile	\$ _____ <input type="checkbox"/> Select <input type="checkbox"/> Decline	Wireless Phone Protection*	\$ _____ <input type="checkbox"/> Call Forwarding
\$ _____ <input type="checkbox"/> TXT Messaging	\$ _____ <input type="checkbox"/> Other		\$ _____ <input type="checkbox"/> 3 Way Calling
\$ _____ <input type="checkbox"/> Mobile Web	\$ _____ <input type="checkbox"/> Other		\$ _____ <input type="checkbox"/> Caller ID

Initials _____ I _____ select or _____ decline Wireless Phone Protection* and understand if I decline, I am responsible for replacement equipment at a non-discounted price. * Provided by third-party insurer.

EQUIPMENT / PAYMENT INFORMATION

Price \$	Non-Discounted Price \$	Electronic Serial Number (ESN)	Model	Lock Code	<input type="checkbox"/> MIN (Check if ported)
SKU#/Prod ID	Equipment	\$	Other	\$	
SKU#/Prod ID	Accessory #1	\$	Trade-in/Rebate/Discount	\$	
SKU#/Prod ID	Accessory #2	\$	Sub-total	\$	
SKU#/Prod ID	Accessory #3	\$	Sales Tax	\$	
Paid By:	<input type="checkbox"/> Check/Money Order/ P.O. # _____	Programming Fee	\$	Total Due	\$
<input type="checkbox"/> Credit Card	<input type="checkbox"/> Other	Security Deposit Amount	\$		
Credit Card #	Exp. Date	Name as it appears on Credit Card		Credit Card/Check Approval #	

TERM / FINANCIAL RESPONSIBILITY & CUSTOMER ACCEPTANCE

Initials _____ One (1) Year Two (2) Year Other _____

Initials _____ I am personally responsible for payment of all charges associated with this account (OR) I am signing on behalf of the Company listed above as Responsible Party and I am duly authorized to financially commit the company. If I am not authorized, I will pay the charges if the Company named denies responsibility.

BY SIGNING THIS FORM YOU'RE AGREEING TO THE ATTACHED CUSTOMER AGREEMENT. PLEASE READ THE AGREEMENT AND YOUR CALLING PLAN. THE CUSTOMER AGREEMENT SETS YOUR AND OUR RIGHTS CONCERNING PAYMENTS, CREDITS, CHARGES, STARTING AND ENDING SERVICE, LOCAL NUMBER PORTABILITY, EARLY TERMINATION FEE OF \$175, LIMITATIONS OF LIABILITY, SETTLEMENT OF DISPUTES BY NEUTRAL ARBITRATION AND OTHER MEANS INSTEAD OF JURY TRIALS, AND OTHER IMPORTANT TOPICS. BY SIGNING THIS FORM YOU ARE AUTHORIZING US TO INVESTIGATE YOUR CREDIT HISTORY AND SHARE CREDIT INFORMATION ABOUT YOU WITH CREDIT REPORTING AGENCIES. WE CAN CONTACT ANY OF THE REFERENCES YOU LISTED. WE CAN ALSO CONTACT YOUR COMPANY IF YOU ARE SIGNING ON BEHALF OF IT. BY SIGNING IT YOU ARE REPRESENTING THAT ALL THE INFORMATION YOU PROVIDED IS ACCURATE. WE ARE RELYING ON THAT INFORMATION. A COPY OR FAX OF THIS FORM WITH YOUR SIGNATURE IS THE SAME AS AN ORIGINAL.

Customer Signature _____ Print Name _____ Date _____

By accepting this agreement, you're bound by its conditions. It covers important topics such as how long it lasts, fees for early termination and late payments, our rights to change its conditions and your wireless service, limitations of liability, privacy, and settlement of disputes by arbitration instead of in court. If you accept this agreement, it will apply to all your wireless service from us, including all your existing calling plans and other lines in service.

■ **Your Calling Plans. YOUR CALLING PLANS BECOME PART OF THIS AGREEMENT.** The prices you pay may depend in part on how long—the minimum term—you're agreeing in advance to do business with us. Calling plans describe these prices and your minimum term. To the extent any condition in your calling plan expressly conflicts with this agreement, the condition in your calling plan will govern. If at any time you change your service (by accepting a promotion, for example), you'll be subject to any requirements, such as a new minimum term, we set for that change.

■ **Your Rights To Refuse Or Cancel This Agreement. THIS AGREEMENT STARTS WHEN YOU ACCEPT.** Paragraphs marked "∞" continue after it ends. You accept when you do any of the following things after an opportunity to review this agreement:

- Give us a written or electronic signature;
- Tell us orally or electronically that you accept;
- Activate your service through your wireless phone;
- Open a package that says you are accepting by opening it; or
- Use your service after making any change or addition when we've told you that the change or addition requires acceptance.

IF YOU DON'T WANT TO ACCEPT, DON'T DO ANY OF THESE THINGS. You can cancel (if you're a new customer) or go back to the conditions of your former customer agreement (if you're already a customer) without additional fees if you tell us (and return to us in good condition any wireless phone you got from us with your new service) **WITHIN 15 DAYS** of accepting. You'll still be responsible through that date for the new service and any charges associated with it.

■ **Your Rights To Change Or End Your Service; Termination Fees; Phone Number Portability.** ∞ Except as explicitly permitted by this agreement, you're agreeing to maintain service with us for your minimum term. (Periods of suspension of service don't count towards your minimum term.) After that, you'll become a month-to-month customer under this agreement. **YOU MUST PAY US UP TO \$175 PER WIRELESS PHONE NUMBER AS AN EARLY TERMINATION FEE IF YOU CHOOSE TO END YOUR SERVICE BEFORE BECOMING A MONTH-TO-MONTH CUSTOMER, OR IF WE TERMINATE IT EARLY FOR GOOD CAUSE.** (This fee applies only to the extent permitted by law. If you buy your wireless phone from an agent or third-party vendor, you should check to see if they charge a separate termination fee.) If you terminate your service as of the end of your minimum term, you won't be responsible for any remaining part of your monthly billing cycle. **Otherwise, all terminations by you during a monthly billing cycle become effective on the last day of that billing cycle.** You'll remain responsible for all fees and charges incurred until then and won't be entitled to any partial month credits or refunds. You may be able to take, or "port," your current wireless phone number to another service provider. 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 it 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. You'll remain responsible for any early termination fee, and for all fees and charges through the end of that billing cycle, just like any other termination. 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.

■ **Our Rights To Make Changes.** Your service is subject to our business policies, practices, and procedures, which we can change without notice. **UNLESS OTHERWISE PROHIBITED BY LAW, WE CAN ALSO CHANGE PRICES AND ANY OTHER CONDITIONS IN THIS AGREEMENT AT ANY TIME BY SENDING YOU WRITTEN NOTICE PRIOR TO THE BILLING PERIOD IN WHICH THE CHANGES WOULD GO INTO EFFECT. IF YOU CHOOSE TO USE YOUR SERVICE AFTER THAT POINT, YOU'RE ACCEPTING THE CHANGES. IF THE CHANGES HAVE A MATERIAL ADVERSE EFFECT ON YOU, HOWEVER, YOU CAN END THE AFFECTED SERVICE, WITHOUT ANY EARLY TERMINATION FEE, JUST BY CALLING US WITHIN 60 DAYS AFTER WE SEND NOTICE OF THE CHANGE.**

■ **Your Wireless Phone.** Your wireless phone is any device you use 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 from us or someone else is entirely your choice. At times we may change your wireless phone's software or programming remotely and without notice. This could affect data you've stored on, or the way you've programmed, your wireless phone. Your wireless phone may also contain software that prevents it from being used with any other company's wireless service, even if it's no longer used to receive our service.

■ **Your Wireless Phone Number And Caller ID.** You don't have any rights in any personal identification number, email address, or identifier we assign you. (We'll tell you if we decide to change or reassign them.) The same is true of your wireless phone number, except for any right you may have to port it. Your wireless phone number and name may show up when

you call someone. You can block this "Caller ID" for most calls by dialing *67 before each call, or by ordering per-line call blocking (dialing *82 to unblock) where it's available. You can't block Caller ID to some numbers, such as toll-free numbers.

■ **How Service Works.** Wireless phones use radio transmissions, so we can't provide service when your wireless phone isn't in range of one of our transmission sites, or a transmission site of another company that's agreed to carry our customers' calls, or if there isn't sufficient network capacity available at that moment. There are places, particularly in remote areas, with no service at all. Weather, topography, buildings, your wireless phone, and other conditions we don't control may also cause dropped calls or other problems.

■ **Charges and Fees We Set.** ∞ You agree to pay all access, usage, and other charges and fees we bill you or that the user of your wireless phone accepted, even if you weren't the user of your wireless phone and didn't authorize its use. These include Federal Universal Service Charges and Regulatory Charges, and may include other charges also related to our governmental costs. We set these charges. They aren't taxes, aren't required by law, are kept by us in whole or in part, and are subject to change. You may have to pay fees to begin service or reconnect suspended service. Usage charges may vary depending on where, when, and how you call. You have a home rate area and a local calling area (which may be different). When you call from inside a local calling area to somewhere outside of it, or call from anywhere outside a local calling area, there may be toll, regional calling, or long distance charges in addition to airtime. (We provide or select the long distance service for calls on our network.) When you make a call inside your local calling area that uses a local phone company's lines (for example, a call to a typical home phone number), we may charge landline or connection fees. We charge airtime for most calls, including toll-free and operator-assisted calls. Additional features and services such as operator or directory assistance, call dialing, calling card use, call forwarding, data calls, automatic call delivery, voice mail, text messaging, and wireless Internet access, may have additional charges. Features such as call waiting, call forwarding, or 3-way calling involve multiple calls and multiple charges.

■ **Taxes, Fees, And Surcharges We Don't Set.** ∞ You agree to pay all taxes, fees, and surcharges set by the government. We may not always give advance notice of changes to these items. If you're tax-exempt you must give us your exemption certificates and pay for any filings we make.

■ **Roaming And Roaming Charges.** You're "roaming" whenever you make or receive a call using a transmission site outside your home rate area, or using another company's transmission site. Your wireless phone may sometimes connect to and roam on another company's network even when you're within your home rate area or local calling area. There may be extra charges (including charges for long distance, tolls, or calls that don't connect) and higher rates for roaming calls, depending on your calling plan.

■ **Your Bill.** ∞ Your bill is our notice to you of your fees, charges and other important information. You should read everything in your bill. We bill usage charges after calls are made or received. We bill access fees and some other charges in advance. You can view your detailed bill online. We'll also send you a streamlined bill without call detail (or a detailed bill if you request one, subject to any applicable fee). We may charge a fee for bill reprints. If you choose Internet billing (where available), you waive any right to paper bills or notices.

■ **How We Calculate Your Bill.** Your bill reflects the fees and charges in effect under your calling plan at the time they're incurred. You can dispute your bill, but only within 180 days of receiving it. You must still pay any disputed charges until the dispute is resolved. Charges may vary depending on where your wireless phone is when a call starts. If a charge depends on an amount of time used, we'll round up any fraction of a minute to the next full minute. Time starts when you first press **SEND** or the call connects to a network on outgoing calls, and when the call connects to a network (which may be before it rings) on incoming calls. Time may end several seconds after you press **END** or the call otherwise disconnects. For calls made on our network, we only bill for calls that connect (which includes calls answered by machines). Most calls you make or receive during a billing cycle are included in your bill for that cycle. Billing for airtime (including roaming) and related charges may, however, sometimes be delayed. Delayed airtime may be applied in the month it appears on your bill against airtime included in your calling plan for that month, rather than against the included airtime for the month when you actually made or received the call. This may result in charges higher than you'd expect in the later month.

■ **Your Rights For Dropped Calls Or Interrupted Service.** If you get disconnected by our network from a call in your home rate area, redial. If the same number answers within 5 minutes, call us within 90 days and we'll give you a 1-minute airtime credit. If service is interrupted in your home rate area for more than 24 hours in a row due to our fault, call us within 180 days and we'll give you a credit for the period of interruption. These are your only rights for dropped calls or interrupted service.

■ **Payments, Deposits, Credit Cards, And Checks.** ∞ Payment is due in full as stated on your bill. **IF WE DON'T RECEIVE PAYMENT IN FULL WHEN DUE, WE MAY, TO THE EXTENT PERMITTED BY THE LAW OF THE STATE OF THE BILLING ADDRESS WE HAVE ON FILE FOR YOU AT THE TIME, CHARGE YOU A LATE FEE OF UP TO 1.5 PERCENT A MONTH (18 PERCENT ANNUALLY), OR A FLAT \$5 A MONTH, WHICHEVER IS GREATER, ON UNPAID BALANCES. (IF YOU CHOOSE TO BE BILLED BY ANOTHER PARTY FOR OUR SERVICE [SUCH AS THROUGH A BILLING ARRANGEMENT WITH VERIZON COMMUNICATIONS], LATE FEES WILL BE AT THE RATE SET FORTH IN SUCH PARTY'S TARIFFS OR THE**

TERMS OF SUCH ARRANGEMENT, WHICH MAY BE GREATER THAN OUR LATE FEE RATE.) WE MAY ALSO CHARGE FOR ANY COLLECTION AGENCY FEES BILLED TO US FOR TRYING TO COLLECT FROM YOU. We may require an advance deposit (or an increased deposit) from you. We'll pay simple interest on any deposit at the rate the law requires. Please retain your evidence of deposit. You agree that we can apply deposits, payments, or prepayments in any order to any amounts you owe us on any account. You can't use a deposit to pay any bill unless we agree. We refund final credit balances of less than \$1 only upon request. We won't honor limiting notations you make on or with your checks. We may charge you up to \$25 for any returned check, depending on applicable law.

■ **If Someone Steals Your Wireless Phone.** If someone steals your wireless phone, notify us. If we haven't given you a courtesy suspension of service and monthly fees within the prior year, we'll give you one for 30 days, or until you replace or recover your wireless phone, whichever comes first. Until we grant any suspension, you're still responsible for all fees and charges. You'll need to provide us a sworn statement about the theft if we ask for one.

■ **Our Rights To Limit Or End Service Or This Agreement.** You agree not to resell our service to someone else without our prior written permission. You also agree your wireless phone won't be used for any other purpose that isn't allowed by this agreement or that's illegal. WE CAN, WITHOUT NOTICE, LIMIT, SUSPEND, OR END YOUR SERVICE OR ANY AGREEMENT WITH YOU FOR THIS OR ANY OTHER GOOD CAUSE, including, but not limited to: (a) paying late more than once in any 12 months; (b) incurring charges larger than a required deposit or billing limit (even if we haven't yet billed the charges); (c) harassing our employees or agents; (d) lying to us; (e) interfering with our operations; (f) becoming insolvent or going bankrupt; (g) breaching this agreement; (h) "spamming," or other abusive messaging or calling; (i) modifying your wireless phone from its manufacturer's specifications; (j) providing credit information we can't verify; (k) using your service in a way that adversely affects our network or other customers; or (l) allowing anyone to tamper with your wireless phone number. We can also temporarily limit your service for any operational or governmental reason.

■ **Directory Information.** ∞ We don't publish directories of our customers' phone numbers. We don't provide them to third parties for listing in directories, either.

■ **Your Privacy.** ∞ We have a duty under federal law to protect the confidentiality of information about the quantity, technical configuration, type, destination, and amount of your use of our service, together with similar information on your bills. (This doesn't include your name, address, and wireless phone number.) Except as provided in this agreement, we won't intentionally share personal information about you without your permission. We may use and share information about you: (a) so we can provide our goods or services; (b) so others can provide goods or services to us, or to you on our behalf; (c) so we or our affiliates can communicate with you about goods or services related to the ones you already receive (although you can call us any time if you don't want us to do this); (d) to protect ourselves; or (e) as required by law, legal process, or exigent circumstances. In addition, you've authorized us to investigate your credit history at any time and to share credit information about you with credit reporting agencies. If you ask, we'll tell you the name and address of any credit agency that gives us a credit report about you. It's illegal for unauthorized people to intercept your calls, but such interceptions can occur. For training or quality assurance, we may also monitor or record our calls with you.

■ **Disclaimer Of Warranties.** ∞ WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICE OR YOUR WIRELESS PHONE. WE CAN'T PROMISE UNINTERRUPTED OR ERROR-FREE SERVICE AND DON'T AUTHORIZE ANYONE TO MAKE ANY WARRANTIES ON OUR BEHALF. THIS DOESN'T DEPRIVE YOU OF ANY WARRANTY RIGHTS YOU MAY HAVE AGAINST ANYONE ELSE.

■ **Waivers And Limitations Of Liability.** ∞ UNLESS THE LAW FORBIDS IT IN ANY PARTICULAR CASE, WE EACH AGREE TO LIMIT CLAIMS FOR DAMAGES OR OTHER MONETARY RELIEF AGAINST EACH OTHER TO DIRECT DAMAGES. THIS LIMITATION AND WAIVER WILL APPLY REGARDLESS OF THE THEORY OF LIABILITY, WHETHER FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, PERSONAL INJURY, PRODUCTS LIABILITY, OR ANY OTHER THEORY. THIS MEANS THAT NEITHER OF US WILL SEEK ANY INDIRECT, SPECIAL, CONSEQUENTIAL, TREBLE, OR PUNITIVE DAMAGES FROM THE OTHER. You agree we aren't liable for problems caused by you or a third party; by buildings, hills, network congestion, tunnels, weather, or other things we don't control; or by any act of God. You also agree we aren't liable for missed voice mails, or deletions of voice mails from your voice mailbox (if you have one), even if you've saved them. If another wireless carrier is involved in any problem (for example, while you roam), you also agree to any limitations of liability in its favor that it imposes.

■ **Dispute Resolution And Mandatory Arbitration.** ∞ WE EACH AGREE TO SETTLE DISPUTES (EXCEPT CERTAIN SMALL CLAIMS) ONLY BY ARBITRATION. THERE'S NO JUDGE OR JURY IN ARBITRATION, 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. IF AN APPLICABLE STATUTE PROVIDES FOR AN AWARD OF ATTORNEY'S FEES, AN ARBITRATOR CAN AWARD THEM, TOO. WE ALSO EACH AGREE, TO THE FULLEST EXTENT PERMITTED BY LAW, THAT:

(1) THE FEDERAL ARBITRATION ACT APPLIES TO THIS AGREEMENT. EXCEPT FOR QUALIFYING SMALL CLAIMS COURT CASES, 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 BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") OR BETTER BUSINESS BUREAU ("BBB"). YOU CAN ALSO BRING ANY ISSUES YOU MAY HAVE TO THE ATTENTION OF FEDERAL, STATE, OR LOCAL GOVERNMENT AGENCIES AND THEY CAN, 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 OF \$10,000 OR LESS, THE COMPLAINING PARTY CAN CHOOSE EITHER THE AAA'S SUPPLEMENTARY PROCEDURES FOR CONSUMER-RELATED DISPUTES, AN INDIVIDUAL ACTION IN SMALL CLAIMS COURT, OR THE BBB'S RULES FOR BINDING ARBITRATION. EACH OF US MAY BE REQUIRED 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 PROCEDURES, RULES, AND FEE INFORMATION FROM THE AAA (WWW.ADR.ORG), THE BBB (WWW.BBB.ORG), OR FROM US. **THIS AGREEMENT DOESN'T PERMIT CLASS ARBITRATIONS EVEN IF THOSE PROCEDURES OR RULES WOULD.** IN EXCHANGE FOR YOUR AGREEMENT TO ARBITRATE ON AN INDIVIDUAL BASIS, WE'RE PROVIDING YOU A FREE INTERNAL 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. CONTACT US AT WWW.VERIZONWIRELESS.COM OR THROUGH CUSTOMER SERVICE TO FIND OUT MORE.

(4) IF YOU REQUEST MEDIATION UNDER OUR PROGRAM, PARTICIPATE IN GOOD FAITH IN AT LEAST ONE TELEPHONIC MEDIATION SESSION, AND THE MEDIATION DOESN'T RESOLVE THE DISPUTES BETWEEN US, WE'LL PAY ANY FILING FEE LATER CHARGED YOU BY THE AAA OR BBB FOR ONE ARBITRATION OF THOSE DISPUTES. IF THAT ARBITRATION PROCEEDS, WE'LL ALSO PAY ANY FURTHER ADMINISTRATIVE AND ARBITRATOR FEES LATER CHARGED FOR IT AND (IF THE ARBITRATION AWARD IS APPEALABLE UNDER THIS AGREEMENT) ANY APPEAL TO A NEW 3 ARBITRATOR PANEL. WE MAY MAKE YOU A WRITTEN OFFER OF SETTLEMENT ANY TIME BEFORE ARBITRATION BEGINS. IF WE DO AND YOU DON'T RECOVER IN ARBITRATION MORE THAN 75% OF THE OFFERED AMOUNT, YOU AGREE TO REPAY US THE LESSER OF ANY FEES WE ADVANCED OR WHAT YOU WOULD HAVE PAID IN FEES AND COSTS IN COURT UNDER SIMILAR CIRCUMSTANCES.

(5) 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.

(6) **IF FOR SOME REASON THESE ARBITRATION REQUIREMENTS DON'T APPLY, OR A CLAIM PROCEEDS IN SMALL CLAIMS COURT, WE EACH WAIVE ANY TRIAL BY JURY.**

■ **About You.** ∞ You represent that you're at least 18 years old and have the legal capacity to accept this agreement. If you're ordering for a company, you're representing that you're authorized to bind it, and where the context requires, "you" means the company.

■ **About This Agreement.** ∞ A waiver of any part of this agreement in one instance isn't a waiver of any other part or any other instance. You can't assign this agreement or any of your rights or duties under it. We may assign all or part of this agreement or your debts to us without notice, and you agree to make all subsequent payments as instructed. NOTICES ARE CONSIDERED DELIVERED WHEN WE SEND THEM BY EMAIL OR FAX TO ANY EMAIL OR FAX NUMBER YOU'VE PROVIDED TO US, OR 3 DAYS AFTER MAILING TO THE MOST CURRENT BILLING ADDRESS WE HAVE ON FILE FOR YOU, IF BY US, OR TO THE CUSTOMER SERVICE ADDRESS ON YOUR MOST RECENT BILL, IF BY YOU. If any part of this agreement, including any part of its arbitration provisions, is held invalid, that part may be severed from this agreement. This agreement and the documents to which it refers form the entire agreement between us on their subjects. You can't rely on any other documents or statements on those subjects by any sales or service representatives, and you have no other rights with respect to service or this agreement, except as specifically provided by law. This agreement isn't for the benefit of any third party except our parents, affiliates, subsidiaries, agents, and predecessors and successors in interest. Except to the extent we've agreed otherwise in the provisions on late fees and arbitration, this agreement and disputes covered by it are governed by the laws of the state encompassing the area code assigned to your wireless phone number when you accepted this agreement, without regard to the conflicts of laws rules of that state.