

**LOCATE THE ACTIVATION CARD
INSIDE YOUR PACKAGE FIRST**



SERVICES GUIDE

LG 306G

**For more information and the
latest Terms and Conditions
of Service, visit TracFone.com**



PLEASE RECYCLE

QUAG-TF306G



THANK YOU FOR BUYING A TRACFONE!

LG 306G



YOU MADE THE RIGHT CHOICE.

- 1. HEADSET JACK**
- 2. VOLUME**
- 3. SEND**
Press to quickly access the most recent missed, dialed and received calls. Press and hold to redial the last number called.
- 4. CLEAR/BACK**
Press to return to the previous screen. In texting mode, press to delete previous text character.
- 5. PWR/LOCK**
To turn your phone ON, press and hold until your screen lights up. To turn your phone OFF, press and hold until you see a power off prompt on the screen.
- 6. MAIN MENU**
Press to access the Prepaid menu and other phone functions.
- 7. END**
Press to end a call. Press to return to the Home screen.
- 8. CHARGER/USB DOCK**

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1. GET STARTED

- 1.1 WHAT'S IN YOUR PACKAGE
- 1.2 ABOUT YOUR PREPAID MENU
- 1.3 ACTIVATE YOUR TRACFONE

1.1 WHAT'S IN YOUR PACKAGE

TRACFONE



BACK COVER



CHARGER/
USB CABLE



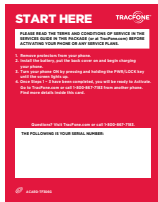
microSD™ CARD



BATTERY



ACTIVATION CARD



SERVICES GUIDE



1.2 ABOUT YOUR PREPAID MENU

Your TracFone's Prepaid Menu is the place to locate key information about your phone, such as your Serial Number, SIM Number and Phone Number (once it is active). This is also the menu you will use to Buy and Add Airtime.

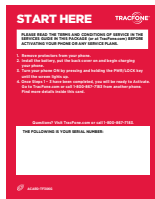
To get to your phone's Prepaid menu, press the **Prepaid** icon located on the left side of the Home screen.



1.3 ACTIVATE YOUR TRACFONE

A. Locate your ACTIVATION CARD and follow the instructions on the card.

If you are a current TracFone customer it's easy to transfer your service to another TracFone. To transfer your service, go to **TracFone.com**, then select the **Activate Phone** tab and select **Activate/Reactive**. To keep your existing phone number, select **Transfer my number and service from one TracFone to another** and follow the instructions. You will need the information on the red Activation Card in your package to continue the Activation process. For additional help, call the TracFone Customer Care Center at 1-800-867-7183.



B. This Card has the Serial Number you need to Activate your phone.

C. To Activate go to TracFone.com or call 1-800-867-7183 from another phone.



2. ABOUT TRACFONE SERVICE

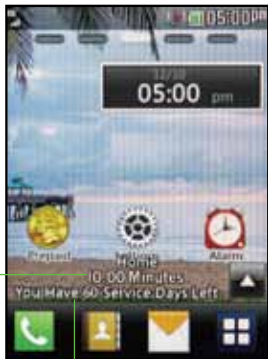
- 2.1 KEEP YOUR SERVICE ACTIVE
- 2.2 KNOW YOUR SERVICE PLANS AND REFILL OPTIONS
- 2.3 KNOW YOUR MONTHLY PLAN OPTIONS
- 2.4 GET PENDING MINUTES AND UPDATES

2.1 KEEP YOUR SERVICE ACTIVE

IMPORTANT

To keep your Service Active, you must refill your Service Plan BEFORE your Service End Date.

Airtime adds Minutes and Service Days to your TracFone. Keeping your Service Active is easy. Just add airtime BEFORE the Service End Date which is displayed on the main screen of your phone.



Before running out of Minutes

Before running out of Service Days

Keep your Service Active with a variety of Airtime cards and Monthly Plans. Choose the option that best fits your needs.

2.2 KNOW YOUR SERVICE PLANS AND REFILL OPTIONS

A. Pay As You Go

Flexible Airtime Card options let you add Minutes and Service Days as you need them. Each card adds Minutes to the Airtime balance and 90 days to the Service Days left on your TracFone.



60 MINUTES
90 DAYS



120 MINUTES
90 DAYS



200 MINUTES
90 DAYS



450 MINUTES
90 DAYS

TracFone Airtime rates and the availability or selection of Airtime Cards may vary and are subject to change without notice.

- ▶ **1 YEAR CARD:** Adds 1 year (365 days) to the Service Days left on your TracFone and 400 Minutes to the Airtime balance left on your TracFone.



B. Where To Buy Airtime

- ▶ **RETAILERS NATIONWIDE:** Airtime Cards are available at over 100,000 retail stores nationwide. Find a retailer by visiting TracFone.com/retailers.
- ▶ **ONLINE:** Visit us at TracFone.com and select the Airtime tab. Follow the prompts to complete your Airtime purchase.
- ▶ **DIRECTLY FROM YOUR TRACFONE:** With the Buy Now – Airtime on Demand feature, you can buy Airtime directly from your TracFone’s Prepaid Menu. Register your credit or debit card once at TracFone.com/buynow or by calling 1-800-867-7183 and you are ready to go!
- ▶ **BY CALLING:** Call our Customer Care Center at 1-800-867-7183 to purchase Airtime before your Service End Date.

2.3 KNOW YOUR MONTHLY PLAN OPTIONS

A. Monthly Plans

TracFone offers the same conveniences as contract plans, but without the contract! Choose the plan that works best for you:

- ▶ Individual Plan
- ▶ Family Value Plan
- ▶ TracFone Service Protection Plan

Enroll your TracFone in a plan and enjoy these benefits:

- ▶ Automatically receive Minutes and Service Days on your TracFone every month.
- ▶ Plans start at \$9.99/month.
- ▶ No contracts or cancellation fees.

B. Where To Enroll

In order to enroll in a Monthly Plan you must have a valid credit or debit card.

To enroll:

- ▶ Go to TracFone.com/valueplans

OR

- ▶ Call us at 1-800-867-7183

2.4 GET PENDING MINUTES AND UPDATES

If you've activated your TracFone and tried adding Minutes but haven't received them, you can check to see if you have Pending Minutes.

Follow the steps below to send Pending Minutes and programming updates to your TracFone.

1. From the Home screen, press the **Prepaid** icon located on the left side of your screen.
2. Press **Add Airtime**.
3. Enter **555**. Press **OK**.
4. Your phone will display the message Processing, keep your phone turned ON to receive your airtime.
5. You will receive a confirmation of your request.



3. HOW TO USE YOUR TRACFONE

- 3.1** FIND YOUR SERIAL NUMBER
- 3.2** FIND YOUR SIM NUMBER
- 3.3** FIND YOUR PHONE NUMBER
- 3.4** MAKE AND RECEIVE CALLS
- 3.5** MAKE INTERNATIONAL CALLS
- 3.6** SET UP YOUR VOICEMAIL
- 3.7** SEND TEXT MESSAGES
- 3.8** SET UP YOUR BLUETOOTH®
- 3.9** TAKE AND SHARE YOUR PICTURES
- 3.10** PERSONALIZE WITH RINGTONES AND MORE
- 3.11** USE THE MOBILE INTERNET SERVICES
- 3.12** SECURITY SETTINGS
- 3.13** TIPS

3.1 FIND YOUR SERIAL NUMBER

1. From the Home screen, press the **Main** menu icon located at the bottom right corner of your screen.
2. Press **Prepaid**.
3. Slide your finger upwards along the the screen and press **Serial Number**.
The number that appears on your screen is the phone's serial number.
4. To return to the Home screen, press the **END** key.

3.2 FIND YOUR SIM NUMBER

1. From the Home screen, press the **Main** menu icon located at the bottom right corner of your screen.
2. Press **Prepaid**.
3. Slide your finger upwards along the screen and press **SIM Number**.
The number that appears on your screen is the phone's SIM number.
4. To return to the Home screen, press the **END** key.

3.3 FIND YOUR PHONE NUMBER

1. From the Home screen, press the **Main** menu icon located at the bottom right corner of your screen.
2. Press **Prepaid**.
3. Press **My Phone Number**. Your phone number will appear on your screen.
4. To return to the Home screen, press the **END** key.

See inside front cover for help locating your phone keys.

3.4 MAKE AND RECEIVE CALLS

Make a Call

1. From the Home screen, tap the **Phone** icon at the bottom left corner of your screen.
2. Using the keypad, dial the number you wish to call, including the 3-digit area code, and then press the **CALL** key. Entering a **1** before the area code and phone number may be necessary in some areas.

Receive a Call

To answer an incoming call, slide the **Phone** icon from left to right.

3.5 MAKE INTERNATIONAL CALLS

You can call over 100 international destinations from your TracFone at no additional cost. Please wait 2 business days after your TracFone is Activated to make international calls.

- A. From your TracFone, dial 1-800-706-3839.** If you are in Alaska, Hawaii and the U.S. Virgin Islands please dial 1-305-938-5673. We suggest that you add these numbers to your contacts for easy dialing.
- B. Select your language: 1 for English, 2 for Spanish. Listen to dialing instructions.** After selecting a language, dialing instructions can be interrupted at any time and you can skip to step C.
- C. Dial 011 + Country Code + City Code + Telephone Number.** For calls to the Bahamas, Bermuda, Canada and Dominican Republic just dial 1 + City Code + Telephone Number.

AVAILABLE INTERNATIONAL DESTINATIONS

Calls to cellular phones are not included unless the word "Cellular" is specifically listed next to the country name. Numbers in parentheses indicate the Country Code.

Albania - Tirana (355)	Colombia (57)
Andorra (376)	Costa Rica (506)
Argentina (54)	Croatia (385)
Australia (61)	Cyprus - Cellular (357)
Austria (43)	Cyprus (357)
Bahamas - Cellular (1)	Czech Republic (420)
Bahamas (1)	Denmark (45)
Bangladesh - Cellular (880)	Dominican Republic (1)
Bangladesh - Chittagong (880)	Estonia (372)
Bangladesh - Dhaka (880)	Finland (358)
Bangladesh - Sylhet (880)	France (33)
Belgium (32)	French Antilles (596)
Bermuda - Cellular (1)	French Guiana - Cellular (594)
Bermuda (1)	French Guiana (594)
Bolivia - La Paz (591)	Georgia (995)
Bolivia - Santa Cruz (591)	Germany (49)
Brazil (55)	Gibraltar (350)
Brunei - Cellular (673)	Greece (30)
Brunei (673)	Guadeloupe (590)
Bulgaria (359)	Guatemala - Telgua (502)
Canada - Cellular (1)	Hong Kong - Cellular (852)
Canada (1)	Hong Kong (852)
Chile (56)	Hungary (36)
China - Cellular (86)	Iceland (354)
China (86)	India - Cellular (91)
Colombia - Cellular (57)	India (91)

Indonesia - Cellular (62)	Poland (48)
Indonesia - Jakarta (62)	Portugal (351)
Indonesia - Surabaya (62)	Romania (40)
Iraq - Baghdad (964)	Russia - Cellular (7)
Ireland (353)	Russia (7)
Israel (972)	San Marino - Cellular (378)
Italy (39)	San Marino (378)
Japan (81)	Saudi Arabia - Riyadh (966)
Jordan (962)	Singapore - Cellular (65)
Kazakhstan (7)	Singapore (65)
Kenya - Nairobi (254)	Slovakia (421)
Lithuania (370)	Slovenia (386)
Luxembourg - Cellular (352)	South Korea - Cellular (82)
Luxembourg (352)	South Korea (82)
Macao - Cellular (853)	Spain (34)
Macao (853)	Sweden (46)
Malaysia - Cellular (60)	Switzerland (41)
Malaysia (60)	Taiwan - Cellular (886)
Malta (356)	Taiwan (886)
Mexico (52)	Thailand (66)
Monaco (377)	Turkey (90)
Netherlands (31)	United Kingdom (44)
New Zealand (64)	Uzbekistan (7)
Norway (47)	Venezuela (58)
Panama (507)	Vietnam - Ho Chi Minh (84)
Paraguay (595)	Zambia (260)
Peru (51)	

Note: Please wait to be connected; DO NOT press any other key on your TracFone or your call might be disconnected.

D. TracFone Frequent Numbers Service

With TracFone, making international calls is really easy! Our Frequent Numbers Service offers you up to ten U.S. 800 numbers, which you can link to your most frequently dialed international numbers in any of our available international destinations (with this service, you do not need to follow steps A, B and C from section 3.5).

Just dial any of the ten U.S. 800 numbers that you can program through our website or by calling TracFone, and you will be quickly connected with the international destination you want at no additional cost.

Visit our International Long Distance website at TracFone.com or call our Customer Care Center at 1-800-867-7183 to set up this service for free.

E. TracFone International Neighbors Service (Available only for Mexico)

With our International Neighbors Service, your family and friends living in Mexico can call your TracFone directly without paying for an international long distance call, and your TracFone will deduct the same number of Minutes as if it were a local call. No international long distance charges for anyone!

With Active service, TracFone will assign you a Mexican phone number that will be linked to your TracFone for free. Your family and friends can dial this local phone number and you will receive the call on your TracFone here in the U.S. To register for International Neighbors Service, and to assign specific phone numbers, register at TracFone.com.

TIP: To enjoy this unique service, make sure you keep your service Active. If your Service Days Remaining end and your phone is deactivated, you will lose your Mexican phone number. Should this happen, you can get a new Mexican phone number when you re-activate your TracFone.

3.6 SET UP YOUR VOICEMAIL

1. Press and hold the **1** key for several seconds.
2. Your phone will automatically call **Voicemail**.
3. Once the call is connected, follow the instructions.

3.7 SEND TEXT MESSAGES

1. From the Home screen, press the **Messaging** icon at the bottom of your screen.
2. Press **Create New Message**.
3. Press the **Type Message** field and enter the message you wish to send. Press **OK**.
4. Press **Send To** and then press the **Enter Number** field. Using the keypad, enter the phone number of the recipient and press **Add**.
5. Press **Send**.
6. To return to the Home screen, press the **END** key.

3.8 SET UP YOUR BLUETOOTH®

To pair your phone with a Bluetooth headset, make sure that both are fully charged. Have your headset within a range of 30 feet from your phone. Make sure your device is ON and in Pairing or Bonding Mode (refer to the user guide of the device you are attempting to pair with). Please remember that you can connect to only one device at a time.

1. From the Home screen, press the **Main** menu icon.
2. Slide your finger from right to left across the screen and press **Bluetooth**.
3. Slide the Bluetooth switch to the right to turn it **ON**.
4. Press **Search New Device**. A list of available devices will display. Press the desired Bluetooth device and press **Yes** when prompted to connect.
5. If you are prompted for a passkey, please refer to your headset's user guide. A commonly used passkey for headsets is **0000**. Enter the passkey into your keypad and press **OK**.
6. To return to the Home Screen, press the **END** key.



3.9 TAKE AND SHARE YOUR PICTURES

Take a Picture

1. From the Home screen, press the **Main** menu icon.
2. Press **Camera**.
3. Focus on the object you would like to photograph and then press the **Capture** icon to take the picture.

Share the Picture

1. From the Home screen, press the **Main** menu icon.
2. Slide your finger from right to left across the screen and press **Pictures**.
3. Press the picture you wish to send.
4. Press **Send Via**. Select an option. *If options don't appear, tap the screen to open the **Options** menu.*
5. To send an MMS, select **Message** and then press **Send To**.
6. Press the **Enter Number** field and enter the mobile number or contact name of the desired recipient. Press **Add**.
7. To send the message, press **Send**.
8. To return to the Home screen, press the **END** key.

3.10 PERSONALIZE WITH RINGTONES AND MORE

A. Personalize with Ringtones

1. From the Home screen, press the **Main** menu icon.
2. Slide your finger from right to left across the screen and press **Sound Settings**.
3. Press **Ringtone** and then press **Sounds**. A list of ringtones will display.
4. To hear a sample of each ringtone, press the arrow next to any ringtone.
5. When you select the ringtone you wish to use, press to set as your custom ringtone. *To set a custom tone for Messages, Alerts, or for the Keypad, repeat steps 1 and 2, press the desired option to add a sound, press **Sounds** and then press the desired tone.*
6. To return to the Home screen, press the **END** key.

B. Personalize with Graphics

1. From the Home screen, press the **Main** menu icon.
2. Slide your finger from right to left across the screen and press **Pictures**.
3. Select the picture you wish to use.
4. Press **Use As**. Press **Wallpaper** or **Picture ID**. If these options don't appear, tap the screen to open the menu.
5. If you want to use the picture as Wallpaper, press **Wallpaper**. Pinch in or out to adjust the image size and then press **Set**.
6. If you want to use the picture as Picture ID, press **Picture ID**. Pinch in or out to adjust the image size and then press **Set**. Your contacts will be listed, press the desired contact. When prompted, press **Yes**.
7. To return to the Home screen, press the **END** key.

C. Buy Additional Ringtones and Graphics

To customize your phone, go to **TracFone.com/data** or go to **Downloads** in the TracFone Mobile Web and browse from over 1,000 ringtones, graphics, and games.

3.11 USE THE MOBILE INTERNET SERVICES

The TracFone Mobile Web allows you access to news, sports, weather, entertainment, and more directly from your phone. To access the TracFone Mobile Web, from the Home screen, press the **Main** menu icon, then press **Browser**. Your phone will then connect to the Mobile Web.

Access charges begin when your phone makes a data connection and end when the data connection terminates. Total Access Charges will depend on the size of the content and the actual time it takes to download or transmit the content or multimedia message, and access or view the Information Service. For additional information about Mobile Web charges, refer to the TracFone Wireless Terms and Conditions of Service at **TracFone.com**.

IMPORTANT: After your phone is Active, it may take up to one hour to access Mobile Web Services.

3.12 SECURITY SETTINGS

Your default security code is 0000.

A. Password-Protect your Phone

1. From the Home screen, press the **Main** menu icon.
2. Press **Settings**.
3. Press **Phone**.
4. Slide your finger upwards along the screen and press **Security**.
5. Press **Phone Lock**. Now select one of the security options.
6. You will be prompted to enter your security code. The default security code is **0000**. Enter these numbers and press **OK**. Your phone will be locked. *You will need to enter the security code every time your phone is turned off and back on.*
7. To return to the Home screen, press the **END** key.

B. Change your Lock Code

1. From the Home screen, press the **Main** menu icon.
2. Press **Settings**.
3. Press **Phone**.
4. Slide your finger upwards along the screen and press **Security**.
5. Press **Change Codes**. Press **Security Code**.
6. Enter the default security code: **0000**. Press **OK**.
7. Enter your new security code and press **OK**. You will be prompted to re-enter your new security code. *Please take note of your security code. You will need it every time your phone is turned off and back on.*
8. To return to the Home screen, press the **END** key.

3.13 TIPS

- ▶ **Access or Replace a microSD™ Memory Card.**
Your phone accepts a microSD card of up to 32GB.

To access the card:

Locate the memory card

1. Power your phone OFF.
2. Remove the back cover by lifting it using the notch on the bottom edge of the phone.
3. The memory card slot is located to the left of battery compartment.

Remove the card

1. Gently slide the memory card out. We recommend that you have your phone turned OFF. If not, make sure that nothing is running in connection with the memory card.
2. Replace the back cover.

Insert the card

1. Arrange the microSD card so that the gold bars on the card are facing down and gently slide it into place.
2. Replace the back cover.
3. Power your phone ON.



- ▶ **To Add or Delete icons from your phone screen:** Tap the arrow located at the lower right corner of the screen.
 - To delete an icon, tap the **X** that appears next to it.
 - To add an icon to the screen, press **Contact**, **Widget** or **Shortcut**, then follow the prompts on your screen.
 - Press the arrow again to return to the main screen.
- ▶ **To place your phone in Vibrate mode:** From the Home screen, press and hold the **DOWN** Volume Key until your screen shows **Ringtone Vibrate All**. To return to the ring mode, press the **UP** Volume key until you reach the desired volume level.
- ▶ **To lock your screen:** Press the **PWR/LOCK** key.
- ▶ **To unlock your phone:** Press the **PWR/LOCK** key and then swipe in any direction across the screen to unlock.

For additional information about your phone, you can view or download the manufacturer's manual at TracFone.com.



TRACFONE[®]

TERMS AND CONDITIONS OF SERVICE

**For more information and the latest
Terms and Conditions of Service, visit TracFone.com**

Please read these Terms and Conditions of Service ("Terms") carefully. These Terms are a legally binding agreement between you and TracFone Wireless, Inc. ("TracFone"). The Terms contain important information about your legal rights and require that certain disputes be resolved through Arbitration instead of a court trial. By purchasing and/or activating a TracFone branded wireless phone ("TRACFONE") or a TracFone branded SIM card or CDMA network access code ("BYOP") and/or purchasing, redeeming and/or using any TracFone service ("Service"), "You" the customer, acknowledge and agree to these Terms. TracFone reserves the right to modify these Terms at any time in its sole discretion. Any modifications to these Terms are effective and will be binding upon you once posted on the TracFone website at tracfone.com. Always check our website for the most current Terms.

1. ACTIVATING YOUR TRACFONE SERVICE: You may activate your TRACFONE or BYOP by calling Customer Care at 1-800-867-7183 or by visiting tracfone.com and following the instructions that came with your Services Guide or activation kit. Any promotional or bonus minutes that are included with a new TRACFONE or are issued upon activation of your Service are not transferable or refundable. Promotional minutes and bonus minutes have no cash value. Any attempt to transfer promotional, bonus or other free minutes may result in the permanent deactivation of your Service without a refund.

When you activate Service, you will have the option of registering and providing your name, address, email address and alternative contact telephone number. If you elect not to register at the time of activation, you may not be able to obtain copies of your call detail records since we will be unable to authenticate you as the lawful owner of the account. In those situations, we require a valid Subpoena or Court order before records may be released.

Your TRACFONE can only be used with TracFone Service and cannot be activated with any other wireless carrier or service. Certain mobile phone features may not be available throughout the entire network or their functionality may be limited. Some TracFone features are available only on TRACFONES and will not be available with BYOP. All plan rates, features, functionality and other product specifications are subject to change without notice or obligation. All talk and standby times are quoted in Digital Mode and are approximate.

If you are activating your Service with BYOP, you must use a compatible phone that does not interfere with our Service and complies with all applicable laws, rules and regulations. Devices capable only of using data are strictly prohibited and Your use of any such device is grounds for immediate termination of Service without a refund. You are responsible for ensuring that your BYOP wireless phone is compatible with the Service and meets all Federal laws and standards. You are further responsible for the purchase and maintenance of any additional hardware, software and/or internet access required in order to use the Service. TracFone Service will only work with wireless devices that are compatible with our network. Not all services are available with all wireless devices or on all networks. We may remotely change your wireless phone's software, applications or programming without notice. This could affect your stored data, your phone's programming and how you are able to use your wireless phone.

The wireless telecommunications networks used to transmit calls for the Service are owned and operated by various licensed commercial mobile radio service providers ("Carriers"), not TracFone. When You activate your Service, you will be provided with a telephone number or you may, in some circumstances, port-in a number from another carrier. Please note that You have no ownership rights to any telephone number, IP address or any other identifier associated with your Service and You acknowledge and agree that we may change any such number, IP address or other identifier associated with your Service at any time without prior notice to You.

2. TERMINATION OF SERVICE: TracFone may terminate this Agreement at any time without notice if we cease to provide service in your area. Either party may terminate this Agreement (which will terminate Service) at any time and for any reason. Unused Service at the time of termination will not be refunded.

You agree not to use your Phone for any purpose in violation of these Terms or applicable law. WE CAN, WITHOUT NOTICE, LIMIT, SUSPEND, OR TERMINATE YOUR SERVICE FOR VIOLATING THESE TERMS OR FOR ANY OTHER GOOD CAUSE, including, but not limited to, if You: (a) engage in any deceptive or fraudulent conduct with respect to the Service; (b) allow anyone to extract, clone, reverse engineer or tamper with your TRACFONE, the software and/or hardware on your Phone or your SIM card; (c) threaten or commit violence against any of our employees, agents or customer service representatives; (d) use vulgar, offensive or inappropriate language or otherwise engage in harassment when interacting with our representatives; (e) interfere with our operations or Service; (f) engage in abusive messaging, emailing or calling; (g) modify a TRACFONE from its manufacturer's default specification; or (h) use the service in a way that adversely affects our network or the Service available to our other customers. We reserve the right to, without notice, limit, suspend or terminate your Service for any other operational or governmental reason. In addition to permanently terminating your Service, criminal offenses (i.e., threatening violence, etc.) will be reported to the appropriate legal authorities for prosecution.

Any provision of this Agreement which by its context is intended to apply after termination of the Agreement will survive termination, including, but not limited to, restrictions on the use of TracFone products and the provisions governing dispute resolution and requiring arbitration of disputes.

3. AIRTIME VOICE AND TEXT MESSAGING RATES: Feature Phones: TracFone airtime is issued in unit increments. All calls are charged at a rate of one (1) unit per minute. With some older TRACFONE models, roaming calls (refer to the Roaming Section of these Terms) are charged at the rate of two (2) units per minute. There is no additional charge for nationwide long distance or for international long distance to countries designated at tracfone.com. The rate to send or receive a text message varies by TRACFONE model and is disclosed on your TRACFONE package. For most feature phones, the rate to send or open a text message is 0.3 units.

Smartphones: Smartphones have separate buckets of units for voice calls, text messaging and data usage and have the triple minute feature. For example, a 60 minute Pay As You Go TracFone card redeemed on a Smartphone will provide 180 minutes for voice, 180 text messages and 180 MB of data. Voice calls are charged at the rate of one (1) unit per minute. Text messages are charged at the rate of one (1) unit per text. Data is charged based on actual usage.

TracFone does not generally participate in Premium SMS services or campaigns. Premium SMS refers to activities that usually involve sending a text message to a designated "short code" or buying or attempting to buy SMS services from anyone other than TracFone. Premium SMS campaigns include activities such as casting a vote, expressing your opinion, playing a game, subscribing to a service, or interactive television programs. You should not attempt to participate in Premium SMS campaigns, unless it is a TracFone authorized campaign. Any text message you send to a "short code" will in all likelihood not go through. Any charges you may incur as a result of any attempts to participate in Premium PSM services or campaigns (not authorized by TracFone), whether you incur charges as deductions from your TRACFONE handset or from your credit card, are not refundable.

AIRTIME USAGE: Airtime minutes will be deducted for all time during which your Service is connected to, or using, the wireless system of any Carrier. Use of a wireless system typically begins when you press the "send", "call" or other button to initiate or answer a call and does not end until you press the "end" button or the call is otherwise terminated. Airtime minutes are deducted for all incoming and outgoing calls, including calls to toll free numbers, 411, 611, Customer Care, simultaneous calls (airtime minutes will be deducted for each call separately) and calls to access your voice mail. Airtime minutes are not deducted for calls to 911. For outbound calls, you may be charged airtime for incomplete and/or busy-no answer calls. Airtime minutes are deducted in full unit increments; partial minutes are rounded up to the next minute. Airtime minutes will also be deducted for use of other services such as text messaging and accessing the TracFone Mobile Web ("WAP"). Airtime minutes are deducted for all text messages sent and incoming text messages which are opened. No credit is given for dropped calls.

4. ADDING AIRTIME: Your Service will only operate when you have airtime units and service days available. Add airtime to a TRACFONE by entering the PIN number from a TracFone Prepaid Wireless Airtime card ("Airtime Card") or retailer cash register receipt at the Redeem Airtime or Add Airtime menu. You can also add airtime to a TRACFONE and/or TracFone BYOP through the TracFone website at tracfone.com or by calling 1-800-867-7183.

AIRTIME ON DEMAND: Airtime On Demand is available on certain TRACFONE handsets. Airtime On Demand allows you to buy Airtime directly from your TRACFONE by registering your phone and credit card at tracfone.com. Airtime on Demand purchases are governed by these Terms.

AIRTIME CARDS: TracFone Airtime Cards are available in various denominations of minutes and service days. For each Airtime card you purchase and add to your TRACFONE or BYOP feature phone, you will receive the number of minutes and service days indicated on the card. For Smartphones, you will receive triple the number of minutes indicated on the card for voice, text messages and data (for example, with a 60 minute card, a Smartphone will receive 180 minutes of voice, 180 text messages and 180 MB of data). The service days will run from the day you add the Airtime card. Each additional card you add will further extend the "Service End Date" by the number of days specified without limitation. The "Service End Date" is the last day of your service period. Airtime minutes added to your TRACFONE or BYOP do not expire with active service and usage within a period of twelve (12) consecutive months.

AIRTIME VALUE PLANS: Available TracFone Value Plans are described on TracFone's website at tracfone.com. You may enroll in a Value Plan by registering your TRACFONE and credit card at tracfone.com. All TracFone Value Plans are governed by these Terms and the applicable Value Plan's Terms and Conditions which are also available at tracfone.com. TracFone may modify its Value Plan offerings at any time. In the event of any modification that increases the charges associated with your Value Plan, you will receive 30 days notice prior to being charged the new rate. Value Plans may not be combined with any other discount or promotion.

DOUBLE AND TRIPLE MINUTES FOR LIFE: Some TRACFONES and Airtime Cards include a Double or Triple Minutes for Life feature. All smartphones (including TRACFONE branded products and BYOP phones) include the Triple Minutes for Life feature. Any minutes included with a Double or Triple Minute Airtime Card will not double or triple. The Double or Triple Minutes feature applies to the life of a single TRACFONE or BYOP. The Double or Triple minutes feature is not transferable even if Your phone is damaged, lost or stolen. Only purchased minutes that are redeemed after the redemption of a Double or Triple Minute card will double or triple. Promotional, bonus and other non-purchased airtime minutes will not double or triple. You may not add a Double or Triple Minute card to a TRACFONE that already has a Double or Triple minute feature or card. Doing so will not result in any additional doubling or tripling of purchased airtime. Double and Triple Minute Cards and phones that include the Double or Triple Minute feature will not double or triple the value of Data Cards. A Smartphone with a Double or Triple Minute feature will double or triple the amount of voice, text and data associated with each card (for example, a 60 minute card redeemed on a Smartphone with the triple minute feature will receive 180 minutes for voice, 180 text messages and 180 MB of data).

SAFELINK CUSTOMERS PLEASE NOTE: If you are a SafeLink Customer on Plan Option 1 or 2, TracFone Airtime minutes added to your SAFELINK phone do not expire with active service and Usage (as defined in the SafeLink Terms and Conditions) during a consecutive sixty (60) day period. **If you are a SafeLink customer enrolled in plan option 3, all of your unused minutes expire at the end of each month upon your receipt of your free 250 monthly minutes unless you have purchased and added a TracFone airtime card to your phone.** You may carry over unused airtime minutes on the SafeLink 250 Minute Plan for up to 3 consecutive months. By purchasing and adding a TracFone airtime card before the 25th of the month, your unused airtime minutes (including your free monthly allotment and any additional TracFone Airtime cards) will carry over for 3 consecutive months from the date of your last TracFone Airtime Card redemption. If you purchase and redeem a TracFone Airtime Card on or after the 26th day of any month, your airtime balance will be reset and not be carried over to the next month. The minutes you purchased will be carried over together with your next three allotments

of free monthly minutes. Adding more than one Airtime Card at the same time will NOT extend your airtime carry over for more than the 3 consecutive months. The 3 month carry over is effective from the date of redemption of the last airtime card redeemed to your phone.

TracFone airtime has no cash value and is non-refundable. TracFone Airtime Cards, airtime rate plans, and card denominations are subject to change without prior notice.

5. SERVICE END DATE: If you do not purchase and add airtime prior to the Service End Date, your TRACFONE Service will be deactivated on the Service End Date and you will lose your TRACFONE phone number even if you have minutes remaining. To prevent this from occurring, please keep your TRACFONE Service active by purchasing and adding one or more airtime cards before the Service End Date. Notwithstanding the Service End Date, TracFone reserves the right to discontinue service and deactivate any TRACFONE or BYOP for which there is no voice, text or Data Services usage for a period of twelve (12) consecutive months. If your Service is deactivated, your Service can be reactivated by purchasing and adding an Airtime Card. Once reactivated, Your TRACFONE or BYOP may be assigned a new phone number. Airtime which remained unused at the time of deactivation will still be available if Service is reactivated within 60 days from the deactivation date otherwise; any unused airtime will be lost.

6. TRACFONE DATA SERVICES: With certain TRACFONE phone models, you can download ring tones, graphics, access information services such as news, weather and sports ("Information Services") and utilize multi-media services ("MMS") (ringtones, graphics, Information Services and MMS are collectively referred to as "Data Services") through TracFone Mobile Web ("WAP"). Data Services are additional Services offered by TracFone, and there is an additional charge or debit of units or data for use of such Services.

In order to purchase, download or access TracFone Data Services, You must have active service and sufficient available airtime or data (for Smartphones). Each time you access the WAP, usage will be deducted ("Access Charges").

Access Charges begin when your TRACFONE or BYOP device makes a data connection. This should occur shortly after you open your browser, send or receive a multi-media message (e.g., a picture), initiate a content download or if WAP access is initiated for any other purpose. Access Charges end when the data connection terminates. This should occur shortly after you close your browser, successfully receive or send a multi-media message (e.g., a picture), after a successful content download or after any other closure of a WAP session. The WAP access duration and the related Access Charges are NOT determined from the exact moment you press a button on your device to open or close the browser.

In addition to the Access Charges, there may be additional charges for any content you select to download ("Content Charge"). The Content Charges vary depending on the type of content you purchase and download. You will be advised of the Content Charges prior to finalizing your purchase.

The Data Services you purchase and download may only be used or viewed on the device for which they were purchased and cannot be transferred to any other device, including a new or replacement device. Data Services are non-refundable and non-transferable.

Purchasing Data Services with Airtime Minutes on Feature Phones: The charges for Data Services purchases are determined by the last airtime card redeemed and the appropriate dollar-to-minute conversion factor. The charges for Data Services in U.S. Dollars and/or minutes and the dollar-to-minute conversion factor(s) are subject to change at any time without prior notice. The current Dollar-To-Minute Conversion Factors for Data Services may be accessed on the TracFone website. Click on "Airtime" and from the drop down menu select "Apps & More" and then "Cost." The chart details the number of minutes you will be charged for each dollar you spend for the Data Services you purchase.

Charges for MMS (e.g., picture messaging) on Feature Phones. You will be charged 1.0 unit to send or receive a multi-media message (the "MMS Charge") and a WAP Access Charge (described below) based upon the time it takes to send or receive the multi-media message.

Additional Access Charges for Data Services and MMS on Feature Phones. In addition to Content and MMS Charges, there is always an additional Access Charge of 0.5 units per minute associated with downloading content, accessing/viewing Information Services or utilizing MMS. Total Access Charges will vary depending on the size of the content and the actual time it takes to download the content, access/view the Information Service or utilize MMS.

Data Plans for TracFone Smartphones. TracFone Smartphone users may purchase TracFone Data Cards which will provide a specified amount of data access without minute deductions. Data Cards provide a set amount of data access identified on the face of the card, denominated in megabytes or gigabytes. Data Cards do not double or triple, even if redeemed on a phone activated as a double or triple minutes phone. Data Cards can be added to your phone at any time, as long as the Service is active. Data Cards do not include minutes or service days which must be purchased separately through airtime cards. Unused data will expire upon your Service End Date. Data Cards are available online and at retail locations.

Modifications, Interruptions, or Discontinuation of Data Service. TracFone does not guarantee the availability of Data Services at any time and reserves the right to modify, suspend, interrupt, discontinue or permanently cancel Data Services, or portions thereof, without notice. Data Services are not available in all areas. TracFone is not responsible and will not be liable for any modifications, interruptions or discontinuation of the Data Services or for any failure in receipt of the purchased Data Services. If the Data Services, for which you subscribe, are modified, interrupted, discontinued or canceled, TracFone will NOT provide refunds for any used or unused subscription time. If you cancel, or attempt to cancel a Data Service download, a subscription purchase or a multi-media message in progress, or if this process is otherwise interrupted through no action on your part, you may nevertheless be charged in accordance with these Terms.

Non-Rated Content. TracFone content is NOT rated and you are solely responsible for the use of such material, which may be offensive or objectionable to you or to others. You agree not to hold TracFone liable for any offensive or objectionable content.

7. INTERNATIONAL CALLS: You may place international long distance ("ILD") calls to landlines (and some cellular phones in certain countries) at no additional charge. See tracfone.com for available countries and details which are subject to change without prior notice. In order to place an ILD call, you will need to dial the ILD access number 1-800-706-3839 and follow the instructions. From Alaska, Hawaii and the U.S. Virgin Islands, you will need to dial 305-938-5673 as the ILD access number. Airtime deductions for ILD calls begin the moment the ILD access number is dialed. Airtime deductions will apply for dropped or misdialed calls and busy destination numbers. When placing ILD calls, you may experience connection failures more frequently than with domestic calls. TracFone will not credit airtime minutes deducted for unsuccessful calls. Although ILD calling is available to some countries, You will not be able to make or receive calls on your TRACFONE when you are located outside of the United States, Puerto Rico or the U.S. Virgin Islands.

TRACFONE International Neighbors is a service that enables callers in Mexico to set up a local number to ring on a TRACFONE in the US. See the TracFone website or call 1-800-867-7183 for further details.

8. EMERGENCY CALLS: If you are in an area where your TRACFONE is searching for a wireless signal or there is no wireless signal or wireless service, it is highly probable that a call to 911 will not go through. Do not rely solely on your TRACFONE in an emergency situation. In an emergency, locate the nearest landline phone and call for help.

9. UNAUTHORIZED USAGE; TAMPERING: The TRACFONE handset is sold exclusively for use by you, the end consumer, with the TRACFONE Service available solely in the United States, Puerto Rico and the U.S. Virgin Islands. Any other use of your TRACFONE handset, including without limitation, any resale, unlocking and/or reflashing of the handset is unauthorized and constitutes a violation of your agreement with TracFone. You agree not to unlock, reflash, tamper with or alter your TRACFONE or its software, enter unauthorized PIN numbers, engage in any other unauthorized or illegal use of your TRACFONE or the Service, or assist others in such acts, or to sell and/or export TRACFONE handsets outside of the United States. These acts violate TRACFONE's rights and state and federal laws. Improper, illegal or unauthorized use of your TRACFONE is a violation of this agreement and may result in immediate discontinuation of Service and legal action. TRACFONE will prosecute violators to the full extent of the law. You agree that any violation of this agreement through your improper, illegal or unauthorized use or sale of your TRACFONE shall entitle TracFone to recover liquidated damages from you in an amount not less than \$5,000 per TRACFONE handset purchased, sold, acquired or used in violation of this agreement.

Some TRACFONE handsets have SIM cards. If your TRACFONE has a SIM card, then you agree to safeguard your SIM card and not to allow any unauthorized person to use your SIM card. You agree not to, and not to allow any other person to, directly or indirectly extract, alter, bypass, copy, deactivate, remove, reverse-engineer or otherwise circumvent, clone or reproduce the encoded information stored on, or the encryption mechanisms of, your SIM card or TRACFONE Phone via any software and/or hardware methods. The Carriers, TracFone, or its service providers, may, from time to time, remotely update or change the encoded information on your SIM card. You may not use Your Service when you are located anywhere outside of the United States, Puerto Rico or the U.S. Virgin Islands, including offshore or in international waters. Any such usage is considered unauthorized for which your Service will be immediately suspended. In the event of suspension for this or any other unauthorized usage, you will not be entitled to receive any refunds for your handset or unused airtime.

10. COVERAGE MAPS: You will find coverage maps on our website, tracfone.com. These maps are for general informational purposes only. However, TracFone does not guarantee coverage, service availability or the rate charged for any particular call. Even within a coverage area, factors such as terrain, weather, structures, foliage, signal strength, traffic volumes, service outages, network changes, technical limitations, and your equipment may interfere with actual service, quality and availability. Thus, it is possible your phone will roam even in the area depicted as your home calling area. Actual coverage and service areas may vary from the maps and may change without notice.

11. ROAMING: "Roaming" occurs when a subscriber of one wireless service provider uses the facilities of another wireless service provider. Roaming usually occurs when you make and receive calls outside of your network coverage area. When your TRACFONE is roaming, an indicator light on your handset may display the word "Roam" or "RM" on the screen while the phone is not in use. For most TRACFONE models, roaming calls are charged one (1) unit of airtime per minute, the same as all other calls. For some older TRACFONE models, roaming calls may be charged at the rate of two (2) units of airtime per minute. Even if you are using your TRACFONE in your network coverage area, roaming can occur if there is a high volume of callers in the area, if your Carrier's signal is too weak or for other reasons. Instead of having a call blocked or dropped, your device might use another's Carrier's tower or network to enable your call to go through. Thus, roaming is based on the Carrier tower receiving and transmitting the call; not your physical location at the time the call is made. If you have one of the older TracFone models that deduct 2 units per minute of use when roaming, you should check the roaming indicator on your TRACFONE to determine actual areas where the roaming rate applies. When the TRACFONE roaming indicator is displayed, the roaming rate will apply to calls made or received in that area at that time. Availability, quality of coverage and Services while roaming are not guaranteed. TRACFONE Smartphones and BYOP phones do not roam.

12. LIMITATIONS OF SERVICE AND USE OF EQUIPMENT: Service is subject to transmission limitations caused by certain equipment and compatibility issues, atmospheric, topographical and other conditions. Further, Service

may be temporarily refused, limited, interrupted or curtailed due to system capacity limitations, technology migration or limitations imposed by the Carrier, or because of equipment modifications, upgrades, repairs or relocations or other similar activities necessary or proper for the operation or improvement of the Carrier's radio telephone system. TracFone reserves the right to substitute or replace any TracFone equipment (including handsets) with other TracFone equipment of comparable quality. TracFone cannot and does not guarantee that your communications will be private or secure. Although it is illegal for unauthorized people to intercept your communications, such interceptions can occur. Some functions and features referenced in the Manufacturer's manual for a particular TRACFONE may not be available on your device. TracFone does not warrant or guarantee availability of the network or of any Services at any specific time or geographic location or that the Services will be provided without interruption. Neither TracFone, nor any Carrier, shall have any liability for Service failures, outages or limitations of Service. Because of the risk of being struck by lightning, you should not use your phone outside during a lightning storm. You should also unplug your phone's power cord and charger to avoid electrical shock and/or fire during a lightning storm.

13. LIMITED WARRANTY: A new or reconditioned TRACFONE is covered by a one year limited warranty, set forth below, administered by TracFone. TracFone accessories have a 90-day limited warranty against defects in materials and workmanship under normal use by the purchaser.

How to obtain Warranty Service. To obtain warranty service from TracFone on a new or reconditioned phone or TracFone accessories, please contact Technical Support at 1-800-867-7183. If your problem cannot be resolved over the phone, our TracFone technicians will provide you with a Ticket Number, which you will use to send your phone and/or accessories to the designated TracFone Service Center for repair or replacement, at TracFone's discretion.

Terms of Limited Warranty. TracFone warrants to you, the Customer, that your TRACFONE ("Product") is free from defects in material and workmanship that result in Product failure during normal usage, according to the following terms and conditions:

- (1) The limited warranty for the Product extends for one (1) year beginning on the date of the purchase of the Product.
- (2) The limited warranty extends only to the original purchaser ("Consumer") of the Product and is not assignable or transferable to any subsequent purchaser or end-user.
- (3) The limited warranty extends only to Consumers who purchase the Product in its original packaging from an authorized dealer.
- (4) During the limited warranty period, TracFone will replace or repair, at TracFone's sole option, any defective Products or parts (except as excluded below), or any Products or parts that will not properly operate for their intended use (except as excluded below) with new or refurbished replacement Products or parts if such replacement or repair is needed because of Product malfunction or failure during normal usage. TracFone may, at its sole discretion, replace the Product with a refurbished phone of the same model if available, or if not available, of a comparable model. The limited warranty does not cover loss of personal information, passwords, contacts, music, ringtones, pictures, videos, applications or other content, memory cards, software, defects in appearance, cosmetic, decorative or structural items, including framing, and any non-operative parts. TracFone's limit of liability under this limited warranty is the actual cash value of the Product at the time the Consumer returns the Product to TracFone for repair, determined by the price paid by the Consumer for the Product less a reasonable amount for usage and depreciation. TracFone shall not be liable for any other losses or damages. These remedies are the Consumer's exclusive remedies for breach of this limited warranty.
- (5) Upon request from TracFone, the Consumer must prove the date of the original purchase of the Product by a dated bill of sale or dated itemized receipt.
- (6) The Consumer shall have no coverage or benefits under this limited warranty if any of the following conditions are applicable:

a) The Product has been subjected to abnormal use or conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, connections or repairs, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of TracFone, including damage caused by shipping.

b) The Product has been damaged from external causes such as collision with an object, or from fire, flooding, sand, dirt, windstorm, lightning, earthquake or damage from exposure to weather conditions, an Act of God, or battery leakage, theft, blown fuse, or improper use of any electrical source, damage caused by computer or internet viruses, bugs, worms, Trojan Horses, cancelbots or damage caused by the connection to other products not recommended for interconnection by TracFone.

c) TracFone was not advised in writing by the Consumer of the alleged defect or malfunction of the Product within fourteen (14) days after the expiration of the applicable limited warranty period.

d) The Product serial number plate or the enhancement data code has been removed, defaced or altered.

e) The defect or damage was caused by viruses or other software problems introduced into the Product.

(7) TracFone does not warrant uninterrupted or error-free operation of the Product or Service.

(8) TRACFONE EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR USE. THE FOREGOING LIMITED WARRANTY IS THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TRACFONE SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF ANTICIPATED BENEFITS OR PROFITS, LOSS OF SAVINGS OR REVENUE, LOSS OF DATA, PUNITIVE DAMAGES, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT OR FACILITIES, DOWNTIME, THE CLAIMS OF ANY THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY, RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT, OR ANY OTHER LEGAL OR EQUITABLE THEORY, EVEN IF TRACFONE KNEW OF THE LIKELIHOOD OF SUCH DAMAGES. TRACFONE SHALL NOT BE LIABLE FOR DELAY IN RENDERING SERVICE UNDER THE LIMITED WARRANTY, LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS RETURNED FOR REPLACEMENT OR WARRANTY SERVICE OR FOR THE LOSS OR UNAUTHORIZED USE OF CUSTOMER PASSWORDS, PERSONAL INFORMATION, CONTACTS, PICTURES, VIDEOS, APPLICATIONS, MUSIC, RINGTONES OR OTHER CONTENT.

(9) Some states do not allow the exclusion or limitation of incidental and consequential damages, so certain of the above limitations or exclusions may not apply to you (the Consumer). This limited warranty gives the Consumer specific legal rights and the Consumer may also have other rights which vary from state to state.

(10) TracFone neither assumes nor authorizes any authorized service center or any other person or entity to assume for it any other obligation or liability beyond that which is expressly provided for in this limited warranty including the provider or seller of any extended warranty or service agreement.

(11) This is the entire warranty between TracFone and the Consumer, and supersedes all prior and contemporaneous agreements or understandings, oral or written, relating to the Product, and no representation, promise or condition not contained herein shall modify these terms.

14. DISCLAIMER OF WARRANTIES: EXCEPT FOR THE LIMITED WARRANTY SET FORTH IN THESE TERMS AND CONDITIONS, AND TO THE EXTENT PERMITTED BY LAW, TRACFONE SERVICES AND DEVICES ARE PROVIDED ON AN "AS IS" AND "WITH ALL FAULTS" BASIS AND WITHOUT WARRANTIES OF ANY KIND. WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICE OR YOUR DEVICE.

15. LIMITATION OF LIABILITY: TracFone will not be liable to you for any indirect, special, incidental, consequential, exemplary or punitive damages of any kind, including lost profits (regardless of whether it has been notified such loss may occur) by reason of any act or omission in its provision of equipment and Services. TracFone will not be liable for any act or omission of any other company furnishing a part of our Services or any equipment or for any damages that result from any Service or equipment provided by or manufactured by third parties.


16. INDEMNIFICATION: You agree to indemnify and hold harmless TracFone from any and all liabilities, penalties, claims, causes of action, and demands brought by third parties (including the costs, expenses, and attorneys' fees on account thereof) resulting from your use of a TRACFONE and/or TracFone Services including with a BYOP device, whether based in contract or tort (including strict liability) and regardless of the form of action.

17. DISPUTE RESOLUTION: You agree that you will first contact us with any dispute and provide a written description of the nature of the dispute, all relevant documents and other information concerning the dispute and your proposed resolution before taking any formal action. If we are unable to reach a resolution of your dispute within 60 days of your notice to us, you agree that instead of filing a lawsuit or small claims action in a court of law, you will submit the dispute to binding arbitration as set forth in this provision. You may forward your dispute to: TracFone Wireless, Inc., Attn: Dispute Resolution Department, 9700 NW 112 Avenue, Miami, FL 33178.

BINDING ARBITRATION: PLEASE READ THIS SECTION CAREFULLY AS IT AFFECTS RIGHTS THAT YOU MAY OTHERWISE HAVE. IT PROVIDES FOR RESOLUTION OF ALL DISPUTES AND CLAIMS (INCLUDING ONES THAT ALREADY ARE THE SUBJECT OF LITIGATION) EXCEPT FOR CLAIMS CONCERNING THE UNAUTHORIZED SALE, EXPORT, ALTERATION AND/OR TAMPERING OF YOUR TRACFONE, ITS SOFTWARE, THE SERVICE AND/OR PIN NUMBERS, THROUGH ARBITRATION INSTEAD OF SUING IN COURT IN THE EVENT THE PARTIES ARE UNABLE TO RESOLVE A DISPUTE OR CLAIM. ARBITRATION IS BINDING AND SUBJECT TO ONLY A VERY LIMITED REVIEW BY A COURT. THIS ARBITRATION CLAUSE SHALL SURVIVE TERMINATION OF TRACFONE'S AGREEMENT WITH YOU. This provision is intended to encompass all disputes or claims arising out of your relationship with TracFone, arising out of or relating to the Service or any equipment used in connection with the Service (whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory). Nothing contained in this arbitration provision shall preclude TracFone from bringing claims concerning the unauthorized sale, export, alteration, and/or tampering of your TRACFONE, its software, the Service and/or PIN numbers in state or federal court. References to you and TracFone include our respective subsidiaries, affiliates, predecessors in interest, successors, and assigns. All claims will be resolved by binding arbitration where permitted by law. You must first present any claim or dispute to TracFone by contacting our Executive Resolution Department (as indicated above) to allow an opportunity to resolve the dispute prior to initiating arbitration. The arbitration of any dispute or claim shall be conducted in accordance with the American Arbitration Association ("AAA") under the Commercial Dispute Resolution Procedures and the Supplementary Procedures for Consumer Related Disputes (collectively "AAA Rules"), as modified by this agreement. The AAA Rules are available online at www.adr.org or by calling the AAA a 1-800-778-7879. You and TracFone agree that use of the Service evidences a transaction in interstate commerce and this arbitration provision will be interpreted and enforced in accordance with the Federal Arbitration Act and federal arbitration law. You and TracFone agree that any arbitration will be conducted on an individual basis and not on a consolidated, class wide or representative basis. Further, you agree that the arbitrator may not consolidate proceedings or more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If the preclusion of consolidated, class wide or representative proceedings is found to be unenforceable, then this entire arbitration clause shall be null and void. All fees and expenses of arbitration will be divided between you and TracFone in accordance with the WIA Rules, except that TracFone will reimburse you for the amount of the filing fee in the event you prevail in the arbitration. Each party will bear the expenses of its own counsel, experts, witnesses, and preparation and presentation of evidence. If for any reason this arbitration provision is deemed inapplicable or invalid, or to the extent this arbitration provision allows for litigation of disputes in court, you waive to the fullest extent permitted by law, (i) the right to a trial by jury and (ii) any claims for punitive or exemplary damages. Unless TracFone and you agree otherwise, the location of any arbitration shall be in the state where You reside or in Miami, Florida. Either or both parties may participate in the proceedings by telephone. TracFone and You agree that no arbitrator has the authority to award punitive damages or any other damages not measured by the prevailing party's actual damages. Neither You nor TracFone shall disclose the existence, contents, or results of any arbitration except to the extent required by law. Judgment on the award rendered may be entered by any court having jurisdiction thereof.

18. GOVERNING LAW: This Agreement shall be construed under the laws of the state in which you, the customer, reside, without regard to the state's choice of law rules, except for the arbitration provision contained in these Terms, which will be governed by the Federal Arbitration Act.

19. PRIVACY POLICY: To view the TracFone Privacy Policy, refer to the TracFone website found at tracfone.com.

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Updated 11/14/2013

Please read and observe the following information for safe and proper use of your phone and to prevent damage.

WARNING! This product contains chemicals known to the State of California to cause cancer and birth defects or reproductive harm.

Wash hands after handling.

Caution: Violation of the instructions may cause minor or serious damage to the product.

- For your safety, do not remove the battery incorporated in the product.
- Do not disassemble or open crush, bend or deform, puncture or shred.
- Repairs under warranty, at LG's option, may include replacement parts or boards that are either new or reconditioned, provided that they have functionality equal to that of the parts being replaced.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Avoid dropping the phone. If the phone is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- For those host devices that utilize a USB port as a charging source, the host device's user manual shall include a statement that the phone shall only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.

Charger and Adapter Safety

- The charger and adapter are intended for indoor use only.
- Insert the battery pack charger vertically into the wall power socket.
- Unplug the power cord and charger during lightning storms to avoid electric shock or fire.
- Use the correct adapter for your phone when using the battery pack charger abroad.

Battery Information and Care

- Please read the manual of specified charger about charging method.
- Do not damage the power cord by bending, twisting, or heating. Do not use the plug if it is loose as it may cause electric shock or fire. Do not place any heavy items on the power cord. Do not allow the power cord to be crimped as it may cause electric shock or fire.
- Unplug the power cord prior to cleaning your phone, and clean the power plug pin when it's dirty. When using the power plug, ensure that it's firmly connected. If not, it may cause excessive heat or fire. If you put your phone in a pocket or bag without covering the receptacle of the phone (power plug pin), metallic articles (such as a coin, paperclip or pen) may short-circuit the phone. Short-circuit of the terminal may damage the battery and cause an explosion. Always cover the receptacle when not in use.
- Never store your phone in temperature less than -20°C/-4°F or greater than 50°C/122 °F.
- Charging temperature range is between 0°C/32°F and 45°C /113 °F. Do not charge the battery out of recommended temperature range. Charging out of recommended range might cause the generating heat or serious damage of battery. And also, it might cause the deterioration of battery's characteristics and cycle life.
- The battery pack has protection circuit to avoid the danger. Do not use near places that can generate static electricity more than 100V which could damage the protection circuit. Damaged protection circuits may generate smoke, rupture or ignite.
- When using the battery for the first time, if it emits a bad smell, you see rust on it, or anything else abnormal, do not use the equipment and bring the battery to the shop which it was bought.
- Do not handle the phone with wet hands while it is being charged. It may cause an electric shock or seriously damage your phone.
- Do not place or answer calls while charging the phone as it may shortcircuit the phone and/or cause electric shock or fire.
- Do not use harsh chemicals (such as alcohol, benzene, thinners, etc.) or detergents to clean your phone. This could cause a fire.



- Always unplug the charger from the wall socket after the phone is fully charged to save unnecessary power consumption of the charger.

Care and Maintenance

Your mobile device is a product of superior design and craftsmanship and should be treated with care. The suggestions below will help you fulfill any warranty obligations and allow you to enjoy this product for many years:

Keep your Mobile Device away from:

Liquids of any kind

Keep the mobile device dry. Precipitation, humidity, and liquids contain minerals that will corrode electronic circuits. If the mobile device does get wet, do not accelerate drying with the use of an oven, microwave, or dryer, because this may damage the mobile device and could cause a fire or explosion. Do not use the mobile device with a wet hand. Doing so may cause an electric shock to you or damage to the mobile device.

Extreme heat or cold

- Avoid temperatures below 0°C /32°F or above 45°C /113°F.
- Use your phone in temperatures between 0°C /32°F and 40°C /104°F, if possible. Exposing your phone to extremely low or high temperatures may result in damage, malfunction, or even explosion.

Microwaves

Do not try to dry your mobile device in a microwave oven. Doing so may cause a fire or explosion.

Dust and dirt

Do not expose your mobile device to dust, dirt, or sand.

Sunscreen lotion

Do not expose or wear your device to any liquid like sunscreen lotion. Doing so may cause your device to or damage to the mobile device.

Cleaning solutions

Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the mobile device. Wipe it with a soft cloth lightly dampened in a mild soap-and-water solution.

Shock or vibration

Do not drop, knock, or shake the mobile device. Rough handling can break internal circuit boards.

Paint

Do not paint the mobile device. Paint can clog the device's moving parts or ventilation openings and prevent proper operation.

General Notice

- An emergency call can be made only within a service area. For an emergency call, make sure that you are within a service area and that the phone is turned on.
- Do not place items containing magnetic components such as a credit card, phone card, bank book, or subway ticket near your phone. The magnetism of the phone may damage the data stored in the magnetic strip.
- Talking on your phone for a long period of time may reduce call quality due to heat generated during use.
- When the phone is not used for a long period time, store it in a safe place with the power cord unplugged.
- Using the phone in proximity to receiving equipment (i.e., TV or radio) may cause interference to the phone.
- Do not use the phone if the antenna is damaged. If a damaged antenna contacts skin, it may cause a slight burn. Please contact an LG Authorized Service Center to replace the damaged antenna.

- The data saved in your phone might be deleted due to careless use, repair of the phone, or upgrade of the software. Please backup your important phone numbers. (Ringtones, text messages, voice messages, pictures, and videos could also be deleted.) The manufacturer is not liable for damage due to the loss of data.
- When you use the phone in public places, set the ringtone to vibration so you don't disturb others.
- Do not turn your phone on or off when putting it to your ear.
- Your phone is an electronic device that generates heat during normal operation. Extremely prolonged, direct skin contact in the absence of adequate ventilation may result in discomfort or minor burns. Therefore, use care when handling your phone during or immediately after operation. Use accessories, such as earphones and headsets, with caution. Ensure that cables are tucked away safely and do not touch the antenna unnecessarily.

Part 15.19 statement

This device complies with part 15 of FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that causes undesired operation.

Bodily Contact During Operation

This device was tested for typical use with the back of the phone kept 0.59 inches (1.5 cm) from the body. To comply with FCC RF exposure requirements, a minimum separation distance of 0.59 inches (1.5 cm) must be maintained between the user's body and the back of the phone. Third-party belt-clips, holsters, and similar accessories containing metallic components may not be used. Avoid the use of accessories that cannot maintain 0.59 inches (1.5 cm) distance between the user's body and the back of the phone and have not been tested for compliance with FCC RF exposure limits.

Consumer Information About Radio Frequency Emissions

Your wireless phone, which contains a radio transmitter and receiver, emits radio frequency energy during use. The following consumer information addresses commonly asked questions about the health effects of wireless phones.

Are wireless phones safe?

Scientific research on the subject of wireless phones and radio frequency ("RF") energy has been conducted worldwide for many years, and continues. In the United States, the Food and Drug Administration ("FDA") and the Federal Communications Commission ("FCC") set policies and procedures for wireless phones. The FDA issued a website publication on health issues related to cell phone usage where it states, "The scientific community at large...believes that the weight of scientific evidence does not show an association between exposure to radiofrequency (RF) from cell phones and adverse health outcomes. Still the scientific community does recommend conducting additional research to address gaps in knowledge. That research is being conducted around the world and FDA continues to monitor developments in this field. You can access the joint FDA/FCC website at <http://www.fda.gov> (under "c" in the subject index, select Cell Phones > Research). You can also contact the FDA toll-free at (888) 463-6332 or (888) INFO-FDA. In June 2000, the FDA entered into a cooperative research and development agreement through which additional scientific research is being conducted. The FCC issued its own website publication stating that "there is no scientific evidence that proves that wireless phone usage can lead to cancer or a variety of other problems, including headaches, dizziness or memory loss." This publication is available at <http://www.fcc.gov/cgb/cellular.html> or through the FCC at (888) 225-5322 or (888) CALL-FCC.

What does "SAR" mean?

In 1996, the FCC, working with the FDA, the U.S. Environmental Protection Agency, and other agencies, established RF exposure safety guidelines for wireless phones in the United States. Before a wireless phone model is available for sale to the public, it must be tested by the manufacturer and certified to the FCC that it does not exceed limits established by the FCC. One of these limits is expressed as a Specific Absorption Rate, or "SAR." SAR is a measure of the rate of absorption of RF energy in the body. Tests for SAR are conducted

with the phone transmitting at its highest power level in all tested frequency bands. Since 1996, the FCC has required that the SAR of handheld wireless phones not exceed 1.6 watts per kilogram, averaged over one gram of tissue. Although the SAR is determined at the highest power level, the actual SAR value of a wireless phone while operating can be less than the reported SAR value. This is because the SAR value may vary from call to call, depending on factors such as proximity to a cell site, the proximity of the phone to the body while in use, and the use of hands-free devices. For more information about SARs, see the FCC's OET Bulletins 56 and 65 at http://www.fcc.gov/Bureaus/Engineering_Technology/Documents/bulletins or visit the Cellular Telecommunications Industry Association website at http://www.ctia.org/consumer_info/index.cfm/AID/10371. You may also wish to contact the manufacturer of your phone.

Can I minimize my RF exposure?

If you are concerned about RF, there are several simple steps you can take to minimize your RF exposure. You can, of course, reduce your talk time. You can place more distance between your body and the source of the RF, as the exposure level drops off dramatically with distance. The FDA/FCC website states that "hands-free kits can be used with wireless phones for convenience and comfort. These systems reduce the absorption of RF energy in the head because the phone, which is the source of the RF emissions, will not be placed against the head. On the other hand, if the phone is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless phones marketed in the U.S. are required to meet safety requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit." Also, if you use your wireless phone while in a car, you can use a phone with an antenna on the outside of the vehicle. You should also read and follow your wireless phone manufacturer's instructions for the safe operation of your phone.

Do wireless phones pose any special risks to children?

The FDA/FCC website states that "the scientific evidence does not show a danger to users of wireless communication devices, including children." The FDA/FCC website further states that "some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all". For example, the Stewart Report from the United Kingdom ["UK"] made such a recommendation in December 2000. In this report a group of independent experts noted that no evidence exists that using a cell phone causes brain tumors or other ill effects. [The UK's] recommendation to limit cell phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists. A copy of the UK's leaflet is available at <http://www.dh.gov.uk> (search "mobile"), or you can write to: NRPB, Chilton, Didcot, Oxon OX11 0RQ, United Kingdom. Copies of the UK's annual reports on mobile phones and RF are available online at www.iegmp.org.uk and <http://www.hpa.org.uk/radiation/> (search "mobile"). Parents who wish to reduce their children's RF exposure may choose to restrict their children's wireless phone use.

Where can I get further information about RF emissions?

For further information, see the following additional resources (websites current as of April 2005):

U.S. Food and Drug Administration

FDA Consumer magazine November- December 2000

Telephone: (888) INFOFDA <http://www.fda.gov>

(Under "c" in the subject index, select Cell Phones > Research.)

U.S. Federal Communications Commission

445 12th Street, S.W. Washington, D.C. 20554

Telephone: (888) 225-5322

<http://www.fcc.gov/oet/rfsafety>

Independent Expert Group on Mobile Phones

<http://www.iegmp.org.uk>

Royal Society of Canada Expert Panels on Potential Health Risks of Radio Frequency Fields from Wireless Telecommunication Devices

283 Sparks Street Ottawa, Ontario K1R 7X9 Canada

Telephone: (613) 991-6990

http://www.rsc.ca/index.php?page=Expert_Panels_RF&Lang_id=120

World Health Organization

Avenue Appia 20 1211 Geneva 27 Switzerland

Telephone: 011 41 22 791 21 11

<http://www.who.int/mediacentre/factsheets/fs193/en/>

International Commission on Non- Ionizing

Radiation Protection c/o Bundesamt für Strahlenschutz Ingolstaedter Landstr. 1 85764 Oberschleissheim Germany

Telephone: 011 49 1888 333 2156

<http://www.icnirp.de>

American National Standards Institute

1819 L Street, N.W., 6th Floor Washington, D.C. 20036

Telephone: (202) 293-8020

<http://www.ansi.org>

National Council on Radiation Protection and Measurements

7910 Woodmont Avenue, Suite 800 Bethesda, MD 20814-3095

Telephone: (301) 657-2652 <http://www.ncrponline.org>

Engineering in Medicine and Biology Society, Committee on Man and Radiation (COMAR) of the Institute of Electrical and Electronics Engineers

<http://ewh.ieee.org/soc/embs/comar/>

TIA Safety Information

The following is the complete TIA Safety Information for wireless handheld phones.

Exposure to Radio Frequency Signal

Your wireless handheld portable phone is a low power radio transmitter and receiver. When ON, it receives and sends out Radio Frequency (RF) signals. In August, 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for handheld wireless phones. Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

ANSI C95.1 (1992)

*NCRP Report 86 (1986)

ICNIRP (1996)

*American National Standards Institute; National Council on Radiation Protection and Measurements; International Commission on Non-Ionizing Radiation Protection Those standards were based on comprehensive and periodic evaluations of the relevant scientific literature. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the ANSI Standard (C95.1). The design of your phone complies with the FCC guidelines (and those standards).

Antenna Care

Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the phone and may violate FCC regulations.

Phone Operation

NORMAL POSITION: Hold the phone as you would any other telephone with the antenna pointed up and over your shoulder.

Tips on Efficient Operation

For your phone to operate most efficiently: Don't touch the antenna unnecessarily when the phone is in use. Contact with the antenna affects call quality and may cause the phone to operate at a higher power level than otherwise needed.

Electronic Devices

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless phone.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six (6) inches be maintained between a handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers:

- Should ALWAYS keep the phone more than six (6) inches from their pacemaker when the phone is turned ON;
- Should not carry the phone in a breast pocket;
- Should use the ear opposite the pacemaker to minimize the potential for interference;
- Should turn the phone OFF immediately if there is any reason to suspect that interference is taking place.

Hearing Aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your service provider (or call the customer service line to discuss alternatives).

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Health Care Facilities

Turn your phone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may use equipment that could be sensitive to external RF energy.

Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

Posted Facilities

Turn your phone OFF in any facility where posted notices so require.

Aircraft

FCC regulations prohibit using your phone while in the air. Switch OFF your phone before boarding an aircraft.

Blasting Areas

To avoid interfering with blasting operations, turn your phone OFF when in a "blasting area" or in areas posted: "Turn off two-way radio". Obey all signs and instructions.


Potentially Explosive Atmosphere

Turn your phone OFF when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Areas with a potentially explosive atmosphere are often, but not always marked clearly. 10 Potential areas may include: fueling areas (such as gasoline stations); below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles (such as grain, dust, or metal powders); and any other area where you would normally be advised to turn off your vehicle engine.

For Vehicles Equipped with an Air Bag

An air bag inflates with great force. DO NOT place objects, including either installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

FDA Consumer Update

 The U.S. Food and Drug Administration's Center for Devices and Radiological Health Consumer Update on Mobile Phones:

1. Do wireless phones pose a health hazard?

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, however, that wireless phones are absolutely safe. Wireless phones emit low levels of Radio Frequency (RF) energy in the microwave range while being used. They also emit very low levels of RF when in idle mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

2. What is the FDA's role concerning the safety of wireless phones?

Under the law, the FDA does not review the safety of radiation-emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless phones are shown to emit Radio Frequency (RF) energy at a level that is hazardous to the user. In such a case, the FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace, or recall the phones so that the hazard no longer exists. Although the existing scientific data does not justify FDA regulatory actions, the FDA has urged the wireless phone industry to take a number of steps, including the following:

- Support needed research into possible biological effects of RF of the type emitted by wireless phones;
- Design wireless phones in a way that minimizes any RF exposure to the user that is not necessary for device function; and
- Cooperate in providing users of wireless phones with the best possible information on possible effects of wireless phone use on human health.

The FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Occupational Safety and Health Administration
- National Telecommunications and Information Administration The National Institutes of Health participates in some interagency working group activities, as well.

The FDA shares regulatory responsibilities for wireless phones with the Federal Communications Commission (FCC). All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. The FCC relies on the FDA and other health agencies for safety questions about wireless phones. The FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than do the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless phones. Base stations are thus not the subject of the safety questions discussed in this document.

3. What kinds of phones are the subject of this update?

The term “wireless phone” refers here to handheld wireless phones with built-in antennas, often called “cell”, “mobile”, or “PCS” phones. These types of wireless phones can expose the user to measurable Radio Frequency (RF) energy because of the short distance between the phone and the user’s head. These RF exposures are limited by FCC safety guidelines that were developed with the advice of the FDA and other federal health and safety agencies. When the phone is located at greater distances from the user, the exposure to RF is drastically lower because a person’s RF exposure decreases rapidly with increasing distance from the source. The so-called “cordless phones,” which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures far below the FCC safety limits.

4. What are the results of the research done already?

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of Radio Frequency (RF) energy exposures characteristic of wireless phones have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals 12 that had been genetically engineered or treated with cancer-causing chemicals so as to be pre-disposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless phones, so we do not know with certainty what the results of such studies mean for human health. Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless phones and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless phone RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period of phone use in these studies was around three years.

5. What research is needed to decide whether RF exposure from wireless phones poses a health risk?

A combination of laboratory studies and epidemiological studies of people actually using wireless phones would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, 166 very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but ten or more years followup may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop — if they do — may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless phones. Many factors affect this measurement, such as the angle at which the phone is held, or which model of phone is used.

6. What is the FDA doing to find out more about the possible health effects of wireless phone RF?

The FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to Radio Frequency (RF) energy. The FDA has been a leading participant in the World Health Organization International Electro Magnetic Fields (EMF) Project since its inception in 1996. An influential result

of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The project has also helped develop a series of public information documents on EMF issues. The FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research And Development Agreement (CRADA) to do research on wireless phone safety. 13 The FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts with independent investigators. The initial research will include both laboratory studies and studies of wireless phone users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

7. How can I find out how much Radio Frequency energy exposure I can get by using my wireless phone?

All phones sold in the United States must comply with Federal Communications Commission (FCC) guidelines that limit Radio Frequency (RF) energy exposures. The FCC established these guidelines in consultation with the FDA and the other federal health and safety agencies. The FCC limit for RF exposure from wireless phones is set at a Specific Absorption Rate (SAR) of 1.6 watts per kilogram (1.6 W/kg). The FCC limit is consistent with the safety standards developed by the Institute of Electrical and Electronic Engineering (IEEE) and the National Council on Radiation Protection and Measurement. The exposure limit takes into consideration the body’s ability to remove heat from the tissues that absorb energy from the wireless phone and is set well below levels known to have effects. Manufacturers of wireless phones must report the RF exposure level for each model of phone to the FCC. The FCC website (<http://www.fcc.gov/et/ofsafety>) gives directions for locating the FCC identification number on your phone so you can find your phone’s RF exposure level in the online listing.

8. What has the FDA done to measure the Radio Frequency energy coming from wireless phones?

The Institute of Electrical and Electronic Engineers (IEEE) is developing a technical standard for measuring the Radio Frequency (RF) energy exposure from wireless phones and other wireless handsets with the participation and leadership of FDA scientists and engineers. The standard, “Recommended Practice for Determining the Spatial-Peak Specific Absorption Rate (SAR) in the Human Body Due to Wireless Communications Devices: Experimental Techniques”, sets forth the first consistent test methodology for measuring the rate at which RF is deposited in the heads of wireless phone users. The test method uses a tissue-simulating model of the human head. Standardized SAR test methodology is expected to greatly improve the consistency of measurements made at different laboratories on the same phone. SAR is the measurement of the amount of energy absorbed in tissue, either by the whole body or a small part of the body. It is measured in watts/kg (or milliwatts/g) of matter. This measurement is used to determine whether a wireless phone complies with safety guidelines.

9. What steps can I take to reduce my exposure to Radio Frequency energy from my wireless phone?

If there is a risk from these products — and at this point we do not know that there is — it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to Radio Frequency (RF) energy. Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless phone will reduce RF exposure. If you must conduct extended conversations by wireless phone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a headset and carry the wireless phone away from your body or use a wireless phone connected to a remote antenna. Again, the scientific data does not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless phone use.

10. What about children using wireless phones?

The scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to Radio Frequency (RF) energy, the measures described above would apply to children and teenagers using wireless phones. Reducing the time of wireless phone use and increasing the distance between the user and the RF source will reduce RF exposure. Some groups sponsored by other

national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

11. What about wireless phone interference with medical equipment?

Radio Frequency (RF) energy from wireless phones can interact with some electronic devices. For this reason, the FDA helped develop a detailed test method to measure Electro Magnetic Interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless telephones. This test method is now part of a standard sponsored by the Association for the Advancement of Medical Instrumentation (AAMI). The final draft, a joint effort by the FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless phone EMI. The FDA has tested hearing aids for interference from handheld wireless phones 15 and helped develop a voluntary standard sponsored by the Institute of Electrical and Electronic Engineers (IEEE). This standard specifies test methods and performance requirements for hearing aids and wireless phones so that no interference occurs when a person uses a "compatible" phone and a "compatible" hearing aid at the same time. This standard was approved by the IEEE in 2000. The FDA continues to monitor the use of wireless phones for possible interactions with other medical devices. Should harmful interference be found to occur, the FDA will conduct testing to assess the interference and work to resolve the problem.

12. Where can I find additional information?

For additional information, please refer to the following resources:

- **Federal Communications Commission (FCC) RF Safety Program** (<http://www.fcc.gov/oet/rfsafety>)
- **International Commission on Non-Ionizing Radiation Protection** (<http://www.icnirp.de>)
- **World Health Organization (WHO) International EMF Project** (<http://www.who.int/emf>)
- **National Radiological Protection Board (UK)** (<http://www.hpa.org.uk/radiation/>)

Driving

Check the laws and regulations on the use of wireless phones in the areas where you drive and always obey them. Also, if using your phone while driving, please observe the following:

- Give full attention to driving -- driving safely is your first responsibility;
- Use hands-free operation, if available;
- Pull off the road and park before making or answering a call if driving conditions or the law require it.

Consumer Information on SAR (Specific Absorption Rate)

This model phone meets the Government's requirements for exposure to radio waves. Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These FCC exposure limits are derived from the recommendations of two expert organizations, the National Council on Radiation Protection and Measurement (NCRP) and the Institute of Electrical and Electronic Engineers (IEEE). In both cases, the recommendations were developed by scientific and engineering experts drawn from industry, government, and academia after extensive reviews of the scientific literature related to the biological effects of RF energy.

The exposure limit for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR is a measure of the rate of absorption of RF energy by the human body expressed in units of watts per kilogram (W/kg). The FCC requires wireless phones to comply with a safety limit of 1.6 watts per kilogram (1.6 W/kg). The FCC exposure limit incorporates a 16 substantial margin of safety to give additional protection to the public and to account for any variations in measurements. Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands.

Although SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. Because the phone is designed to operate at multiple power levels to use only the power required to reach the network, in general, the closer you are to a wireless base station antenna, the lower the power output. Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. The highest SAR value for this model phone when tested for use at the ear is 1.12 W/kg and when worn on the body, as described in this user's manual, is 0.94 W/kg. While there may be differences between SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/ea/fccid/> after searching on FCC ID ZNF306G.

To find information that pertains to a particular model phone, this site uses the phone FCC ID number which is usually printed somewhere on the case of the phone. Sometimes it may be necessary to remove the battery pack to find the number. Once you have the FCC ID number for a particular phone, follow the instructions on the website and it should provide values for typical or maximum SAR for a particular phone. Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) website at <http://www.ctia.org/> *In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

Part 15.105 statement

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: - Reorient or relocate the receiving antenna. - Increase the separation between the equipment and receiver. - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. - Consult the dealer or an experienced radio/TV technician for help. *Service not available everywhere. *Information subject to change.

Part 15.21 statement

Changes or modifications that are not expressly approved by the manufacturer could void the user's authority to operate the equipment.