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# FACTS ABOUT...



## *Verizon Wireless Overview*

Verizon Wireless built and operates the nation's most reliable wireless network, serving 68.7 million voice and data customers. It is the only major carrier with a 30-day network test-drive pledge that pays for calls if a customer isn't satisfied and switches to another carrier. Headquartered in Basking Ridge, N.J., Verizon Wireless is a joint venture of Verizon Communications (NYSE:VZ) and Vodafone (NYSE and LSE: VOD).

### **Facts-at-a-Glance**

- Wireless Phone Customers – 68.7 Million
- Employee Population – 70,000
- Annual Revenue 2007 – \$43.9 Billion
- Company Operated Stores and Kiosks – 2,400
- Digital Network Technology – Code Division Multiple Access [CDMA]
- Data Services – BroadbandAccess and NationalAccess for staying connected coast to coast on laptops, PDA's and handsets; V CAST Music for downloading music, listening to tunes and watching music videos; V CAST for video clips, V CAST Mobile TV for broadcast and cable television live content and programming; 3D games and other multimedia services; Get It Now for text and picture messaging, downloading ringtones, ringback tones, games, news alerts and more
- Switching Centers – 175+
- Headquarters –Basking Ridge, N.J.
- Area Headquarters:
  - Northeast – Morristown, N.J.
  - Midwest – Schaumburg, Ill.
  - South – Alpharetta, Ga.
  - West – Irvine, Calif.

### **Parent Companies**

**Verizon Communications Inc.** (NYSE:VZ), headquartered in New York, is a leader in delivering broadband and other wireline and wireless communication innovations to mass market, business, government and wholesale customers. Verizon Wireless operates America's most reliable wireless network, serving nearly 69 million customers nationwide. Verizon's Wireline operations include Verizon Business, which delivers innovative and seamless business solutions to customers around the world, and Verizon Telecom, which brings customers the benefits of converged communications, information and entertainment services over the nation's most advanced fiber-optic network. A Dow 30 company, Verizon has a diverse workforce of more than 228,000 and last year generated consolidated operating revenues of more than \$93.5 billion. For more information, visit [www.verizon.com](http://www.verizon.com).

**Vodafone** is the world's leading international mobile communications group with over 260 million proportionate customers as of 31 March 2008. Vodafone currently has equity interests in 25 countries across five continents and a further 42 partner networks worldwide.

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## *Verizon Wireless Network*

Verizon Wireless built and operates the nation's most reliable wireless network, serving 68.7 million voice and data customers. It is the only major carrier with a 30-day network test-drive pledge that pays for calls if a customer isn't satisfied and switches to another carrier. With its greatest asset – its network – Verizon Wireless continues to lead the industry by offering the highest quality products and services while introducing innovative technology solutions.

### **Network Leadership**

- Serves 68.7 million Verizon Wireless customers
- More than 175 switching facilities
- Network reaches more than 265 million Americans
- Invested more than \$45 billion since it was formed – \$5.5 billion on average every year – to increase the coverage and capacity of its national network and to add new services.

### **Network Powered Services and Features**

- BroadbandAccess – Based on CDMA EV-DO (Evolution-Data Optimized) technology
  - Verizon Wireless, the first to build a national wireless broadband network, launched BroadbandAccess in October 2003 and announced a national rollout in January 2004
  - Offering wireless Internet connections at broadband speeds
  - In February 2007, Verizon Wireless launched its next-generation high-speed wireless broadband network, based on CDMA 1x Evolution-Data Optimized (EV-DO) Revision A (Rev. A) technology, in cities throughout the country, giving customers the ability to upload files eight to nine times faster than before, giving them faster access to e-mail, everyday corporate data, the Internet and more. As of June 2007, Rev. A technology was available throughout the entire EV-DO network and at the end of the second quarter 2008, covered more than 256 million people.
  - BroadbandAccess customers in enhanced broadband wireless coverage areas can expect average download speeds of 600 kilobits per second (kbps) to 1.4 megabits and average upload speeds of 500-800 kbps.
- V CAST – Also based on CDMA EV-DO technology, V CAST is the nation's first consumer wireless broadband multimedia service
  - V CAST from Verizon Wireless brings high-quality video, 3D games and music straight to hot new phones.
  - Currently available in all markets where BroadbandAccess is offered
- V CAST Music with Rhapsody – Launched in July 2008, V CAST Music with Rhapsody is a monthly subscription service combining the company's world-class mobile music service with Rhapsody's leading desktop music solution.
  - V CAST Music with Rhapsody delivers customers access to 5 million songs for \$14.99 monthly access.
  - When customers download the V CAST Music with Rhapsody Software to their PCs and sign up for the monthly subscription, they have the ultimate music management service, including:
    - Creating and accessing playlists, viewing playlists of other users, including celebrities

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- Burning, importing and converting CDs to play anywhere
- Managing an existing digital music collection for free and syncing it to their mobile phones
- Buying non-protected MP3s of songs on the PC for 99 cents per song
- Buying songs on the phone, over-the-air – get two copies of the song for just \$1.99 (one is over-the-air, the second master copy is the file customers download onto their PCs)
  - Customers with V CAST Music-capable phones can download music over the air using the Verizon Wireless broadband network directly to their wireless phones and to their Windows XP PCs, and can transfer new and existing digital music from the PC to their wireless phone.
  - V CAST Song ID, a Verizon Wireless exclusive, lets customers identify music playing on a radio or any music source, purchase and download the ringtone, ringback tone and full track.
- NationalAccess – Based on 1XRTT technology, provides wireless data with the benefit of mobility.
- Nationwide TXT Messaging - a two-way short messaging service
  - In Q2 2008, Verizon Wireless customers sent or received 70 billion text messages through its network. In February 2008, Verizon Wireless customers sent and received 20 billion messages
- Get It Now<sup>®</sup> service - Verizon Wireless was the first wireless service provider in the U.S. to offer downloadable applications over the air using BREW<sup>®</sup> (Binary Runtime Environment for Wireless<sup>®</sup>) technology.
  - Between April and June 2008, customers completed 36.5 million downloads of V CAST music and videos.
- Picture Messaging – an intuitive service, requiring just a few easy clicks to take and send a photo
  - Between April 2008 and June 2008, customers exchanged 1.4 billion picture and video messages over its nationwide network.

## **Network Reliability**

Verizon Wireless' network reliability is supported by industry-leading redundancy and maintenance measures.

- **Redundancy**

The Verizon Wireless network is built for reliability in emergencies, with battery back-up power at all facilities and for additional reliability, generators installed at all switching facilities, and many cell site locations. The company also owns a fleet of portable generators that can be deployed to provide emergency power during extended power outages to those cell sites without permanent generators.
- **Rapid Disaster Response - COLTs**
- Verizon Wireless "Cell on Light Trucks" (COLTs) can process thousands of calls every hour in the event cell sites or other key communications equipment are damaged or disabled by a community disaster. The 25,000-pound vehicle features two retractable masts, a microwave antenna to link network components, an emergency power generator and a small office. The COLT is also fully equipped with resources needed during emergencies including equipment, fuel, electrical generators, food, water and cots.

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- **Portable Cell Sites - COWs**

Verizon Wireless "Cell on Wheels" (COW) are fully functional, generator-powered mobile cell sites that enhance coverage and capacity in a given area. It can accommodate both voice and CDMA data services.

- **24/7 Network Operations Centers**

Verizon Wireless has two network operations centers located in New Jersey and Texas, to monitor all cell sites and switches across its nationwide network.

## Network Quality Testing

Verizon Wireless dedicates a team of technical professionals, real life "test men and women" across the country, to monitor and test the network every day to ensure efficient operation

- Quality testing teams drive approximately 90 specially equipped vehicles almost 1 million miles annually on Interstate, US and state highways as well as major roads and surface streets in high-population areas, based upon US Census counts, to make sure the signal is clear and that voice calls and data sessions are successful on the first attempt and stay connected. Every roadway is covered four times a year.
- Vehicles are equipped with computers that automatically make more than three million voice call attempts and more than 16 million data tests annually on our network and the networks of other carriers.
- Every handset model used on the Verizon Wireless network goes through rigorous laboratory and field testing, conducted by its own handset lab engineers, to ensure the device delivers reliable wireless service at peak performance levels.
- The voice network reliability test results have consistently shown that the rate of ineffective attempts for the Verizon Wireless national network, in major metropolitan centers and some remote areas, is lower than any other national carrier. The test results also indicate that voice calls that connect on the Verizon Wireless network are more likely to stay connected for the duration of the call. Similarly, the data network reliability test results establish that Verizon Wireless has the nation's most reliable wireless broadband network, allowing Verizon Wireless to perform sessions that involve connecting to the network, downloading, uploading, and web browsing at a greater rate of success than its national competitors.
- We use the results of our frequent network tests to maintain and fine-tune our network on a regular basis as part of our ongoing quality maintenance programs. We have invested more than \$45 billion in the Verizon Wireless network nationwide since the company was formed in 2000. Teams of engineers go out to cell sites on a regular basis to adjust and maintain cell site equipment to ensure optimum performance and the best service for our customers.

## Test Drive

Wireless consumers get to be their own test man or woman by "taking the Verizon Wireless network for a spin" to experience the Verizon Wireless network on their own.

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- Verizon Wireless is the only major carrier to offer a 30-day test drive of its network. If at any point during the 30-day Test Drive customers are not satisfied with their experience and take their number to another wireless carrier, Verizon Wireless will refund their money for their voice calls, equipment, activation fee and taxes, as well as release them from their contract without early termination fee when they return their phone within the Test Drive period. An early termination fee will apply unless the phone is returned.
- Test Drive from Verizon Wireless breaks new ground in the industry and represents a new way to do business.

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## *Verizon Wireless Products and Services*

Verizon Wireless offers innovative, competitively priced voice and data products accompanied by best-in-class customer service – all available on the most reliable wireless voice and data network in the country.

### *Calling/Data Plans*

#### **Nationwide Plans**

Customers can call anyone from anywhere on the company's nationwide network, without roaming or long distance charges.

Nationwide plans begin at \$39.99 for 450 minutes and go up to Unlimited Anytime Minute calling plans with a flat rate, starting at \$99.99 monthly access. Voice calls on the Nationwide plans are charged by the minute, while data usage is charged by the megabyte, allowing customers to separate their voice and data charges and save all of their calling plan minutes for voice calls. The Unlimited Anytime Minute plans eliminate minute counting and worry about going over budget.

Customers can choose from the full-suite of Nationwide plans: Basic, Select, Premium, Unlimited and 65 Plus. *Note:* Heavy data users also have the option of purchasing unlimited megabyte packages by purchasing a \$15 V CAST VPak monthly subscription that includes all megabyte usage for Mobile Web and Get It Now<sup>®</sup>.

- Basic – Unlimited IN Calling, unlimited Nights and Weekends and access to Mobile Web.
- Select – Unlimited text, picture and video messaging, plus unlimited IN Calling, unlimited Nights and Weekends and access to Mobile Web.
- Premium – V CAST Music, V CAST Video, VZ Navigator<sup>SM</sup> and Mobile E-mail plus unlimited megabyte usage for Mobile Web and Get It Now, plus unlimited text, picture and video messaging, plus unlimited IN Calling, unlimited Nights and Weekends and access to Mobile Web.
- Unlimited – Flat Rate options so that customers can have unlimited anytime minutes to call anyone in the U.S., even when calling another network or landline with no domestic roaming or long distance charges. Customers on this plan also have access to Mobile Web. The Nationwide Anytime Minute calling plans give customers three options: Basic, Select and Premium.
  - Basic – All domestic roaming, long distance, Mobile Web for \$99.99/month
  - Select – All domestic roaming, long distance, Mobile Web, Internet Access and unlimited messaging to anyone in the U.S. for \$119.99/month
  - Premium – All domestic roaming, long distance, Mobile Web, Internet Access, unlimited messaging to anyone in the U.S. V CAST Video, VZ Navigator, and Mobile Email for \$139.99/month

*Note:* Customers on the Nationwide Anytime Minute Plans will still be charged \$1.99 per Megabyte for data usage when downloading ringtones, games, entertainment, or productivity tools from Verizon Wireless' Get It Now or V CAST Video services when they purchase the Basic or Select options. V CAST Music is available with all plans at not charge. Megabyte pricing is not charged for downloading music or for text, picture and video messaging.

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- 65 Plus – Designed to meet the needs of customers ages 65 and older. Customers can select from two plan options: Nationwide 65 Plus Single Line Plan, which includes 200 anytime minutes and 500 Night and Weekend minutes for \$29.99 monthly access, or the Nationwide 65 Plus Two Line Plan that includes 450 shared anytime minutes and 1,000 shared Night and Weekend minutes for \$59.99 monthly access.

## Unlimited Nationwide FamilySharePlan

Unlimited Nationwide Family SharePlans, are \$199.99 for the first two lines and \$99.99 for unlimited calling on each additional line.

<b>Nationwide Family SharePlan</b>	<b>\$199.98 for unlimited minutes</b>
Access for first 2 lines	\$199.98
3rd Line	\$99.99
Access for all 3 lines	\$299.97
Allocated MOUs	Unlimited

## Nationwide Unlimited Anytime Minute Plans for PDAs, Smartphones and BlackBerrys

The Nationwide Unlimited Anytime Minute plans are available with e-mail and global e-mail for PDAs, smartphones and BlackBerry devices.

Domestic	\$129.99	Unlimited domestic voice, e-mail and Internet access
Domestic	\$149.99	Unlimited domestic voice, e-mail with unlimited text, picture, video messaging, and Internet access
Global	\$149.99	Unlimited domestic voice, Internet access and global e-mail
Global	\$169.99	Unlimited domestic voice, text, picture, video, domestic messaging, Internet access, and global e-mail

International roaming charges for all voice calls will apply with global plans. Customers pay 25 cents per message for global messaging.

## Nationwide E-mail and Web plans for BlackBerry®

Customers who purchase a Verizon Wireless Nationwide voice plan can also subscribe to the E-Mail and Web for BlackBerry plan for an additional \$29.99 per month. Customers who choose a data-only plan pay \$34.99 per month for unlimited e-mail and access to the Internet. The plans may be used with any Verizon Wireless BlackBerry and allow customers to access up to 10 POP3 and IMAP e-mail accounts via BlackBerry Internet Service.

## Verizon Wireless E-mail and Web for Smartphone

Offers customers a host of features, including an unlimited data allowance for e-mail and Internet browsing. The plan supports up to 10 personal e-mail accounts, including those from popular Internet service providers such as Yahoo!® Mail, AOL®, Windows Live and Verizon.net. Customers will enjoy e-mail provider branded inboxes on select accounts creating a familiar, convenient and easy-to-use e-mail

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experience. E-mail and Web for Smartphone is available for \$29.99 monthly access with a qualifying voice plan through business sales channels, at [www.verizonwireless.com](http://www.verizonwireless.com) and in Verizon Wireless Communications Stores, including those in Circuit City. This plan is currently available on the Verizon Wireless SMT5800; the Verizon Wireless XV6800 and the MOTO Q9m.

## **IN Calling**

Nationwide Plan customers can talk with 68.7 million other Verizon Wireless customers anytime from within the Nationwide calling coverage area, without using allowance minutes.

## **IN Messaging**

IN Messaging allows customers with text, picture or video messaging-capable phones to send and receive free unlimited mobile-to-mobile messaging to other Verizon Wireless customers within the National Enhanced Services Rate and Coverage Area. IN Messaging bundle packages start at \$10 a month and are added to customers' monthly bills.

## **INpulse**

With INpulse prepaid wireless plans from Verizon Wireless, customers get many of the same service options enjoyed by customers who sign annual contracts. With rates as low as 2 cents per minute for voice calls and text messages, customers can choose from three plans: INpulse Core, INpulse Plus, and INpulse Power. The plans charge customers an access fee only on the days of use and include Unlimited IN Calling to Verizon Wireless customers from coast-to-coast. INpulse customers have the ability to pay for songs downloaded over-the-air through V CAST Music, purchase ringtones, ringback tones, Mobile Web, games and other applications, such as VZ Navigator<sup>SM</sup> using funds in their INpulse accounts.

### **The INpulse plans are as follows:**

	INpulse Core	INpulse Plus	INpulse Power
Daily Access (charged only on days the service is used)	99 cents	\$1.99	\$2.99
Unlimited IN Calling (calls may be made to or received from any Verizon Wireless phone)	Unlimited	Unlimited	Unlimited
Night Minutes (valid for calls from 9:01 p.m. to 5:59 a.m., Sunday through Saturday)	10 cents	Unlimited	Unlimited
Per Minute & Text Messaging Rates (valid for calls from 6:00 a.m. to 9:00 p.m., Sunday through Saturday)	10 cents	5 cents	2 cents

Prepay customers can get Unlimited mobile to mobile text, picture and video messaging with Verizon Wireless customers nationwide, plus get an additional 250 text, picture and video messages a month for \$10 a month.

### **Nationwide Messaging Plans (Does not require a voice plan)**

These plans allow customers to use unlimited messaging on their wireless handsets. The plans do not require an accompanying voice plan and are designed to meet the needs of customers who primarily rely on messaging to communicate with others. The plans are available on most handsets, personal digital

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assistants (PDAs) and Smartphones inclusive of BlackBerry devices. The Nationwide Messaging plans starting at \$34.99 monthly access and include unlimited text, instant, picture and video messaging, and offer per-minute voice calling rates as noted below:

Nationwide Messaging Plan	Monthly Access	Includes unlimited text, IM, picture and video messaging, plus:	Per-minute Voice Rate
Consumer Devices	\$34.99	Mobile Web access and data usage	\$0.40
BlackBerry	\$54.99	E-mail, Web browsing and data usage	\$0.25
PDA/Smartphone	\$54.99	E-mail, Web browsing and data usage	\$0.25

All three Nationwide Messaging plans allow customers to send and receive international text messages for \$0.25 per message. Nationwide Messaging plans are available with a one- or two-year customer agreement (activation fees, taxes, and other charges apply). Customers who sign up for the \$34.99 monthly access Nationwide Messaging plan will also have the option of adding Mobile Email to their accounts for an additional \$5.00 per month. Verizon Wireless offers information about its Nationwide Messaging plans in online videos created in American Sign Language (ASL) to better serve customers who are deaf or hard of hearing. The video clips can be viewed at: [http://aboutus.vzw.com/accessibility/nationwide\\_faq.html](http://aboutus.vzw.com/accessibility/nationwide_faq.html).

## **Hosted VZEmail Services**

Designed for small- and medium-sized businesses and mobile professionals who need to stay connected, Hosted VZEmail Services, provide customers with a managed e-mail solution beginning at an affordable \$7.99 monthly access for a Basic plan. Powered by Microsoft® Exchange Server, Hosted VZEmail Services give business customers the ability to synchronize their e-mail messages automatically to their wireless device. Customers can also synchronize their calendars, contacts and tasks from their PCs to their Windows Mobile devices for quick access while away from their offices.

## ***International Services***

### **GlobalAccess**

GlobalAccess is an extension of Verizon Wireless' BroadbandAccess service providing customers with a high-speed wireless wide-area solution while traveling outside the U.S. With GlobalAccess Verizon Wireless customers can use an international PC card, such as the XU870 Global ExpressCard, to connect instantly to their e-mail and the Internet outside of the U.S.

The service is also available on select laptops so that GlobalAccess and BroadbandAccess customers can access both CDMA and GSM wireless networks in 125 countries. Built in GlobalAccess Internet supports wireless network technologies for CDMA 1x, EV-DO Rev. A, GPRS, UMTS, HSDPA and HSUPA networks.

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GlobalAccess is available as a monthly plan at \$129.99 for monthly access (5GB allowance for the U.S. and Canada with \$0.25/MB after allowance), 100MB allowance in Mexico and select destinations (\$0.005/KB after allowance) and the ability to connect in many other destinations around the world (\$0.02/KB). For occasional use, customers can add a pay-per-use GlobalAccess plan. GlobalAccess Pay-Per-Use plans must be purchased with a \$59.99 BroadbandAccess service plan in the United States. The Pay-Per-Use rate is \$0.002/KB in Canada, \$0.005/KB in Mexico, and \$0.02/KB in more than 125 other destinations.

## **GlobalEmail**

Verizon Wireless customers can use GlobalEmail on the BlackBerry 8830 World Edition smartphone or the Samsung SCH-i830 to access corporate LAN e-mail and attachments along with their personal POP3 e-mail accounts while traveling in the U.S. and abroad. Customers enjoy unlimited, flat-rate data pricing with voice coverage in more than 195 destinations and data coverage in more than 125 destinations. Verizon Wireless' GlobalEmail Monthly Plans are available for \$64.99 monthly access with a voice plan or \$69.99 monthly access for data only.

## **GlobalTravel**

Ideal for the occasional or infrequent global traveler who needs to stay connected to home and the office, the Global Travel Program allows existing Verizon Wireless customers traveling in a GSM Country for less than 21 days to receive a Global Voice, Global BlackBerry, or Global Data device for short-term use by calling a Global Services Activation Specialist at 1-800-711-8300. Customers can keep their regular phone number and voicemail and transfer their contact list to the Global Phone they receive using Backup Assistant. A nominal shipping fee applies, but there are no daily rental fees or no security deposits.

## **International Long Distance**

Gives customers the convenience of wireless service and affordable rates for international calls placed from their calling plan's home coverage area. Customers can make calls to more than 190 countries rates as low as \$0.49 per minute with no additional monthly fee, depending on the country.

## **International Long Distance Value Plan**

Nationwide Plans can add the International Long Distance Value Plan for \$3.99 per month and receive lower-than-ever international calling rates to more than 100 countries, that start at \$.49 per minute from anywhere on the Verizon Wireless' network.

## **Nationwide Plus Canada**

Gives Verizon Wireless customers unlimited long distance calling to Canada and the U.S. (including Puerto Rico). In addition, customers get 1,000 Night and Weekend Minutes, 1,000 National IN Calling Minutes, access to Mobile Web, 3-Way calling, Voice Mail and Caller ID.

## ***Global Devices***

### **Global Phones**

With a Verizon Wireless Global Phone, customers can place and receive calls from more than 190 destinations worldwide. Customers can currently choose from two different Global Phone options: the

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Motorola MOTO™ Z6c World Edition and the BlackBerry® 8830 World Edition smartphone in red or silver colors.

## **Global Rental**

The Global Rental program from Verizon Wireless is the perfect short term solution for customers' whose travel takes them abroad occasionally, coverage in their travel destination is not available on their Global Phone handset, or if he or she needs extra handsets for a short period. With the Global Rental program, customers can enjoy international voice and text services in more than 230 countries and principalities plus e-mail service in more than 80 countries. Global Rental services are provided in partnership with Vodafone.

## **Verizon Wireless Phones**

Customers who do not have a Global Phone and wish to use their current Verizon Wireless handset can roam on a participating carriers' network in more than 35 destinations worldwide. Simply call 611 from a Verizon Wireless phone or contact a Verizon Wireless customer service representative prior to traveling to enable International Roaming, which is free of activation charges. Additionally, Verizon Wireless' Cruise Ship Services allow customers to make and receive calls while traveling on select cruise lines for \$2.49 per minute.

## ***Internet And Data Services***

### **BroadbandAccess**

Verizon Wireless' premier high-speed data service gives customers a fast, reliable resource to help them be productive and in touch while on-the-go. Based on CDMA 1x Evolution-Data Optimized (EV-DO) Revision A (Rev. A) technology, the company's BroadbandAccess service provides average download speeds of 600 kilobits per second (kbps) to 1.4 megabits and average upload speeds of 500-800 kbps. Verizon Wireless completed Rev. A technology enhancements to its high-speed wireless network, making faster speeds available throughout 100 percent of its nationwide broadband network., Customers can select from Verizon Wireless BroadbandAccess plans that offer either one- or two-year customer agreements: 50 MB data usage for \$39.99 monthly access or 5 GB data usage for \$59.99 monthly access.

### **BroadbandAccess Built-In**

BroadbandAccess pay-as-you-go pricing is available for customers using notebooks from major manufacturers with embedded EV-DO capabilities. Customers sign up for the \$15 per 24-hour session service directly from their notebook.

### **BroadbandAccess Connect**

This service allows customers to connect to the Internet using their Verizon Wireless phone or PDA/Smartphone as a modem for their notebook when they connect the two using a USB cable. Customers can use BroadbandAccess Connect to access Verizon Wireless' BroadbandAccess service, anywhere within the BroadbandAccess coverage area. BroadbandAccess Connect is available with most Verizon Wireless phones for \$15 to \$59.99 depending upon device and service plan.

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## **V CAST Video on Demand**

V CAST Video from Verizon Wireless is the nation's first consumer wireless broadband multimedia service that brings high-quality short-form video straight to hot new phones. V CAST Video customers have access to more video from top content providers than customers of any other carrier – whether your interest is in the best of TV and cable, best of the Internet or even user-generated and uploaded videos, there is V CAST content to satisfy any customer. Verizon Wireless customers with select V CAST-enabled phones can access V CAST video from their phones for \$15/monthly access or try it out for just \$3.00 for 24-hour use.

## **V CAST Music with Rhapsody**

V CAST Music with Rhapsody is a monthly subscription service combining Verizon Wireless' world-class mobile music service with Rhapsody's leading desktop music solution. V CAST Music with Rhapsody delivers customers access to more than 5 million songs for \$14.99 monthly access. When customers download the V CAST Music with Rhapsody Software to their PCs and sign up for the monthly subscription, they have the ultimate music management service, including:

- Creating and accessing playlists, viewing playlists of other users, including celebrities
- Burning, importing and converting CDs to play anywhere
- Managing an existing digital music collection for free and syncing it to their mobile phones
- Buying non-protected MP3s of songs on the PC for 99 cents per song
- Buying songs on the phone, over-the-air – get two copies of the song for just \$1.99 (one is over-the-air, the second master copy is the file customers download onto their PCs)
- Customers with V CAST Music-capable phones can download music over-the-air using the Verizon Wireless broadband network directly to their wireless phones and to their Windows XP, Vista, 2000 PCs, and can transfer new and existing digital music from the PC to their wireless phone.

## **V CAST Mobile TV**

V CAST Mobile TV allows customers to leave the house and still watch many of their favorite TV programs while on-the-go. V CAST Mobile TV from Verizon Wireless is available in various markets today, and features live content and other programming from broadcast and cable television, 24 hours a day.

## **ESPN MVP**

Verizon Wireless is the only wireless service provider to offer ESPN MVP, the sports fan's mobile, on-demand link to news, scores and more. With ESPN MVP from Verizon Wireless, customers get SportsCenter video highlights, alerts for scoring updates and breaking news, ESPN Gamecast, news on players, teams and leagues, fantasy team management, select ESPN Insider content, and ESPN Bottomline – right on their phones. Verizon Wireless customers with select phones can download ESPN MVP for free when they subscribe to the Verizon Wireless monthly V CAST VPak.

## **Get It Now®**

Get It Now from Verizon Wireless puts a virtual software store inside a wireless phone and lets customers download applications over the air and purchase them directly from their phones. Virtual shopping aisles, including Games, Music & Tones, Picture & Video, News & Info, Tools on the Go and Extras, are organized to help customers find what they want, when they want it. Select Get It Now applications also come with Adobe Flash Lite that enhances the graphics and animation for Get It Now

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downloads, including games, ringtones and productivity applications. Note, some customers' phones may offer an option called Media Center, which offers the same features and functionality of Get It Now. The Virtual Shopping aisles on Media Center include Music & Tones, Picture & Video, Games, Mobile Web, Browse & Download, and Extras.

## **Mobile Email**

Verizon Wireless customers can get their e-mail on-the-go and stay connected to family and friends with the Mobile Email application on select Get It Now®-enabled phones. Mobile Email provides Verizon Wireless customers with easy access to the world's most popular e-mail services, including Yahoo!® Mail, AOL® Mail, AIM® Mail, Windows Live Hotmail, Verizon.net accounts and more on their mobile phones.

## **Ringback tones**

Ringback tones replace the standard ring callers hear while they wait for their call to be answered. There is a \$1.99 annual fee per Ringback Tone with a \$0.99 monthly subscription.

## **Push To Talk**

With the push of a button on their Push to Talk handset, customers can talk with individual co-workers or entire teams. When communication is urgent, Push to Talk is the convenient and economical way to get the job done. Verizon Wireless' Push to Talk service leverages EV-DO Rev. A technology, providing customers with fast two-way communication with one person or a group of people. In addition to the simplicity of one number, national coast-to-coast coverage and no hidden charges or fees, Verizon Wireless' Push to Talk customers can expect:

- Network Reliability – with the enhanced Push to Talk service, customers get an instant connection feature combined with the best wireless coverage in the United States
- Presence Information – similar to instant messaging, Verizon Wireless' Push to Talk subscribers can see who is "on" and available to receive a Push to Talk call
- Online enterprise contact management tool to easily manage a business' Push to Talk contacts from a Web-based interface

Customers can add Unlimited Push to Talk for \$5 per month, per line to any Nationwide voice plan.

## **Mobile Web**

Mobile Web gives Verizon Wireless customers access to news, tools and information from the nation's top content providers. The simple, intuitive format makes it easy to access content from many categories, including News, Sports, Weather, Entertainment, Business, E-mail and More. Mobile Web is self-provisioning, eliminating the need for customers to call customer service or visit a Verizon Wireless Communications Store to sign up for the service.

## **Wireless Sync**

With Wireless Sync, e-mails can be sent and received directly from a wireless PDA or Smartphone. By installing Wireless Sync on a desktop PC, as long as the PC is left on and in a condition to receive email, customers get new emails, calendar, contact, and task information sent to mobile devices whenever they are out of the office.

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## **RemoSync**

Ideal for small and medium business and enterprise customers who need the tools to manage their business activities, without purchasing separate smartphones or PDAs, RemoSync allows customers who use Microsoft Exchange Servers for their businesses to manage their e-mail, calendar and contacts in real-time on their phones – all for \$9.99 monthly access. The service is available on select Get It Now-capable phones. Customers need either access to a Microsoft Exchange Server or need to be using Verizon Wireless' Hosted Exchange solution to use RemoSync, but customers do not need to purchase a data plan in order to use the application. Customers without a V CAST VPak as part of their calling plan will be charged for airtime or \$1.99 per megabyte when initially downloading or using RemoSync.

## ***User-Interface***

### **Dashboard**

Dashboard is a graphically rich portal powered by Adobe Flash® Cast™ technology, which delivers personalized multimedia information and entertainment services directly to the phone. Dashboard features 13 channels – Mobile Web, VZW Showcase, Get Channels and Search, as well nine more to customize the wireless experience. Verizon Wireless customers can select from News, Community, Comedy Central, MTV News, IGN.COM, FOX Sport, Tones & Extras, Sports, ESPN, Music, Entertainment, Weather, Business, and Games channels to appear on their phones. The LG Chocolate 3 is the first Verizon Wireless phone to feature Dashboard.

## ***Location Based Services***

### **Chaperone<sup>SM</sup>**

Chaperone gives parents tools to help communicate with their children and identify the whereabouts of their children's phones. Based on Global Positioning System (GPS) data, Chaperone is designed to supplement the parameters parents have already established with their children with two options: Chaperone Child Locator and Chaperone with Child Zone. Parents can add basic Chaperone Child Locator for \$9.99 monthly access per line or add Chaperone with Child Zone for \$19.99 monthly access per line.

### **VZ Navigator<sup>SM</sup>**

VZ Navigator transforms a customer's wireless handset into a powerful navigation device. With VZ Navigator, customers can get visual and audible directions to a destination, locate businesses and other places in an area, get a map of a location, bookmark favorites and recent searches, and even share locations with others. Additional features on VZ Navigator include Place Messaging, a VZ Navigator Web site ([www.vznavigator.com](http://www.vznavigator.com)), and the ability to synchronize searches from the Web site to VZ Navigator-capable phones, and traffic alerts (available with Version 4). VZ Navigator is also available in Spanish.

# ***FACTS ABOUT...***



## **VZ Navigator<sup>SM</sup> with 411 Search**

VZ Navigator with 411 Search is an integrated service that combines benefits of both VZ Navigator and 411 Search. With this service, customers can use 411 Search and have the listing information sent directly to VZ Navigator; the service will then provide audible driving directions automatically for easy, hands-free use. The integration of these services offers greater value than the standalone services and a more complete experience for customers who need to find location information and directions, all with just one call. VZ Navigator with 411 Search is currently available in approximately 70 percent of Verizon Wireless' markets, with the remainder of the markets expected to be available before the end of the year.

## **Field Force Manager**

Field Force Manager allows businesses to map the location of field workers, jobs and other activities in near real-time, schedule and dispatch jobs and receive fleet, job and worker reports. Additionally, the application allows field workers to submit timecards back to the business office and get turn-by-turn driving directions to new jobs right from their wireless device.

## ***Other Value-Added Services***

### **Voice Activated Services**

Verizon Wireless' suite of voice-enabled services that include voice-activated dialing, voice browsing and corporate e-mail browsing. Simply say the name or number and reach a person with Voice Activated Dialing. Use Voice Browsing to have news, sports, weather and more read aloud.

### **Backup Assistant<sup>SM</sup>**

Backup Assistant allows My Verizon members to automatically store a copy of their current phone "contacts" list over the air at a secure Web site, eliminating the need to re-program a new phone when upgrading to the latest model or replacing a lost phone.

### **Total Equipment Coverage**

Gives customers complete protection of their wireless equipment for a low monthly charge. This plan provides coverage to customers whose phone or accessories are inoperable for any reason, lost, stolen, damaged, or malfunctioning.

### **411 Connect<sup>®</sup>**

Allows customers to get phone numbers, addresses and information for everything from restaurants and movies to the nearest florist simply by dialing 4-1-1 send. A live operator relays all information.

### **Roadside Assistance**

Roadside Assistance follows your wireless phone anywhere in the U.S. and Canada, so emergency help including towing, lockout services, fuel delivery, battery boost, tire service, winching, and mechanical adjustments, is always easy to reach. Access to these services is available 24 hours a day, 7 days a week, 365 days a year.

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## **Wireless AMBER Alerts™**

Short text messages with information about abducted children. Wireless AMBER Alerts are distributed in cooperation with the National Center for Missing & Exploited Children (NCMEC) and local law enforcement agencies. The alerts appear as text messages on a customer's wireless handset, and include information about the abducted child and a telephone number for law enforcement for the customer to call to report any information on that child.

## **#HOPE**

#HOPE is a service available across Verizon Wireless' nationwide wireless network through the company's HopeLine® phone recycling program. Customers simply dial the keys (#4673) plus the send key to be directly connected to the National Domestic Violence Hotline where they can receive the help they need through empowerment-based crisis intervention, information and resources. Assistance is available in both English and Spanish with access to translation in 139 languages.

## ***Additional Verizon Wireless Programs***

### **Test Drive**

Verizon Wireless introduced its 30-day Test Drive, an industry first that lets customers experience its network virtually risk-free for 30 days. If customers are not satisfied with their experience and take their number to another carrier, Verizon Wireless will refund their money for calls, equipment, activation fee and taxes.

### **My Verizon**

My Verizon is Verizon Wireless' online account management and customer service tool, providing customers with 24x7 online access to all their billing, payment and account-related information, so customers can manage their Verizon Wireless account relationship quickly and easily.

### **My Verizon Text Alerts**

New and existing My Verizon and Mi Verizon customers can set up personalized alerts to notify them of specific account and billing activity. They may choose from three Text Alerts categories - Bill Ready, Payment Confirmation and Change Features or Billing Address.

### **My Verizon Advantage**

Customers who register for My Verizon online get the added benefits of the My Verizon Advantage which includes:

- Backup Assistant<sup>SM</sup> so you never have to worry about losing your phone's contact list. As a My Verizon member, Backup Assistant will let you automatically retain a copy of your saved phone numbers to a secure website, so they're available if you lose or upgrade your phone. Note that customers on Nationwide plans will be charged per megabyte for the initial download of Back Up Assistant but will *not* be charged when the application backs up the contacts at selected intervals.

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- A new phone every year with Annual Upgrade. Sign up for a 2-year agreement on a calling plan of at least \$49.99 and you can purchase a new phone at its promotional price through My Verizon every year with a 2-year renewal (upgrade fee may apply).
- Minute Check will periodically notify you through My Verizon if you are exceeding your plan allowance and let you know of other calling plan options that may save you money.

## **My Business**

My Business Account, a single source for online customer service and business account information, gives Verizon Wireless business customers instant access – with the convenience of a single password -- to useful details about their multi-line accounts, and allows them to review, print and pay bills, maintain accounts in a customized business format and utilize advanced reporting and analytics functions.

## **Worry Free Guarantee®**

The Verizon Wireless customer service standard — a money back guarantee on all wireless equipment and the option of changing plans without paying penalties or fees if the customer is not satisfied. The Worry Free Guarantee promises customers that:

- You'll enjoy America's best, most reliable network.
- You can change your calling plan at any time. As your needs change, you can change to any current calling plan. You won't pay any additional fees and you won't have to extend your contract.
- If you ever have a problem, it becomes our problem the first time you call. No run-around, no hassles. If your issue can't be resolved during the course of your first call, we'll get back to you with an answer.
- Your satisfaction is guaranteed with our Test Drive Program. Now you can Test Drive our network; make calls and even try out a cool new device. Every device you purchase from Verizon Wireless comes with a 30-day satisfaction guarantee. And if you don't love us, take your number to someone else within 30 days. You won't have to pay an early termination fee, and we'll pay for any calls you've made.
- You can get a free phone every two years with New Every Two®. Sign up for a calling plan of at least \$34.99 and qualify for a free phone after two years, with a two-year renewal. Or choose to apply your New Every Two credit towards the purchase of a more expensive phone.

## **ONE-BILL®**

One monthly bill for all Verizon and Verizon Wireless services – local, long distance and wireless. By using Verizon landline telephone service and Verizon Wireless for wireless service, customers can select a one-payment billing option at no extra charge. Available in a number of major markets nationwide.

## ***Verizon Wireless Resources For Spanish-Speaking Customers***

### **Spanish-Language Web Site**

Customers entering the Verizon Wireless' Spanish-language Web site at [www.verizonwireless.com/espanol](http://www.verizonwireless.com/espanol) will find easy-to-use, layered pages and tools to guide them in Spanish, and online, in-language customer support. Customers can browse "Features and Downloads,"

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which now has product and service information and other offers in Spanish, and shop for the latest wireless phones and accessories entirely in Spanish.

## **My Verizon In Spanish – “Mi Verizon”**

"Mi Verizon", a Spanish version of the online account management tool, My Verizon, provides Verizon Wireless customers access - in Spanish - to account information and payment tools.

# ***FACTS ABOUT...***



## ***Executive Leadership***

**Lowell C. McAdam**  
**President and CEO**

Jack Plating  
Executive Vice President & Chief Operating Officer

Mike Lanman  
Vice President & Chief Marketing Officer

Anthony Melone  
Senior Vice President and Chief Technical Officer

John Townsend  
Vice President & Chief Financial Officer

Ajay Waghray  
Chief Information Officer

Martha Delehanty  
Vice President – Human Resources

Margaret P. Feldman  
Vice President – Business Development

Steven E. Zipperstein  
Vice President – Legal & External Affairs

Jim Gerace  
Vice President – Corporate Communications

Anthony Lewis  
Vice President – Open Development

David Small  
President – Northeast Area

Marni Walden  
President – Midwest Area

Jim McGean  
President – South Area

Roger Gurnani  
President – West Area