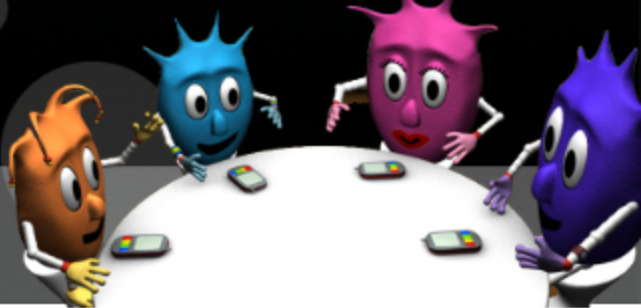


WHAT TO DO IF...



To make the most of your Chaperone service, here are a few tips that you can print out and keep for quick reference. Other good sources for information include the FAQ section of the Chaperone Web site and Verizon Wireless customer service.

What to Do If...

I receive a text alert that my child's phone has moved out of the Child Zone I designated and I am very concerned that something could have happened to my child

If you receive an alert that your child moves out of the Child Zone and you are very concerned that something could have happened to your child, check the current location of your child's phone and call your child's phone to confirm his or her location. If you are unable to reach your child, contact the adult that is caring for your child at that time. If you are unable to reach the adult, contact your local authorities.

I learn that my child has left the Child Zone and I did not receive an alert

Your child's phone could be turned off, your child could be on a call, he or she could be out of the coverage area or the phone may not be in their possession.

In addition, alerts could be delayed, inaccurate, interrupted or disrupted due to many factors such as atmospheric, environmental and geographic conditions, satellite location or other factors associated with the use of satellites and satellite data, cell site location and information, or other network conditions.

Test your child's phone to determine whether the Child Zone expired or the information that you entered is inaccurate; if you continue to have problems please refer to your user guide for additional information.

My child's location information is very general – the service is telling me that my child is in a particular area but is not offering more detail

The location information presented is dependent upon many factors such as atmospheric, environmental and geographic conditions, satellite location or other factors associated with the use of satellites and satellite data, cell site location and information, or other network conditions. Try to locate your child's phone again after a few minutes to see if more detailed results are available; if you are still unsure about the location information presented, you can alternatively place a call directly to your child's phone.

My phone is lost or stolen

In the event that your Verizon Wireless phone is lost or stolen, contact our customer service number 800-2-JOIN-IN immediately to suspend your service and notify your local police department to process a claim.

Verizon Wireless encourages consumers to protect their cell phone privacy and offers these tips to avoid device theft or unauthorized access:

- Never leave a mobile device unattended
- Never leave a mobile device visible in your car
- Take extra care during times when you can be distracted
- Use passwords to protect access to your mobile device, information and applications and do not provide your passwords to others

I am having trouble using my Chaperone service

Customer service is available by calling 800-2-JOIN-IN or *611 from a wireless phone. Verizon Wireless customer service representatives are professionals who are trained to help customers with any problem they may have with their wireless service or equipment.

