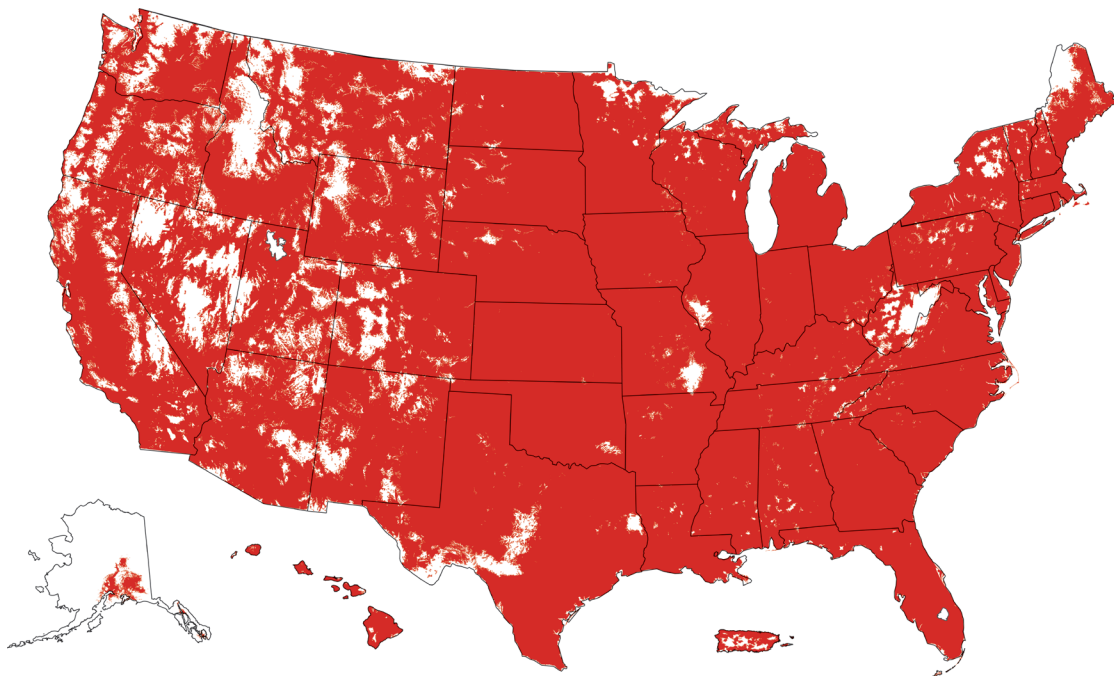


Lifeline

Voice-Only Coverage Area



Map Key

- 4G LTE Coverage Area
- Voice and non-4G LTE data service may be available outside 4G LTE coverage area

The above Voice-Only Coverage Area map represents the area where calls may be placed to and from for customers choosing the \$25 Lifeline Plan. However, the map above does NOT represent where Verizon Wireless is eligible to offer Lifeline Service. Lifeline service through Verizon Wireless is only available in parts of Iowa, New York, North Dakota and Wisconsin. To determine if you live in an area where Lifeline is available, call 800.417.3849.

In Iowa, Lifeline is available only in the following counties: Adair, Audubon, Cass, Crawford, Guthrie, Harrison, Madison, Monona and Shelby.

In New York, Lifeline is available only in the following counties: Clinton, Essex, Franklin, Fulton, Hamilton, Jefferson, Lewis and St. Lawrence.

In North Dakota, Lifeline is available in all counties except: Burleigh, Cass, Grand Forks and Morton.

In Wisconsin, Lifeline is available only in the following counties: Barron, Burnett, Polk and Washburn.

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 vzw.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.

Coverage area

For customers choosing the \$25 Lifeline Plan, Anytime Minutes, Local Mobile to Mobile Calling Minutes, Domestic Long Distance and Per-Minute Rate are for calls from within the Lifeline Voice-Only Coverage Area.

Additional plan information

Term: A 2-year contract is required.

Taxes, surcharges and fees: The market you're in determines taxes, surcharges and fees, such as E911 and gross receipt charges. As of October 1, 2019, they can add between 8% and 41% to the standard monthly access and other charges. (Excludes 5G Home.) Lifeline subscribers will not be assessed a Federal Universal Service Fund or Regulatory charge.

The Verizon Wireless Administrative Charge (\$1.78 per line) is a Verizon Wireless charge, not a tax, and subject to change. For more details on this Verizon Wireless charge, call 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 voicemail 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

Local Mobile to Mobile Calling applies to calls you make or receive to and from other Verizon Wireless customers in your Mobile to Mobile Calling Area (see Voice-Only Coverage Area map for details). All parties must be within the Coverage Area. Mobile to Mobile Calling is not available: (i) to customers whose wireless exchange restricts the delivery of Caller ID; (ii) if Call Forwarding or No Answer/Busy Transfer features are activated; (iii) for data usage, including Push to Talk calls, Picture Messaging or Video Messaging; (iv) for calls to check your voicemail; (v) for calls to Verizon Wireless customers using any of the Global services; (vi) in those areas of Louisiana and Mississippi where your phone's roaming indicator flashes; and (vii) for incoming calls if Caller ID is not present or Caller ID Block is initiated.

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.

800.417.3849

vzw.com



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Verizon Wireless Lifeline Service

Iowa, New York, North Dakota and Wisconsin



Lifeline

Lifeline is a federal government assistance program that provides qualified customers a discount on their monthly phone service. Only eligible consumers may enroll.

How much can I save?

Qualifying customers will save \$9.25 per month off the monthly access for Lifeline service. Qualified residents of federally recognized Tribal lands may receive up to \$25 in additional Lifeline discounts per month.

How do I qualify for Lifeline?

You may qualify for Lifeline assistance if your total household income is at or below 135% of the Federal Poverty Guidelines or if you, your dependent(s) or a member of your household is currently eligible to receive benefits from any of the following public assistance programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Veterans and Survivors Pension Benefit
- Medicaid (not Medicare)
- Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)

Additionally, if you reside on federally recognized Tribal lands, you can qualify by participating in any of the programs above or below:

- Bureau of Indian Affairs General Assistance
- Tribally administered TANF
- Head Start (only those meeting its income standard)
- Food Distribution Program on Indian Reservations (FDPIR)

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
- Retirement/Pension Benefit Statements
- Social Security Benefits Statements
- Divorce Decree or Child Support Documents
- Veterans Administration Benefits Statements
- Unemployment/Workers’ Compensation Benefits Statements
- Current Income Statements from Employer or Paycheck Stubs
- Federal or Tribal notice letter of participation in Bureau of Indian Affairs General Assistance

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 12 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 is only available to a subscriber whose residential address is located within Verizon Wireless’ Lifeline service area. Lifeline may not be applied retroactively.

Lifeline is a federal benefit, and willfully making false statements to obtain Lifeline can result in fines, imprisonment, de-enrollment or being barred from the program. Lifeline is nontransferable, and you may not transfer this discount to any other person.

For more information, call 800.417.3849.

How do I apply for Lifeline?

To apply for Lifeline, go to the Lifeline National Verifier online at checklifeline.org or call the Lifeline Support Center at 800.234.9473. You may also print the application from verizonwireless.com/lifeline.¹

Mail the completed application and documentation to: USAC Lifeline Support Center
P.O. Box 7081
London, KY 40742

Once the National Verifier approves your Lifeline discount eligibility, please call us at 800.417.3849 to determine if Verizon Wireless can provide the Lifeline discount at your location.

Service deposit

You will not be charged a service deposit to initiate Lifeline 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 Coverage Area (airtime charges apply). Domestic

Long Distance includes calls made from within your Coverage Area to anywhere within the United States or Puerto Rico. International Long Distance is not a part of the Lifeline Plans. Your Lifeline device 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.

Link Up

Link Up helps qualified residents of federally recognized Tribal lands pay the activation fee for Lifeline service.

How do I qualify for Link Up?

If you satisfy the Lifeline eligibility standards and reside on federally recognized Tribal lands, you automatically qualify for Link Up.

Are there any restrictions?

Link Up is only available to a subscriber whose residential address is located on a federally recognized Tribal land that is within Verizon Wireless’ Lifeline service area. Link Up may only be applied once to initiate service (for a single landline or wireless telephone line) at the same address. Link Up cannot be applied to customer facilities or equipment, including the cost of your phone. Link Up may not be applied retroactively.

How much will I save with Link Up?

Qualifying customers who reside on federally recognized Tribal lands will receive a Link Up credit, which is a 100% reduction of Verizon Wireless’ customary activation charge.

Verizon Wireless Lifetime Plans

	Lifeline Plan \$25	Wireless Home Phone Plan \$19.99 Requires a Wireless Home Phone device
Monthly access after discount	\$15.75	\$10.74
Monthly access after discount for residents of federally recognized tribal lands	\$0	\$0
Monthly Anytime Minutes	1,000	Unlimited
Local Mobile to Mobile Calling Minutes (with other Verizon Wireless customers)	Unlimited	Unlimited
Domestic Long Distance (Airtime charges apply.)	Included Long Distance calls from within the Coverage Area are included.	Included Long Distance calls from within the Local Coverage Area are included.
Per-minute rate after allowance (Applies to incoming and outgoing calls made after the allowance is exhausted.)	45¢	Unlimited
One-time activation fee	\$35 Tribal residents may be eligible for a credit—see Link Up section.	\$35 Tribal residents may be eligible for a credit—see Link Up section.

The Wireless Home Phone Plan requires both a Wireless Home Phone device and a connection to an existing cordless or corded handset.

Calling features included:

\$25 Lifeline Plan

- Basic Voicemail 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

- Unlimited Texting and Unlimited Night & Weekend Minutes are included as part of Lifeline service at no additional charge (night hours: Mon – Fri, 9:01 PM – 5:59 AM; weekend hours: Sat – Sun, 12:00 AM – 11:59 PM)

\$19.99 Lifeline Wireless Home Phone Plan

- Basic Voicemail, 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

411 Search¹ (available for an additional charge)

- Talk to a real person and get the information you need

- \$1.49 per call, plus airtime charges

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