

Appendix F – Wireless Device Trade-In Program Agreement

These Verizon Wireless Device Trade-in Program service terms are added to the terms and conditions of Contract DIR-TSO-3415 under which eligible customers purchase service and equipment from Verizon Wireless.

1. The Verizon Wireless Device Trade-in Program allows your agency to recycle or repurpose wireless devices and receive a bill credit on your Verizon Wireless account. In performing services, we will 1) protect your privacy to the full extent legally required and 2) perform the services in strict accordance with applicable law.
2. If we have access to and/or use any of your Customer Proprietary Network Information ("CPNI"), data or content such access and use shall be only for the performance of the Trade-in services and limited to the extent necessary to provide such services. We will not record, monitor, reproduce, disclose, sub-license, re-sell or otherwise distribute any of your CPNI, data or content to any person in any form or any manner other than as necessary or appropriate in providing the Trade-in services, or unless required by law, regulation, or court order or as necessary to cooperate with a lawful order or demand of law enforcement officials.
3. We will properly dispose of, or arrange for proper disposal of, any materials collected in performing the Trade-in services. "Dispose" or "disposal" shall include any pre-treatment, treatment (including incineration), recycling, reuse and/or actual disposal of the waste material. Any device you submit to the Verizon Wireless Device Trade-in Program which cannot be cleared of content will be destroyed.
4. A quote will be prepared for your agency based on the number and type of devices as well as the condition of devices you want to recycle. To accept your quote you must review and accept these Verizon Wireless Device Trade-in Program terms and conditions and provide account, payment and shipping information through the web portal¹.
5. Shipping supplies, including a prepaid mailing label, will be mailed to you within 5-7 days of acceptance of your Verizon Wireless Device Trade-in Program quote. In order to be eligible for the values quoted, all devices must be received by the Verizon Wireless Device Trade-in Program within 30 days of this quote acceptance. The value of the devices and the total value of the quote are subject to change based on the number and condition of the devices shipped conforming to the Make/Model listed in the quote. **ALL APPLE DEVICES MUST HAVE THE FIND MY IPHONE ACTIVATION LOCK TURNED OFF PRIOR TO RETURNING YOUR DEVICE TO VERIZON. FAILURE TO DO SO WILL RESULT IN A TRADE VALUE OF \$0.** We will provide you with the reason if a credit adjustment is made to a device due to condition or model change. Your credit will appear on your Verizon Wireless account within 2 bill cycles of the date your devices are received by the Program
6. All personal information and data must be deleted from your devices prior to submitting them to the Verizon Wireless Device Trade-in Program. Please retain all accessories (including SD and SIM cards) before trading in your devices as these products are not eligible for the Verizon Wireless Device Trade-in Program. **DATA FROM USED DEVICES CANNOT BE RECOVERED, AND**

¹ Please note: In order to complete this transaction, Verizon Device Trade-in Program must share this information with its partner, Hyla Mobile.

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ACCESSORIES CANNOT BE RETURNED. DEVICES THAT YOU SHIP TO THE VERIZON WIRELESS DEVICE TRADE-IN PROGRAM CANNOT BE RETURNED TO YOU EVEN IF YOU DO NOT RECEIVE A CREDIT FOR THEM. THE FINAL VALUE OF USED DEVICES WILL BE DETERMINED AT INSPECTION. For assistance, please call Verizon Device Trade-in Program customer support at 1-877-247-3844.

7. Please verify Device Trade-in availability for your agency under your contract vehicle. Schools and libraries are not eligible to participate in Device Trade-in. **Participation in the Government Device Trade-in Program is subject to approval and acceptance by the Verizon Device Trade-in Program.**

SIGNATURE

Customer represents to Verizon Wireless that: (a) you have received all necessary approvals and are duly authorized by the governmental entity you represent to recycle the government owned devices; (b) recycling government owned devices does not violate rules governing the disposal of government property; (c) no device will be submitted to the Verizon Trade-in Program which has been reported as lost or stolen or encumbered by a secured financial obligation, (d) the execution, delivery and performance of this Addendum have been duly authorized by all necessary governmental action of Customer to the extent applicable; and (e) the person signing this Addendum on Customer's behalf is duly authorized to bind Customer to this Addendum.

Customer Name:	Cellco Partnership d/b/a Verizon Wireless
Signature:	Signature:
Name (Printed):	Name (Printed): Clifton Miller Jr.
Title:	Title: Director –Contract Management
Date:	Date:
CUSTOMER CONTACT INFORMATION	
Contact Name:	Phone Number:
Email Address:	Profile Number: