

## *Welcome to Nextel*

Thank you for choosing Nextel as your wireless digital communications provider. The Nextel i390 is one of the most sophisticated digital cellular phones available today, offering you a range of unique, state-of-the-art features.

This guide contains all the information you'll need to take full advantage of your Nextel Phone service, including:

- Digital cellular calling for crystal-clear connections and built-in call security.
- Nextel Direct Connect<sup>SM</sup>, an exclusive feature that lets you communicate instantly with one or more co-workers at a fraction of the cost of cellular.
- Voice Mail to keep you from missing important calls.
- Text and Numeric Paging to help you stay connected — even when you don't have time to talk on the phone.

You'll also find details on other important Nextel features, like the all-digital national network ... no roaming fees ... one-second call rounding after the first minute ... flat-rate long distance pricing anywhere in the continental U.S. ... and no landline connection charges.

So take a moment to look over your guide. The further you read, the more you'll agree that Nextel is the right choice for you and your business.

For more information about Nextel or to view this guide via the web, visit us at [www.nextel.com](http://www.nextel.com).

### Questions?

Call Nextel Customer Care at 1-800-639-6111,  
or dial 611 on your Nextel Phone.

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## Learn to use your Nextel Phone in just minutes!

We've prepared this guide as a quick and easy way for you to begin enjoying your new Nextel Phone. By reading it now, you'll be able to take full advantage of all the benefits your Nextel service provides for you and your company.

We've also attached a handy *Reference Guide ...* to help you get started on your Nextel Phone right away. You can always consult this guide later for more in-depth information.

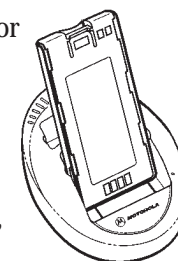
### Activating your Phone

Before you can begin using your Nextel Phone, you'll need to activate your service. If there is a separate activation sheet in this package, simply follow the step-by-step instructions included. Or, if you purchased your phone through a Nextel Sales Representative, your phone should be active already. However, if your display reads "No Service" or doesn't change from "Please Wait" when you turn your phone on, call Nextel Customer Care at 1-800-639-6111.

Note to first-time users: To properly register on the network, you must turn your Nextel Phone on in your local calling area prior to traveling.

### Charging your Battery

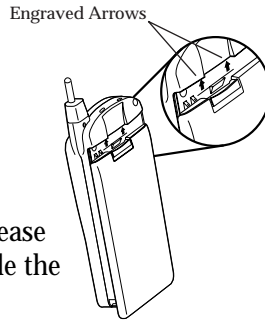
You should charge your Nextel Phone's battery for at least 16 hours before initial use. This allows it to achieve maximum capacity and life. After the initial charging, your battery can be charged more quickly.



To charge the battery that came with your phone, place it in the charger as illustrated. You can also place your Nextel Phone in the charger with the battery attached. Make sure your phone is turned OFF. The battery is fully charged when the charger display light turns solid green, 80% charged when it blinks green and less than 80% charged when the display light is red.

## Attaching your Battery


To attach the charged battery to your portable phone, align the battery with the engraved arrows on the phone. Slide the battery upward until you hear a click.



## Detaching your Battery


To detach the battery, pull back on the release button near the top of the battery and slide the battery downward.


## Turning your phone ON or OFF at the touch of a button!

Once your battery is fully charged, turn on your Nextel Phone by simply pressing the  button once. A set of symbols and squares will appear briefly on your display, followed by the message “Please Wait” and your phone number.


Within several seconds, your phone will sign on to the Nextel National Network and “Phone Ready” will appear in the display area. Now you’re ready to make and receive calls!


As you turned on your Nextel Phone, you may have noticed a light flashing next to the  button. It’s an indicator that shows you the status of your connection at a glance.

*HINT: In the upper-left corner of your phone’s display screen, you will see an indicator  that shows the signal strength. An antenna and six bars mean you have a strong, clear signal.*

Flashing Red:	Your phone is signing on to the Nextel National Network. Please wait.
Solid Red:	Your phone cannot sign on. Keep your phone on and it will continue trying to register every two minutes. If this continues for 15 minutes or longer, call Nextel Customer Care at 1-800-639-6111.*
Flashing Green:	Your phone is ready to use. You’re on the Nextel National Network!
Solid Green:	Your phone is currently being used. Check to make sure you’ve hung up by pushing the  button once.





\* If you are not in a coverage area, you will also see a solid red light.

*HINT: In the upper-right corner of your phone’s display screen, you will find your battery strength indicator  that shows the remaining charge in your battery. Three bars mean your battery is fully charged. The symbol will flash when you have less than five minutes of talk time and your phone will chirp.*

Turning your Nextel Phone off is as easy as turning it on. Just press and hold the  button until the phone displays “Powering Off”. That’s all there is to it! (Don’t forget to switch or recharge your battery if necessary.)

## Making and receiving calls is simple! Here's how ...

### Making a call













To make a call, use the keypad to dial the phone number. Be sure to use 1 + area code when placing calls outside your local calling area. If you make a mistake, use the  key to move back one digit, or press the  key under "Cancel" to start over. When you're finished, press  to make the call. To end a call, press .




### Receiving and ending a call

When your Nextel Phone rings, your screen will display "Incoming Phone Call." To answer the call press , any key 0 through 9,  or . Press  to hang up.








### Simple steps for programming your Nextel Phone List

In addition to dialing directly, you can program your Nextel Phone with the names and numbers of up to 100 people you call frequently. To set up your names and numbers, just follow the simple steps below.

1. Press , , , .
2. Press  under "Ok."
3. Press  under "Ok" to add entry.
4. Enter the number and press  under "Store."
5. Enter the name you want associated with this number. For example, to enter the name Tim:
  - For the letter T, press the  key once.
  - Press the  key to move to the next letter.
  - For the letter I, press the  key three times until the I blinks on the display.
  - Press the  key to move to the next letter.
  - For the letter M, press the  key once.




6. Once the name is entered, press  under "Store."
7. Enter the Phone List number you want for this number or accept the default number that is displayed.
8. Press  under "Store."
9. When you have entered all the new numbers that you want, press  under "Exit."
10. Press "Exit" again to return to the "Phone Ready" screen.






You can also edit or erase a Phone List entry. Here's how:




1. Press , , , .
2. Press  under "Ok."
3. To edit, press  once. To erase, press  twice.
4. Follow the prompts on the phone.

**Phone List dialing made easy!**


To find the name or number you want to call, start from the “Phone Ready” mode and ...

Press the  and  keys to scroll through your pre-programmed list of names/numbers. (Press  to place the call.)


Or, press the  key until you see the “Name” option, then press the  under “Name.” On the numeric keypad, press the first letter of the person’s name you wish to call. Continue to press the key to select the desired letter. Then press the  and  keys to scroll through the list. (Press  to place the call.)

Or, press the  key until you see “Spd#.” Then press  under “Spd#” and enter the speed dial number you assigned (1-100). (Press  to place the call.)

**Save time with Last Number Redial.**

If you ever need to redial the last number you called, just press .

**System busy? Just use Automatic Redial!**












If you ever receive a “System Busy, Try Later” message on your Nextel Phone, simply press  and it will automatically redial the last number you dialed. When you hear a ring, you will know your call is going through.

*HINT: To adjust the volume of your earpiece, use the buttons on the side of your Nextel Phone. The top button increases the volume and the bottom one decreases it.*

*EXTRA HINT: These buttons can also be used to adjust the ring volume when you’re receiving a call. For further information on setting your ringer volume, please refer to the Programming Menu section.*

**Selecting call notification****Choose from nine ring styles**

With your Nextel Phone, you even have a choice on how you’d like to be notified of incoming calls. Your Nextel Phone features nine selectable ring styles.

1. Press , , ,  to quickly access the Programming Menu item for ring style selection. The display will show your current selection.
2. Press  under “Ok.”
3. Press the  and  keys to scroll through the available ring styles. Then, press the volume  and  keys on the side of your phone to listen to your selected ring style.
4. Press  under “Ok” to select the current ring style shown in your display or press  under “Cancel” to leave the ring style unchanged.
5. Press “Exit” after you select one of the options.

## Changing the display language: Choose from English, Spanish or Portuguese!

You can customize your Nextel Phone to display menus in English, Spanish or Portuguese (the built-in default setting is English).

To set or change the display language:

1. Press **\***, **#**, **7PQRS**, **0** to quickly access the Programming Menu item associated with multi-language support.
2. Press **0** under “Ok.”
3. Press **◀** or **▶** to scroll through the language options.
4. Press **0** under “Cancl” at any time to retain the current language selection.

Or ...

Press **0** under “Ok” to select the language shown on the display. The text will immediately change to your selected language.

5. Press **0** under “Exit” (or “Salir” in Spanish or “Sair” in Portuguese) to exit this mode.

Note: If an incorrect language is selected, press **\*** **#** **7PQRS** **0** and follow the directions above.

Using the Programming Menu to personalize your phone

Your Nextel Phone has arrived with items already pre-programmed. If you want to make changes to your pre-programmed items, access your program menu:

1. Press the **MENU** key until you see “Prgm.”
2. Press **0** under “Prgm.”
3. Press **0** under “Ok.”
4. Press **◀** or **▶** to scroll through programming items. Once you reach the desired item, press **0** under the option you want to select.

Or ...

If you know the number of the item you wish to select, you can enter the number directly, without scrolling.

Select Programming Menu Items

- 1 Own phone number  
(Displays your Nextel phone number.)
- 2 Store Private ID  
(Displays your Private ID.)
- 20 Program Phone List
- 21 Program Private Calling List
- 22 Program Talk Group Names
- 30 Ringer Volume
- 31 Set Ring Style
- 32 Mail Volume
- 33 Earpiece Volume
- 34 Keypad Volume
- 35 Speaker Volume
- 36 Speaker Volume Set Tone
- 37 Silent Group
- 70 Language




For additional Programming Menu items, please refer to the enclosed Motorola Getting Started Guide.




*HINT: You can enter **\***, **#** to easily access the Programming Menu and follow the simple steps above.*

More features to make calling even easier!

The following features have been included in your digital Nextel Phone to make it even simpler to place and receive calls — and they can save you time and money.


**Call Waiting** keeps you from missing calls when you're already on the phone

Nextel Call Waiting is similar to traditional call waiting services that let you switch between calls. It is always ON unless you turn it OFF for a specific call. To turn Call Waiting OFF, press  until you see "Wait," and then press  under "Wait." Press  under "Off" and Call Waiting will be disabled for one call — but will automatically reset to ON after that call.






When you hear the Call Waiting tone alerting you to an incoming call, your display will read "Accept Call?". Press  under "Yes" to accept the call, or press  under "No". If you're a Voice Mail customer the call will be forwarded to your Voice Mailbox.\* To switch between calls, press  under "Hold." This allows you to move between the two calls.





Note: You can only have two active calls at one time. All additional calls will go directly to Voice Mail, if you're a Voice Mail customer.

**Call Hold** gives you added convenience

When you're already on the phone, you can place a call on hold, simply by pressing  under "Hold." Do the same thing again to remove a call from hold.


**Call Forwarding** lets callers reach you wherever you are. With Nextel Call Forwarding, incoming calls are forwarded to the number you specify ... to be answered by you, someone else or your Voice Mail.

To forward calls, press  until "Forwd" is on the display, then press . Next, enter the number where you want your calls forwarded, press  under "On" and then press  under "Exit." Your calls will now be forwarded to the number you've indicated and you will see the  on your screen.\*

To stop forwarding calls, press  until "Forwd" is on the display, then press  under "Forwd." Next, press  under "Off" and then press  under "Exit." That's all there is to it!

\* In addition, you can decide to only forward calls if your phone is busy, there is no answer or if your phone is off. Be advised however, that in these cases, calls have been preset to go to your Voice Mailbox. Changes may lead to lost messages. See the enclosed Motorola Getting Started Guide for information on activating these features.

Additionally, Call Forwarding can only be activated or modified while in a coverage area.

*HINT: A Call Forward  on your Nextel Phone display indicates when incoming phone calls are being forwarded.*

Caller ID\* from Nextel allows you to:

1. Identify important calls before you answer.  
With Caller ID, your Nextel Phone automatically displays the phone number and/or name of the person calling unless blocked by the caller.
2. Better manage your time.  
You decide which calls are essential and therefore, take only the calls you want.
3. Manage your communications more effectively.  
From now on, it's your choice whether to take a call right away or let it roll to Voice Mail.\*\*

\* Caller ID is not currently available in all areas.

\*\* Purchase of Nextel Voice Mail required for this feature.

### Display Caller's Name

To display a caller's name on your Nextel Phone, simply program your phone list with the caller's 10-digit regular phone number 703-555-9999 or their 11-digit Nextel mobile number 1-703-555-9999.

### Maintain your privacy with Per-Call and Per-Line Blocking

Nextel Communications provides you two no-charge methods to prevent those you call from seeing your number on their own Caller ID displays.

Per-Call Blocking lets you selectively block delivery of your phone number to other Caller ID units. Activate free Per-Call Blocking by dialing \*67 before dialing the call.

Per-Line Blocking lets you permanently block delivery of your phone number on every call you make. You can disable this feature on a per-call basis by dialing \*82 before the call. This feature must be ordered from Nextel.\*

911, 800, 888, and 900 phone numbers cannot be blocked.

\* To get your company's line automatically blocked on every call, send a letter requesting Per-Line Blocking on company letterhead to: Nextel Communications, Caller ID, 6575 The Corners Parkway, Norcross, GA 30092. Please include your account number and the names and numbers of the phones you wish blocked.

### *Voice Mail and Paging: these integrated Nextel services provide added flexibility!*

#### Nextel Voice Mail


Your Nextel Phone has a powerful and easy-to-use Voice Mail service that takes messages when you are unable to answer your phone. For further information on Voice Mail, please refer to the enclosed Voice Mail brochure.

Whether you're on another call with an important client ... you've turned your phone off ... or you're traveling out of the Nextel coverage area, you can be sure you're still getting all your important calls.

#### Setting Up Your Voice Mailbox for the First Time

Accessing the Voice Mail Service for the First Time is easy.

From a regular phone:

1. Dial your Nextel Personal Telephone Number (PTN).
2. A greeting will play. During the greeting press the  key.
3. The system will prompt you to "Please enter your password".
  - Enter your 7-digit Nextel phone number. This is your temporary password.
4. Follow along with the tutorial to:
  - Create a 4-7 digit password
  - Record your name
  - Record a greeting (see Sample Greetings)

From a Nextel phone:

1. Dial your Nextel Personal Telephone Number (PTN).
2. The system will prompt you to "Please enter your password".
  - Enter your 7-digit Nextel phone number. This is your temporary password.
3. Follow along with the tutorial to:
  - Create a 4-7 digit password
  - Record your name
  - Record a greeting (see Sample Greetings)

Note: Be sure to listen all the way through the tutorial to the point that you hear the system say, "Enjoy using Nextel Voice Mail". Your mailbox set-up is complete.



## Sample Greetings

## 1. For Voice Messages Only

Hello, you've reached \_\_\_\_\_. I'm sorry I missed your call. If you leave a message at the tone, I'll return your call as soon as possible. If you would like to bypass this greeting in the future, press pound. Thank you for calling.

## 2. For Voice and Numeric Messages

Hello, you've reached \_\_\_\_\_. I'm sorry I missed your call. To leave a numeric page, press 1. To leave a Voice Mail message, wait for the tone and then record your message. I'll return your call as soon as possible. If you would like to bypass this greeting in the future, press pound. Thank you for calling.

## 3. For Voice, Numeric and Operator Assisted\* Messages

Hello, you've reached \_\_\_\_\_. I'm sorry I missed your call. To leave a numeric page, press 1. To leave a text page, press 2. To leave a Voice Mail message, please wait for the tone and then record your message. I'll return your call as soon as possible. If you would like to bypass this greeting in the future, press pound. Thank you for calling.




\* This option is available only to subscribers with Operator Assisted Paging.

NOTE: For more information about text and numeric paging, refer to Nextel's Text and Numeric Paging brochure enclosed.

## Accessing the Voice Mail Service After Set Up

To access the Voice Mail service from a regular phone, follow the dialing instructions under "Setting Up Your Voice Mail for the First Time".

To access the service from your Nextel Phone:







1. Press  below "Mail."
2. Press  below "Voice."
3. Press  below "Dial."


*HINT: In order to access your messages from your Nextel Phone, you must have received at least one Voice Mail message. Dial your Nextel number from a regular phone and leave yourself a message to try it.*



## Retrieving New Voice Mail Messages

Your Nextel Phone will alert you each time you receive a new Voice Mail message.

When you receive a new Voice Mail message, your Nextel Phone will:

- Display "New Voice Mail Waiting" on the screen (Urgent messages will read "Urgent").
- Flash the  at the top of your screen.
- Issue a mail alert ring, every 30 seconds. (To adjust the volume of the alert ring, press , , , . Then use the volume control buttons on the left side of your phone to increase or decrease volume or turn it OFF completely, and press  under "Exit.")



To listen to a message now, press  under "Dial" and enter your password when prompted.

To listen to the message later, press  under "Exit." This will clear the display and the  will stop flashing, but will remain on the screen to remind you of your new message.\*



\* New message indicators can appear while you are on a call. If this happens, follow the steps outlined in this section.

## Saving and Deleting Messages

After you have listened to a message, you can:





- Press  to delete a message.\*
- Press  to save a message.

If you do not save or delete the message, it will remain as a new message in your mailbox for 30 days.


\* To retrieve a message after you have deleted it, press , . This will recover ALL deleted messages. Caution: you can only recover messages deleted during your current Voice Mail session. Once you exit the session, you cannot recover a deleted message. In addition, you may save or delete a message while the message is still playing.

### Viewing Messages in Your Mailbox

To see how many new and saved messages you have in your mailbox:

- Press  under “Mail,” then press  under “Voice.” The screen will indicate the total number of messages in your box, as well as the number of new messages. An  indicates at least one urgent message.
- Press  under “Dial” to retrieve your messages.

### Exiting out of Voice Mail

After you have accessed your Voice Mailbox, press  to leave Voice Mail and end your call.

For any Voice Mail questions,  
call Nextel Customer Care at  
1-800-639-6111, or dial 611 on your  
Nextel Phone.

## Enjoy the added convenience of Nextel Paging!







### Text and Numeric Paging


Your Nextel Phone also offers Text and Numeric Paging built right in! So whether you're in a client meeting and can't be interrupted by phone calls, or you just need to know about a last-minute location change for your 1:00 meeting, you'll be able to retrieve and respond to pages from your Nextel Phone — at the touch of a button.



Best of all, your Nextel service will even store your messages while you're outside the coverage area (for example, when you're on an airplane), and deliver them to you as soon as you come back into coverage!




### Retrieving new Pages

Your Nextel Phone will alert you each time you receive new “Message Mail,” that is, a new text or numeric page. Your Nextel Phone will:

- Display “New Mail Read?” on the screen.
- Flash the  at the top of your screen.
- Issue a mail alert ring, every 30 seconds. (To turn your alert ON/OFF or UP/DOWN, press , , , . Then use the volume control buttons on the left side of your phone to increase or decrease volume or turn it OFF completely, and press  under “Exit.”)







*HINT: When you have received new pages, you will see a  on your Nextel Phone display that indicates you have new text or numeric pages in your mailbox.*

To view the message now, press  under “Now.” The screen will briefly display the number of new and saved messages. Then your first message will appear on the screen. Press  under “Read” to view the entire message.

To view the message later, press  under “Later.” This will clear the display, the  will disappear, and the  will stop flashing, but will remain on the screen to remind you of your new message.

### Viewing your Text and Numeric Pages



To see new and saved text and numeric pages in your mailbox:

- Press  under “Mail,” then press  under “Mesg.” The screen will indicate the number of saved and new messages in your box, and the first message will then appear.\*
- Use the   keys to see the beginning of multiple messages.
- Press  under “Read” to begin viewing a message. Press  under “More” to continue viewing the entire message. You now have the option to save or erase the message you just viewed.

\* If you do not have any new or saved messages, the screen will read “No Mail” and return to the “Phone Ready” screen.


### Saving and deleting messages

After you have read a message, you can:

- Press  under “Erase” to delete the message.
- Press  under “Save” to save the message.

Messages that are not deleted will remain in your mailbox until you choose to delete them.

### Save time with Auto Call Back

To automatically dial a number contained in a text or numeric page, just press . If the page you received contains two numbers, Auto Call Back will dial the last number.

### What to do if your mailbox is full

If your paging mailbox is full, your Nextel Phone will display the message “Mail Waiting, Memory Full.” Until you delete some of your saved or unread pages, no new pages can be received. The Nextel Phone will store 16 pages at a time.

### Sending Messages from the Internet

If you have access to the Internet, then you can send a text or numeric page.

**Web Paging** - Simply go to [www.nextel.com](http://www.nextel.com) and click on “SEND A PAGE”. Enter the recipient’s 10-digit Nextel telephone number in the “To” field, type a message in the box provided (up to 140 characters) and click “SEND”. You can also send a group page to up to six Nextel users at one time.

**E-Mail Paging** - Use any Internet e-mail software to write a 140 character message and address it to the recipient’s 10-digit number at [@page.nextel.com](mailto:@page.nextel.com) (example: 7035551234@page.nextel.com).

### Ordering Nextel’s Paging Access options

Nextel also offers Operator-Assisted Paging for a low monthly fee. And, our exclusive NexNote™ software lets you compose and send messages to another Nextel subscriber from your computer.

To order Paging Access options,  
call Nextel Customer Care at 1-800-639-6111,  
or dial 611 on your Nextel Phone.

To order NexNote™ paging software, call  
Nextel Accessories at 1-800-914-3240.

## Introducing Nextel Direct Connect<sup>SM</sup>.

### *The revolutionary way to communicate with your co-workers and clients ... and save!*

Say you want to talk to a co-worker right away, but you don't want to page him or leave a lengthy message. With Nextel Direct Connect's Private Call feature, you can find him wherever he is.




Or maybe you need to communicate a last-minute schedule change to your sales people ... all 100 of them. It's easy with Nextel Direct Connect's Group Call. This 2-way feature lets you contact all of them at once!

With Nextel, you can make either a Private Call or a Group Call for a fraction of the cost of cellular.

### *Use Nextel Direct Connect<sup>SM</sup> Private Call to call just one person.*

A Private Call is a one-to-one communication between you and someone else on another Nextel Phone. You'll want to make a Private Call if you need to talk to someone in your local calling area and don't want to page him or leave a message that might not be retrieved for hours.

#### Making and receiving a Private Call\*

To make a Private Call to another Nextel subscriber, simply press  until you see "Prvt Ready" (if names and numbers have been pre-programmed, you will see a programmed name or number), then dial the private ID or scroll using the   keys to the Private Call ID of the person you want to reach.





\* Nextel Direct Connect<sup>SM</sup> is only available in your local coverage area.


Finally, press and hold the Push-To-Talk (PTT) button on the side of your phone, wait for the chirp and speak into the mouthpiece. Release the PTT button to listen.

When you receive a Private Call, you'll hear a single alert tone (the number of the caller will be displayed or the name of the caller if it is programmed in your calling list) and the call will start. To speak, press and hold the PTT button, wait for the tone, then speak. When you're finished speaking, release the PTT button and listen for a response.

Use Nextel Direct Connect<sup>SM</sup> Private Call Alert to let someone know you need to talk

Call Alert lets you privately page an individual by sending an audible alert. You'll want to send a Call Alert when the person you need to talk to is not expecting your call and you don't want to disturb them. Plus, you can use Call Alert at no cost to contact another Nextel Direct Connect<sup>SM</sup> subscriber and avoid airtime charges.

To send a Call Alert, press  until you see "Prvt Ready". Then press  under "Alert." Enter the private ID or scroll to the person you want to alert with the   keys and press the PTT button to send the Call Alert.

When you receive a Call Alert, you'll hear a brief alert tone, and the name or number of the caller will be displayed. Simply press the PTT button wait for the tone and speak; release it to listen. Press  under "Clear" to clear a Call Alert.

Note: Until the Call Alert is cleared or returned, you will be blocked from receiving any additional Nextel Direct Connect<sup>SM</sup> calls. In addition, your alert will continue to sound until it's cleared or answered.

Note: Multiple Private Call alerts will be stacked in your phones queue. For further information, see the Call Alert Stacking section in the Motorola Getting Started Guide.

## Simple steps for programming your Nextel Direct Connect<sup>SM</sup> Private Call calling list

Every Nextel subscriber has a unique identification number up to 5 digits in length specifically for this service. We refer to them here as IDs. If you'd like to create a private calling list — here's how:

1. Press **\***, **#**, **2abc**, **1**.
2. Press **⏎** under "Ok."
3. Press **⏎** under "Ok" to add entry.
4. Enter the ID (up to 5 digits) and press **⏎** under "Store."
5. Enter the name you want associated with this ID and press **⏎** under "Store." For example, to enter the name Tim:
  - For the letter T, press the **8tuv** key once.
  - Press the **➤** key to move to the next letter.
  - For the letter I, press the **4gmi** key three times until the I blinks on the display.
  - Press the **➤** key to move to the next letter.
  - For the letter M, press the **6mmo** key one time.
6. Once the name is entered, press **⏎** under "Store."
7. When you have entered all the new IDs that you want, press **⏎** under "Exit."
8. Press "Exit" again to return to the previous screen.

You can also edit or erase a Private Call calling list entry.

Here's how:

1. Press **\***, **#**, **2abc**, **1**.
2. Press **⏎** under "Ok."
3. To edit, press **➤** once. To erase, press **➤** twice.
4. Follow the prompts on the phone.

## Use Nextel Direct Connect<sup>SM</sup> Group Call to call your team.

Much simpler than setting up a conference call, a Group Call allows you to instantly communicate with members of a selected group — a pre-defined set of individuals who share a common communication need. Nextel calls this group a "TalkGroup." Groups appear on your display as names or numbers, for example, SALES TEAM or Talkgrp5. You'll want to make a Group Call if you want to talk to more than one person at the same time.

Either your Sales Representative or Nextel Customer Care (1-800-639-6111) can help you set up your "TalkGroups." Once they have given you your "TalkGroup" number, you can name the list by dialing **\***, **#**, **2abc**, **2abc**. Then follow the Private Call calling list instructions on page 24.

To make a Group Call, press **Mode** until you see "Group Ready" (if group names and numbers have been pre-programmed, you will see the first programmed group name), then enter or scroll to the Group Call ID of the group you want to reach. Finally, press and hold the PTT button on the side of your phone, wait for the chirp and speak into the mouthpiece. Release the PTT button to listen.


When you join a Group Call, you'll be able to hear everything that's being said in your call.

1. To join a Group Call, press **Mode** until you see "Group Ready."
2. Press **⏪** **➤** to scroll to the "TalkGroup" number you'd like to access.
3. Press the **⏎** under "Ok."
4. Press the PTT button to speak and release it to listen. On a Group Call, anyone can talk, but only one at a time. To end a Group Call, press any key other than the PTT button.

All the convenience of a speaker or a private phone

Your Nextel Phone acts like a phone or speaker with Nextel Direct Connect<sup>SM</sup>. If the Group/Private Speaker is set ON, all incoming audio will be heard through the speaker. This is helpful in monitoring group activity.

If the Group/Private Speaker is set OFF, a brief alert tone will notify you of activity within the Group or Private Call. Incoming audio will be heard through the earpiece, allowing you to have private conversations.

Press  to turn the Group/Private Speaker on or off.

Software for programming your call lists

For help in programming, Nextel's software, *iDEN Organizer*, allows you to program names, phone numbers and Nextel Direct Connect<sup>SM</sup> IDs using your computer.

*HINT: A Group/Private Speaker  on your Nextel Phone display indicates that the Group/Private Speaker is OFF and audio will be heard through the earpiece.*

## *Enjoy quality digital Nextel service with NO ROAMING CHARGES!*

Nextel's all-digital National Network is constantly expanding. We currently provide quality service in over 400 cities throughout the U.S. and Canada. So whether you're located in New York or Miami ... whether you travel to Dallas or Chicago ... or whether you're relocating to Denver or San Diego, you'll be sure to have crystal-clear Nextel digital service every time.

Of course, no matter where you go on the Nextel National Network, you'll always take your digital services and low home market rates with you ... with no roaming charges. So if you travel to San Francisco, every *local* call you make there would be billed as a *local* call by Nextel. You'd only pay long distance for calls you make to locations outside the local San Francisco calling area!

Add to that flat-rate long distance pricing and one-second call rounding after the first minute and you'll see how your savings can really add up.

### *Understanding your Nextel billing statement.*

At Nextel, our goal is to provide a billing statement that gives you the information you want efficiently, clearly, and easily ... and can help you manage your communications expenses, with the flexibility to meet your changing business needs.

Take a look at the billing information on the next 5 pages. It should help make reading your bill fast and simple. But if you have questions or need more information once you receive your bill, please call Nextel Customer Care at 1-800-639-6111.

The first page of your bill, represented on the following pages, begins with a Summary of Account Activity, which highlights your credits and charges for the month in a single, easy-to-skim section.

The back of the first page contains helpful information about how to interpret your bill. There's a guide to help you locate important information, with some reminders on how the bill works. At the bottom of the page is the credit card payment form. To pay by credit card, just fill out the information requested.

### *More helpful information about your bill.*

#### Account and Service Summaries

The Account Summary itemizes payments, adjustments, taxes and other charges not associated with a specific category of service. It provides this information for your entire account.

Detailed information about the services you used follows the Account Summary. Services are grouped by category, with Digital Cellular service listed first, followed by Nextel Direct Connect<sup>SM</sup>, Voice Mail and Text and Numeric Paging. Reporting for each service category begins by showing activity for all the lines or subscribers on your account. The same information is then broken down for each subscriber individually.

If you begin a service, add a service or change your rate plan in the middle of the month, the pro-rated charge for that part of the month will also be included in this section of the bill.

#### Call Detail

Access charges, feature charges, airtime charges and call detail are all provided by subscriber.

#### Nextel Direct Connect<sup>SM</sup>

Helpful summary information about access and usage charges is provided based on your rate plans. Detailed information makes it easier for you to track your Private and Group Calls.

Page 1 of your Nextel bill.

NEXTEL

Page 1

For Billing Inquires  
Call 1-800-639-6111

Account Name  
XYZ Company  
Multi-Unit

Account Number  
0010001000 -5

Invoice Date  
Feb 28, 1997

PREVIOUS BALANCE	PAYMENTS RECEIVED	CREDITS	PAST DUE BALANCE	LATE PAYMENT CHARGES	MONTHLY CHARGES	TOTAL AMOUNT
1834.17	-1834.17	-5.45	-5.45	0.00	2812.98	2807.53

SUMMARY OF ACCOUNT ACTIVITY

	Amount	Total
Previous Balance	1834.17	
Payments thru 02/28/97 Thank You	-1834.17	
Adjustments	-5.45	
Balance Forward		-5.45
Late Payment Charges		0.00
Monthly Service:	1543.00	
Usage Charges:		
DIGITAL CELLULAR	328.50	
NEXTEL DIRECT CONNECT	275.00	
VOICE MAIL	10.00	
TEXT & NUMERIC PAGING	40.50	
Other Charges:		
Equipment	199.00	
Other Charges and Credits	25.05	
Taxes	391.93	
Total Current Charges		2812.98
<b>TOTAL BALANCE DUE by Mar 15, 1997</b>		<b>2807.53</b>

**SPECIAL MESSAGES** Nextel is the nation's leading provider of fully integrated wireless communications and has built the largest guaranteed all digital wireless network in the United States providing Digital Cellular, Direct Connect™ Voice Mail and Text and Numeric Paging.

Please detach and return this portion with your payment

NEXTEL

Account Name

Account Number

Invoice Date

Nextel Communications  
1505 Farm Credit Drive  
McLean, VA 22102

XYZ Company

0010001000 -5

Feb 28, 1997

<div style="font-weight: bold; font-size: 0.8em;">Total Amount Due By</div> <div style="font-size: 0.7em;">03/15/97</div>	<div style="font-weight: bold; font-size: 0.8em;">Total Amount Due</div> <div style="font-size: 0.7em;">2807.53</div>	<div style="font-weight: bold; font-size: 0.8em;">Amount Paid</div>
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TO PAY BY CREDIT CARD  
Check here and complete the information on the reverse side.

XYZ Company  
ATTN: Accounts Payable  
1234 Street Name  
Orlando, FL 32751

Nextel Communications, Inc.  
1505 Farm Credit Drive  
McLean, VA 22102

- 1

Your account number appears at the top of each page. Be sure to have this number handy whenever you call Nextel Customer Care.
- 2

Your activity for the month is summarized in eye-catching boxes at the top of the page.
- 3

The Summary of Account Activity lists your payments and charges for the month. Charges are organized by service type: Digital Cellular, Nextel Direct Connect<sup>SM</sup>, Voice Mail and Text and Numeric Paging. The detailed information in the rest of your bill is arranged in the same logical order.
- 4

The total balance due for the month is easy to find in these locations on the body of the bill and on the remittance form.
- 5

The date your balance is due also appears in the body of the bill and on the remittance form.
- 6

Look here for special messages, including up-to-date information about our services and promotions that we think you'll find interesting.
- 7

Detach and return the remittance form at the bottom of the page when you pay your bill. If you want to pay by credit card, just check the box on the remittance form and fill in the information requested on the reverse side.

Please Note: All examples used are illustrations. Individual customer charges and services will vary.



Account and Services Summaries.

**Page 2**  
 Account Name: XYZ Company  
 Account Number: 0010001000 -5  
 Invoice Date: Feb 28, 1997

**Account Summary**

**Page 3**  
 Account Name: XYZ Company  
 Account Number: 0010001000 -5  
 Invoice Date: Feb 28, 1997

**DIGITAL CELLULAR Summary**

Rate	Amount	Total					
Monthly Access Charges							
02/15/97-02/28/97 Performance 50	1 Unit 40.00	40.00					
03/01/97-03/31/97 Performance 50	1 Unit 40.00	40.00					
03/01/97-03/31/97 Performance 100	2 Unit 80.00	160.00					
03/01/97-03/31/97 Performance Plus 250	12 Unit 99.00	1188.00					
<b>Total Access Charges</b>		<b>1368.00</b>					
Monthly Feature Charges							
03/01/97-03/31/97 Call Forwarding	2 Units 2.95	5.90					
<b>Total Feature Charges</b>		<b>5.90</b>					
Other Charges and Credits							
03/01/97 Activation Charge	1 Units 50.00	50.00					
03/01/97 Promotional Airfare		-34.98					
<b>Total Other Charges and Credits</b>		<b>15.02</b>					
<b>Airtime Charges</b>							
Usage Charges	Number of Calls	Average Call Time	Total Min. Sec.	Plan Min. Sec.	Billable Min. Sec.	Rate	Total Charge
Performance 50	25	3:03	78:15	50:00	28:15	0.40	10.50
Performance 100	32	8:15	265:00	300:00	0:00	0.36	0.00
Performance Plus 250	865	9:36	3480:00	400:00	3480:00	0.36	1258.80
<b>Total Cellular Charges</b>							<b>1384.30</b>

**Page 6**  
 Account Name: XYZ Company  
 Account Number: 0010001000 -5  
 Invoice Date: Feb 28, 1997

**Detail of Call Charges (487-955-0001)**

Line	Date	Time	Call To	No Called	Disc	Per	Minutes	Airtime	Long	Total			
								Charge	Distance	Charge			
1	02/01	07:47P	Atlanta	FL		407-555-1111	CW	0	3:05	1.08	PA	0.46	
2	02/02	08:12A	Dir Assist	IL		411	P	1:00	0:35	PA	0.75	0.75	
3	02/03	08:15A	San Diego	CA		624-555-1113	P	13:55	4:47	PA	2.09	2.09	
4	02/07	09:53A	Atlanta	FL		407-555-1114	NN	P	12:17	4.42	PA	1.89	1.89
5	02/07	01:14A	Washington	DC		202-555-1115	NN	P	7:28	2.68	PA	1.11	1.11
6	02/07	02:30A	Atlanta	GA		202-555-1116	NN	P	33:01	11.96	PA	4.95	4.95
7	02/09	12:03A	Atlanta	GA		404-555-1117	NN	D	2:08	0.71	PA	0.32	0.32

**Page 10**  
 Account Name: XYZ Company  
 Account Number: 0010001000 -5  
 Invoice Date: Feb 28, 1997

**NEXTEL DIRECT CONNECT Summary (All Units)**

Rate	Amount	Total
Monthly Access Charges		
03/01/97-03/31/97 Basic	5 Units 35.00	175.00
<b>Total Access Charges</b>		<b>175.00</b>
Usage Charges		
03/01/97-03/30/97 Performance Plus 250	50 8 4:00 1600:00	1250:00 350:00 -10 35.00
03/01/97-03/30/97 Performance Plus 250	100 9 6:00 5400:00	3000:00 2400:00 -10 240.00
<b>Total Usage Charges</b>		<b>275.00</b>
<b>Total NEXTEL DIRECT CONNECT Charges</b>		<b>450.00</b>

**Page 11**  
 Account Name: XYZ Company  
 Account Number: 0010001000 -5  
 Invoice Date: Feb 28, 1997

**NEXTEL DIRECT CONNECT Detail (Plan 00000)**

Rate	Amount	Total	
Monthly Access Charges			
03/01/97-03/31/97 Basic	5 Units 35.00	175.00	
<b>Total Access Charges</b>		<b>175.00</b>	
Usage Charges			
Basic Private Call Usage			
Member ID	# of Mins. Intrad	Billable Min. Sec.	
1111	14	224:00	
1112	22	400:00	
1113	7	105:00	
1114	16	256:00	
<b>Total Minutes</b>		<b>1000:00</b>	
Less Minutes Included in Plan Chargeable Minutes		500:00 -10 20.00	
<b>Group Call Usage</b>			
Rec'd by	Actual Min. Sec.	Multiple	
3	81:30	3	244:30
4	18:28	4	73:12
<b>Total Minutes</b>		<b>317:42</b>	
Less Minutes Included in Plan Chargeable Minutes		50:00 -10 5.00	
<b>Total Usage Charges</b>		<b>225.00</b>	
<b>Total NEXTEL DIRECT CONNECT Charges</b>		<b>400.00</b>	

- 1 Your regular monthly access charges are displayed first. When you begin a service, add a service, or change your rate plan, your first bill may show two charges: for the period from the first day of service to the beginning of your billing cycle and for your regular billing cycle. This is shown in the "Performance 50" example here. If you discontinue a service before the month is over, you will be credited for any advance payment.
- 2 The Airtime Charges section details your use of the plans you have selected. This information shows how charges are accrued and will help you evaluate whether your plan is really the right one for you.
- 3 Because we round the length of digital cellular calls to the second (after the first minute), call times are shown to the minute and second.
- 4 Specific calls for each line number are detailed in this section, so that you can better manage the calls that are made and received on your account. The number placing the calls is clearly indicated in the heading.
- 5 Calls made on the Nextel National Network are clearly identified in the Description column. Nextel National Network calls have no incremental roaming or service charges.
- 6 Because we round the length of digital cellular calls to the second (after the first minute), call times are shown to the minute and second.
- 7 For calls marked with PA, airtime charges are included in your plan's access charge; all you pay for is the long distance charge.
- 8 Calls made to access Voice Mail or to Nextel Customer Care are clearly indicated on the bill.
- 9 For Nextel Direct Connect<sup>SM</sup>, you can quickly check the number of sessions, average group size and average session time for each of your plans.
- 10 Here are the minutes and seconds that are included in your rate plans.
- 11 This section gives you detail about Nextel Direct Connect<sup>SM</sup> Private Calls (by unit or member), the number of messages initiated and billable time.
- 12 Here you will find Group Call usage information, allocated by "TalkGroup."
- 13 The minutes and seconds included in your plan are distributed between your Nextel Direct Connect<sup>SM</sup> Private and Group Calls.
- 14 Billable time is based on the actual minutes and seconds of use, times the multiplier.

## Frequently Asked Questions

- Q. Which services or calling features follow me when I travel?
- A. All digital cellular calling services, including Voice Mail, Paging and related features follow you no matter where you use your phone on the Nextel National Network. Nextel Direct Connect<sup>SM</sup> can only be used in your local market.
- Q. What number is dialed to reach me when I'm traveling on the Nextel National Network?
- A. Every Nextel subscriber gets a regular 10-digit Personal Telephone Number — a 3-digit area code, plus a 7-digit local number. This number is used just like any phone number. And it doesn't matter where you're traveling ... you'll get the call. However, if you are traveling long distance and someone calls you from your home market using only your 7-digit number, you will be charged long distance for the call.
- Q. How are calls on the Nextel National Network priced?
- A. Local calls are priced according to your home market rates, no matter where you are on the Nextel National Network. For long distance calls, you are charged a flat rate per minute, no matter where you call in the U.S. There are no roaming charges associated with any digital calls made while traveling, and there are no incremental access fees to pay for use of the network.
- Q. If I live in Chicago, travel to Denver and make a local call there, how would that call be priced?
- A. Local is always local with Nextel! You would be charged local rates, because a local call placed in Denver is a local call, regardless of where your home market is located.
- Q. How long will my battery last on standby? What is the talk time?
- A. It depends on the battery you are using. The slim+ NiMH 600 mAh battery provided with the phone has approximately 25.5 hours of standby and approximately 150 minutes of talk time.

- Q. What do I do if my phone breaks?
- A. Call Nextel Customer Care at 1-800-639-6111.

More Questions? Just call 1-800-639-6111,  
or dial 611 on your Nextel Phone.

## *Relax!* *Nextel Customer Care is here to help.*

There are lots of features packed into your Nextel service ... and into your Nextel Phone. But don't worry. If, after reading this guide, you still have questions about coverage, billing, Nextel Direct Connect<sup>SM</sup> or any other service or feature, call us. We'll be happy to give you help, explanations and anything else you need to enjoy your Nextel service as soon as possible!

Before you call Nextel Customer Care for service or to resolve an issue, be sure to have your IMEI number and your model number ready. These numbers are located behind the battery on the back of your Nextel Phone. You'll want to record these numbers, and keep them handy, so that you can replace the battery prior to making your call.

## *A word about error messages.*

If you should see an error message with a 3-character code, note the message and code prior to calling Customer Care so they can best assist you in resolving the problem. For further information, see Error Message index on page 36.

Nextel Customer Care Hotline  
Call 1-800-639-6111.  
Or dial 611 from your Nextel Phone.

## Error Messages

Error Messages	Message Description
Number Not in Service	The number that you entered is not valid.
User Not Available	The phone that you called is either busy, out-of-range, or turned off. Please try again later.
Target Not Authorized	The party that you called has not purchased this service.
Please Try Later	This service is temporarily not available. Please try again later.
User Busy in Private	The phone that you called is busy in a Private Call.
Service Restricted	This service has been restricted by your service provider or it has not been purchased.
Service Not Available	This feature is not available on the current network.
System Busy Try Later	The system is experiencing heavy traffic. Please try again later.
Service Conflict	This service cannot be enabled because an incompatible service has already been turned on.
Please Try Again	A temporary error has occurred. If this persists, note the error code and contact Customer Care.

## Terms and Conditions of Service

TERMS AND CONDITIONS OF SERVICE: before calling the Nextel Customer Service Activation Number contained in these materials, you ("Customer") must read and agree to the following terms and conditions of Nextel wireless telephone service ("Service"). By calling to activate service, Customer applies and subscribes for Services provided by Nextel (the "Company") and confirms that Customer has read, understands, agrees to and accepts the terms and conditions stated herein. Customer understands that Company will rely upon the information provided by Customer including credit information, in making a decision to provide Services. Customer understands that Company may request and verify Customer's bank references and perform a credit history check utilizing standard commercial credit reference services in connection with Company's review of the Customer's credit worthiness. Customer understands that a security deposit or air time usage limit may be required.


1. USE OF SERVICE — Customer must comply with all FCC rules and regulations. Customer will not use the Service for any unlawful purpose. Customer will not use the Service in aircraft.
2. CREDIT APPLICATION — this Agreement shall be contingent upon Company's approval of Customer's credit. Company may require Customer to update credit information from time to time. Customer warrants and represents that all credit information furnished is complete, accurate and true. If Company subsequently determines that any statements regarding Customer's credit are false, incomplete or inaccurate, Company may declare Customer to be in default and may exercise any remedies it has under these Terms and Conditions of Service and at law or in equity.
3. CUSTOMER RADIO EQUIPMENT — Company is not responsible for the installation, operation, quality of transmission or maintenance of the equipment. Company reserves the right to change or remove assigned codes and/or telephone numbers when such change is reasonably necessary in the conduct of its business. Customer does not have any proprietary interest in such codes or telephone numbers. Federal and state laws make it illegal for third parties to listen in on service, however complete privacy cannot be guaranteed.
4. SECURITY DEPOSITS — Company has the right, in its sole discretion, to require Customer to make a deposit to guarantee payment of Service charges. Customer grants Company a security interest in such deposits, to secure the payment of all sums due thereunder as well as the performance of all other obligations Customer may have to the Company whether now existing or hereafter arising. Upon termination of Service, Company may apply the deposit against any outstanding Service charges of Customer or any other amount owed to Company. Company reserves the right to interrupt services if service appears to have excessive charges or any unusual calling patterns are observed on Customer's account. Such interruption may be done to protect Customer or Company as the Company determines in its sole discretion.

5. **RATES, CHARGES AND PAYMENTS** — Company shall issue invoices for Service on a monthly basis which are due and payable upon receipt. Monthly Access Charges shall be invoiced in advance. Airtime and long-distance charges shall be invoiced in arrears. Customer is responsible to pay Company on a timely basis, for charges for Service payments as set forth on the Company's then-current rate plans, and any modifications thereto. Customer acknowledges that chargeable time for telephone calls originated by a unit begins when a connection is established with Company facilities. Customer accepts responsibility for Airtime charges from invoicing telephone calls to its mobile unit from the time that Customer responds to the call. If Customer disputes any Service charges, Customer must pay entire amount set forth in the invoice by the due date and submit a written explanation within forty-five (45) days from the date on the invoice. If Company determines that an error was made on Customer's invoice, Company shall credit Customer's account in the amount of the error. If Customer does not pay the amount in dispute, Company may exercise any remedies it may have for non-payment of Service charges. Company reserves the right to modify any and all elements of the Service charges at any time. Payments which are not received within thirty (30) days from the day of the invoice shall be subject to late payment charges. If Customer does not make payments, such failure shall be a default and Company shall be entitled to exercise any remedies it may have under these Terms and Conditions of Service or at law or in equity.
6. **NONPAYMENT/BREACH** — a late payment charge of 1.5% (or the maximum interest rate permitted by law) per month, may be applied to Customer's account if monthly invoices are not paid by the due date. The later payment charge is applied to the total unpaid balance due and outstanding. The late payment charge is for costs related to the non-timely payment and shall be deemed an interest payment. A charge of \$25.00 will be made by Company for any check or negotiable instrument tendered by Customer and returned unpaid by a financial institution for any reason. Company may demand payment by money order, cashier's check or similarly secure form of payment, at Company's discretion. If Company obtains the service of a collection or repossession agency or an attorney to assist the Company in remedying Customer's breach of any payment obligations, Customer shall be liable for this expense. Customer understands that in the event of nonpayment of charges or any other breach of these Terms and Conditions of Service in addition to any other remedies the Company may have, Company may temporarily or permanently terminate Service to Customer. If Company disconnects the Service, Customer shall be liable to pay a re-connect charge of \$25.00 per unit, in addition to the outstanding Service charges before the Company will reactivate Service. Company reserves the right to modify the terms of service as a precondition to reactivating service.
7. **TAXES** — Customer is responsible for all federal, state and local taxes for fees which are computed in accordance with the appropriate tax laws for Services.
8. **LIMITATION AND CONDITION OF LIABILITY/INDEMNITY** — the Company's sole liability for Service disruption, whether caused by the negligence of the Company or otherwise, is limited to a credit allowance not exceeding an amount equal to the proportionate charge to the Customer for the period of Service disruption. **IN NO EVENT IS THE COMPANY OR LESSOR LIABLE FOR ACTUAL CONSEQUENTIAL OR SPECIAL DAMAGES CAUSED BY ITS NEGLIGENCE OR OTHERWISE NOR FOR ECONOMIC LOSS, PERSONAL INJURIES OR PROPERTY DAMAGES SUSTAINED BY CUSTOMER OR ANY THIRD PARTIES.** Customer agrees to indemnify, defend and hold Company harmless from any Customer violations of FCC rules and regulations or Customer violation of any statutes, ordinances or laws of any local, state or federal public authority.

9. **NOTICE REGARDING USE OF SERVICE FOR 911 OR OTHER EMERGENCY CALLS** — the Service provider hereunder does not interact with 911 and other emergency services in the same manner as land line telephone service. Depending on the circumstances of a particular call, the Service provided hereunder may not be able to identify your location to emergency services and may not always be connected to the appropriate emergency services provider. **CUSTOMER AGREES TO HOLD COMPANY HARMLESS AGAINST ANY AND ALL CLAIMS, DEMANDS, ACTIONS OR CAUSES OF ACTION (INCLUDING ALL ACTIONS BY THIRD PARTIES) ARISING OUT OF THE USE OR ATTEMPTED USE OF THE COMPANY'S SERVICE TO ACCESS 911 OR OTHER EMERGENCY SERVICES.**
10. **NO WARRANTY (SERVICE)** — COMPANY MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO CUSTOMER IN CONNECTION WITH ITS USE OF THE SERVICE. IN NO EVENT SHALL COMPANY BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE FULL EXTENT THE SAME MAYBE DISCLAIMED BY LAW. CUSTOMER ACKNOWLEDGES THAT SERVICE INTERRUPTIONS WILL OCCUR FROM TIME TO TIME AND AGREES TO HOLD COMPANY HARMLESS FOR ALL SUCH INTERRUPTIONS.
11. **NO WARRANTY (EQUIPMENT)** — COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS OF ANY KIND, STATUTORY, EXPRESSED OR IMPLIED, TO CUSTOMER OR ANY OTHER PURCHASER OF EQUIPMENT ACTIVATED ON THE SERVICE. WITHOUT LIMITING THE FOREGOING, COMPANY SPECIFICALLY MAKES NO EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CUSTOMER HEREBY WAIVES ALL OTHER WARRANTIES, GUARANTEES, CONDITIONS OR LIABILITIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE. IN NO EVENT SHALL COMPANY BE LIABLE FOR CONSEQUENTIAL, SPECIAL OR INCIDENTAL DAMAGES, WHETHER OR NOT OCCASIONED BY COMPANY NEGLIGENCE AND INCLUDING, WITHOUT LIMITATION, LIABILITY FOR ANY LOSS OR DAMAGE RESULTING FROM THE INTERRUPTION OR FAILURE IN THE OPERATION OF ANY EQUIPMENT ACTIVATED ON THE SERVICE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN. CUSTOMER ASSUMES THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE EQUIPMENT. IF THE EQUIPMENT PROVES DEFECTIVE, THE COSTS OF ALL NECESSARY SERVICING AND REPAIR WILL BE BORNE BY THE CUSTOMER.

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