

VERIZON HOPELINE PROGRAM



HopeLine is a program exclusive to Verizon Wireless that puts wireless services and equipment to work to assist victims of domestic violence.

The long-running HopeLine program collects no-longer-used wireless phones and equipment in any condition from any service provider. The used phones are either refurbished or recycled. With the funds raised from the sale of the refurbished phones, Verizon Wireless donates wireless phones and airtime to victims, and provides funding and other contributions to non-profit domestic violence shelters and prevention programs across the country.

Verizon Wireless also concentrates on protecting the environment by collecting spent rechargeable batteries for recycling. [The Verizon Wireless Cell Phone Battery Recycling program](#) is an easy way for customers to join with Verizon Wireless to help conserve the earth's natural resources and prevent spent batteries from entering community landfills.

Through HopeLine's recycling efforts, more than 200 tons of electronics waste and batteries have been kept out of landfills. Since October of 2001 when Verizon Wireless launched its national recycling program:

- More than 1 million phones have been properly disposed of in an environmentally sound way through the HopeLine program.
- More than 170,000 pounds of batteries were recycled through the HopeLine and Call2Recycle™ programs.

Used phones can be returned to any Verizon Wireless retail store nationwide.

Downloadable Label // Visit Verizon's Website.

To mail in your old phone for recycling, print the [free postage-paid label](#), affix it to a box/envelope and drop it in the mail. To view and print the mailing label, you may need to [download Adobe Acrobat Reader](#). Please be sure to review all [shipping instructions](#) carefully and include your return address on the label.*

** This shipping label is specifically designed for those who are planning to donate their no-longer-used wireless phone to HopeLine. If you are a customer who wishes to return your wireless phone for any reason, please contact Customer Service at 1-800-2 JOIN IN or visit your local Verizon Wireless Communications Store.*

Donated phones are not tax deductible.

"HopeLine is a wonderful program. Many of our clients are not allowed to use the landline or calling cards & are completely controlled by the perpetrators. This program makes all the difference & connects them with the outside world." - Roopa, Narika, California

Verizon Wireless' commitment to preventing domestic violence began in 1995 when the company - then Bell Atlantic Mobile - introduced its HopeLine program. For more than a decade, HopeLine has grown significantly and is now a multifaceted program that includes a successful phone recycling and re-use effort, financial support for local and national domestic violence organizations, community and corporate awareness programs, and partnerships with law enforcement agencies, professional sports teams, educational institutions and corporations nationwide.

From Voice Mail Boxes to Phone Donation Programs

Verizon Wireless chose the name HopeLine because it embodied the positive difference the company intended to make in the areas of domestic violence awareness, prevention and victim recovery.

At its beginning in 1995, the HopeLine program donated voicemail boxes to victims of domestic violence living in shelters. The program also donated emergency wireless phones for victims' use.

In 2001, national recycling and re-use became key elements of the HopeLine program as Verizon Wireless encouraged its customers and the public nationwide to donate no-longer-used wireless phones.

In October 2002, Verizon Wireless launched #HOPE nationwide. By dialing #HOPE from any Verizon Wireless phone on our nationwide network, victims of domestic violence are able to access professional support quickly and confidentially. The toll- and

airtime-free call is routed to the National Domestic Violence Hotline (1-800-799-SAFE). #HOPE is an important part of the HopeLine program, providing victims with an avenue to safety and independence.

By January 2009, Verizon Wireless has collected more than 5.6 million phones through the HopeLine program and donated more than \$6.3 million in cash grants to organizations engaged in raising the awareness of domestic violence and in its prevention.

Verizon Wireless' Commitment to the Cause

After a decade of focusing its community service efforts on domestic violence, Verizon Wireless remains more committed than ever to the cause. While the company continues to implement the programs that have proven successful - like phone donation drives - it also challenges employees to seek creative new ways to assist victims and urges others in business and in all walks of life to join the fight against domestic violence.

In 2005, HopeLine marked its 10th anniversary. Throughout the year, the program continued to expand - creating a HopeLine Law Enforcement Partnership Award to honor the efforts of public safety organizations, sponsoring the first ever TXT Messaging Poll as Part of Liz Claiborne and Marie Claire Magazine's It's Time to Talk Day and hosting the first ever HopeLine Online Phone Auction to raise money for the National Coalition Against Domestic Violence.

In 2006, Verizon Wireless partnered with Wal-Mart to sponsor HopeLine phone donation drives at more than 2,000 Wal-Mart stores throughout the United States during October's Domestic Violence Awareness Month. As a result of these phone collection drives, Verizon Wireless will donate \$50,000 through its HopeLine program to Break the Cycle for "TheSafeSpace.org," a one-of-a-kind online community designed to connect, communicate and inform. The site will give teens nationwide access to the information and resources needed to understand and develop healthy relationships.

Verizon Wireless believes that together we can continue to make a difference.

The Cause

Domestic violence touches all of us. One out of 3 American women report being abused at some point in their lifetime, and 21 percent of full-time, employed adults report they have been a victim. Wireless phones and technology can serve as a vital link to emergency or support services in a time of crisis or as a reliable, safe connection to employers, family and friends as survivors rebuild their lives.

The Numbers

Since HopeLine's national phone recycling and re-use program was launched in 2001, Verizon Wireless:

- Has collected more than 5.6 million phones
- Awarded more than \$6.3 million in cash grants to domestic violence agencies and organizations throughout the country
- Distributed more than 76,000 phones with more than 228 million minutes of free wireless service to be used by victims of domestic violence
- Properly disposed of more than 1 million no-longer-used wireless phones in an environmentally sound way
- Kept more than 200 tons of electronic waste and batteries out of landfills

#HOPE

#HOPE is a service available across Verizon Wireless' nationwide wireless network. By dialing #4673 then pressing send, callers will be connected directly to the National Domestic Violence Hotline, where they can receive the confidential help they need through empowerment-based crisis intervention, information and resources. The call is toll and airtime free.

HopeLine Law Enforcement Partnership Award

Verizon Wireless is proud to support the efforts of law enforcement and government agencies in communities nationwide through donations of wireless phones, prepaid airtime and BroadbandAccess (high-speed Internet) service and funding. In 2005, we introduced the HopeLine Law Enforcement Partnership Award, and honorees to date include:

- The New Orleans Police Foundation
- Florida Attorney General Charlie Crist
- Worcester, MA Police Chief Gary Gemme
- Maryland Attorney General (ret.) Joe Curran

Working Together to Prevent Domestic Violence

HopeLine partners with many national and local organizations to support the work of preventing domestic violence and raising awareness of the issue.

National domestic violence prevention organizations:

- The Family Violence Prevention Fund
- National Network to End Domestic Violence
- The Corporate Alliance to End Partner Violence

Community Organizations:

- Local law enforcement including state attorneys general, district attorneys, police and sheriff's departments, Family Justice Centers
- Local elder services programs associated with victim advocacy groups and community and senior centers
- Professional sports teams: NFL, MLB, NBA, and NHL
- Colleges, universities, and school systems

How to Donate

Wireless phones and equipment donations are accepted at Verizon Wireless Communications Stores nationwide and select BJ's locations. For information about where to send phones or how to do a collection, please visit: www.verizonwireless.com/hopeline.

General Information

1. What is the HopeLine® Program?

HopeLine is a phone recycling program exclusive to Verizon Wireless that uses refurbished and recycled wireless equipment and Verizon Wireless services and equipment to help victims of domestic violence.

2. What happens with my phone? Where does it go?

HopeLine collects used wireless phones and accessories, regardless of service provider, make, model or technology. The used phones will then be refurbished or recycled. The refurbished phones are sold, and Verizon Wireless uses the proceeds from the sale of any donated phone (by a third party) to fund non-profit agencies and to purchase other wireless phones for victims of domestic violence. Older, unsalvageable phones are disposed of in an environmentally sound way through an Environmental Protection Agency (EPA)-certified salvage company.

3. How does a wireless phone help a victim of domestic violence?

Access to a wireless phone and service, along with a voice mailbox can help victims of domestic violence to rebuild their lives by giving them the means to communicate with family, friends, agency and shelter support staff and current or prospective employers.

4. I've seen other phone recycling programs. Why should I choose to donate my phone to HopeLine?

Customers have many choices when looking for a phone-recycling program. HopeLine is an award-winning, well-established program which was created in 1995 to make a positive difference in the areas of domestic violence awareness, prevention and victim recovery. When customers donate their phones to the HopeLine program, they can be confident that their wireless phone will be recycled or refurbished properly, and proceeds

will be used to generate funds for various programs to assist victims of domestic violence and the organizations that support them.

5. I want to help, but my old phone is from another service provider, not Verizon Wireless. Can I still donate to HopeLine?

Yes, HopeLine accepts wireless phones from any manufacturer and any service provider.

6. Can I donate my phone's accessories? What about donating my pager?

Accessories such as a phone charger, headset and spare batteries are welcomed. HopeLine also accepts pagers.

7. What if I don't have the charger and other accessories for my phone?

You can still donate your wireless phone and it will help raise funds for the HopeLine program.

8. What if my phone is broken?

You can still donate your wireless phone even if it is broken. If it is not salvageable, the parts will be recycled and used to generate funds for non-profit domestic violence advocacy and prevention agencies.

9. How do I donate my old phone?

We've made the process as easy as possible. Just drop off your phone at any Verizon Wireless Communications Store.

10. What happens to the personal information on the wireless phones?

Verizon Wireless encourages everyone who plans to give a phone to HopeLine to erase any personal data on the phone before donating it. As part of the refurbishing process, our recycling vendor does scrub the phone of all personal data prior to distributing it for re-use.

11. How do I know that victims of domestic violence who need the phones will receive them?

With the funds raised from the sale of the refurbished phones, Verizon Wireless will purchase new wireless phones and donate airtime to victims of domestic violence through social services and law enforcement agencies in your community.

12. With what other projects is HopeLine involved?

Verizon Wireless' HopeLine program also makes financial grants to regional and national domestic violence organizations, such as the Family Violence Prevention Fund, the National Coalition Against Domestic Violence and other local community interest

groups. The grants fund workshops, classes and other initiatives to aid victims and help raise awareness of domestic violence.

13. Is it possible to donate money to the HopeLine program?

No, this program does not accept monetary donations. But a wireless phone that you no longer use can be a lifeline for someone in need. Please encourage your friends and colleagues to donate to HopeLine.

14. Are there other ways I can help other than donating my phone? Can I purchase a refurbished phone from Verizon Wireless?

Verizon Wireless does not sell refurbished HopeLine phones directly to consumers. However, there are other ways to help. Holding a phone drive at your office, school or other location can help many people right in your community. To request information or to hold a phone drive, fill out the form at the [Contact Us](#) page. *Visit Verizon's Website.*

15. Will I receive a tax receipt for this donation?

No. Wireless phones and related accessories contributed to the Verizon Wireless HopeLine program are not tax deductible. The benefit of donating your phone to HopeLine is the help it affords victims of domestic violence, as well as protecting the environment through recycling. Any tax benefit received for donating your phone and/or equipment would have been minimal.

16. I am a victim of domestic violence. How can I get a phone?

If you are a victim of domestic violence, please contact a local domestic violence shelter, or contact the National Domestic Violence Hotline at (800) 799-SAFE (7233) or (800) 787-3224 (TTY) or dial #HOPE from your Verizon Wireless phone. HopeLine phones are distributed only through shelters or social service agencies.

17. I am a domestic violence prevention advocacy worker. How can I get a phone?

For information on how your organization can become a HopeLine recipient, please visit the [HopeLine Contact Us](#) page or visit the [News Center Press Contacts](#) and contact the representative in your region, who will evaluate your situation and determine how they may help you. *Visit Verizon's Website.*

18. Will HopeLine phones be affected by Verizon Wireless' announcement that it will be discontinuing analog service after February 18, 2008?

No. Since 2004, Verizon Wireless has used digital handsets for its HopeLine program. If you think the HopeLine phones delivered to your agency are analog-only models, or were received prior to 2004, please send us an email at hopeline@verizonwireless.com and include either the ESN or phone number and we will let you know if it needs to be replaced.

For more information on the analog sunset, you can visit the [FCC's website](#).

For more information on Verizon Wireless' planned analog network retirement, review the [Analog Retirement FAQs](#).

19. I am a victim of domestic violence. How can I get help in an emergency?

Domestic Violence victims seeking immediate assistance should dial 911. Victims can also reach The National Domestic Violence Hotline by dialing (800) 799-SAFE (7233) or by dialing #HOPE from their Verizon Wireless phone.

20. I work for a non-profit agency that helps victims of domestic violence. How can I apply for a HopeLine grant?

To apply for a grant, please visit the [News Center Press Contacts](#) and contact the representative in your region. *Visit Verizon's Website.*

21. I would like to hold a HopeLine phone drive. How can I get posters and donation boxes?

If you would like to request HopeLine materials for an upcoming phone drive, please fill out the form on the [HopeLine Contact Us](#) page and a representative from your region will follow up with you.