

Shopmyexchange.com/Wireless Advocates Information for Verizon Wireless Customers

Thank you for choosing Shopmyexchange.com as the place to purchase your wireless device. This letter provides a summary of information with answers to some of the most commonly asked questions regarding wireless devices. Please feel free to contact our customer service team if you have additional questions. We can be reached at (866) 374-0804 from 6am to 6pm pacific standard time Monday-Friday or via email at emcsupport@wirelessadvocates.com.

Verizon Wireless Cancellation Policy

Verizon Wireless charges an early termination fee if service is cancelled 14 days after the activation date. Please visit <http://aafesmobile.com/index.cfm/go/content/do/FAQ> for details. The Verizon Wireless activation fee is non-refundable to customers who disconnect after 3 days of service.

Military Exchange 14-Day Return Policy

The Military Exchange return policy for wireless products is **14 days from date of purchase**. Within 14 days you may receive a refund on the product itself and cancel service without incurring an early termination fee. The Verizon Wireless activation fee is non-refundable to customers who disconnect after 3 days of service. If service is canceled after the 14 day trial period, you will be responsible for any applicable early termination fees (see Verizon Cancellation Policy above for details). Returned products must be in complete, like-new condition with all original packaging, accessories, and instructions. SIM card sales are final due to possible confidential information saved after activating a device.

The wireless device(s) you purchased reflects a discount that is based on activation. If for any reason you cancel your service or your service is terminated within 14 days of activation, the wireless device(s) you purchased should be returned in accordance with Wireless Advocates return policy to the Exchange Mobile Center so that we can continue to offer a value to our Military customers.

Military Suspension

Military customers who deploy or are transferred to an area without Verizon Wireless service have the ability to suspend service to avoid the hassle of canceling service and having to pay activation fees upon return. Please visit your Exchange Mobile Center for assistance in suspending your service with Verizon. Verification of deployment or transfer may be required.

Military Personnel Discount

Verizon Wireless offers a discount on qualifying plans. Please visit <http://aafesmobile.com/index.cfm/go/content/do/militaryDiscountPage> for details.

Verizon Wireless Activation Fee

Verizon Wireless charges a \$40 activation fee for all new lines of service.

Verizon Upgrades

Verizon Wireless charges a \$40 upgrade fee when customers upgrade to a new device. The fee applies to all lines- primary and secondary.

Verizon Wireless Billing Cycle

Pro-rated Monthly Bill: If you activate service mid-cycle your monthly access charges will be prorated. Your first bill will contain a prorated amount based on the difference between your billing cycle and activation date. If you have questions about the billing cycle, you can contact Verizon Wireless Customer Service for details at 1-800-922-0204.