



Wireless Topics

Purchasing A Wireless Phone

(NAPS)—Making the decision to purchase a wireless phone may be easy, but the next round of choices seem overwhelming: Which handset should I buy, which price plan has the most value and should I sign up for long distance?

Since many of the same wireless phones are available from most of the wireless carriers, and since there is often little difference among pricing plans, the choice often comes down to the service provider. The nation's largest wireless provider can make that decision easier. Verizon Wireless assures customers through its Worry Free GuaranteeSM, that they will get high quality service without any hassles.

While no wireless carrier can guarantee that calls will not be dropped, Verizon Wireless promises that its customers will enjoy more interruption-free calls—the company's choice of CDMA digital service allows for greater network capacity, thus ensuring that more calls go through. The company constantly monitors existing network performance while simultaneously determining areas where additional investments would provide even higher-quality service.

The Worry Free GuaranteeSM promises that a customer's problem becomes Verizon Wireless' problem on the first call to customer service (1-888-466-4646). Fully trained and committed customer service representatives will promise to get the customer's issue resolved as soon as possible. If a problem cannot be fixed on the first call, the representative will establish a reasonable time frame with the customer and will work until a solution is found.



Gone are the days of missing out on promotions because a service contract was signed a day too early. Customers have the option to change to any qualifying price plan or airtime promotion at any time. Plans can be changed with no additional fee, and customers can take advantage of promotional pricing or offers even after signing a contract.

Verizon Wireless says it guarantees satisfaction with each purchase. Customers may return equipment for any reason within 15 days. Through New Every TwoSM, the company provides up to \$100 toward the purchase of a new handset after two years of service on a price plan of \$35 a month or more. This plan allows individuals to select a service plan tailored to their individual calling habits while delivering a technology obsolescence solution.

The Worry Free GuaranteeSM ensures customers will have high quality service, caring customer representatives and a safeguard against handset obsolescence.