



## **Tel-Assistance Plan for Virginia Markets\***

### **The Tel-Assistance Plan from nTelos offers:**

- Current promo handset
- \$17.50 activation fee
- \$4.00 prepaid monthly access (plus taxes and fees)
- 200 anytime minutes per month (Includes Nationwide LD)
- Excess minutes billed at \$0.25 per minute
- Roaming available at \$0.45 per minute
- Free features: Voice Mail, Caller ID, Call Waiting, Three-Way Calling, Nationwide Long Distance
- Limit of one phone per household

### **The customer must show valid proof of one of the following criteria of a “qualifying low-income consumer” to qualify for this plan:**

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)

### **To purchase the Tel-Assistance Plan:**

- Complete a Tel-Assistance application form that verifies eligibility
- Present a valid photo ID and information confirming eligibility for qualifying programs

### **Information about your Tel-Assistance Plan:**

You have a 30 calendar day return policy; however, your initial payment and activation fee is non-refundable, even within this time period. There is a \$35 restocking fee for phones purchased under the Tel-Assistance Plan.

Roaming is available at an additional charge of \$0.45 per minute.

Get your dollar and minute balance by dialing #369 from your nTelos phone. Simply dial #369 and choose option 1. Extra money can be added to the account at any time, to allow for extra charges, at your local nTelos store or authorized retailer. If you are on an automatic deduction, you may add additional funds in any amount over \$10.00 by choosing option 2 on the #369 menu. You may set up automatic deduction at an nTelos retail location once you have received your activated phone. The minimum you can add to the account at any replenishment location is \$10.00.

nTelos recommends that you maintain a “buffer” balance of \$2.00 per month on your account. This buffer can be used for directory assistance (\$1.49 per call), roaming (\$0.45 per minute), or extra minutes (\$0.25 per minute). Airtime and taxes will also be deducted for directory assistance, roaming, and extra minutes. An automated message will inform you of your dollar balance any time your buffer falls below \$2. If your account balance drops below \$0, your service will be suspended until more money is added to the account. It may take up to 24 hours for all services to be restored.

Your monthly service fees are applied to the account after midnight on the first day of your billing cycle every month. If you are on a cash payment option, and the funds to cover the next month's service are not in the account when the fees are applied, the account will be temporarily suspended until the payment is made. If you make your payment several days before your bill cycle date, make sure that any additional minute or directory assistance charges you make before your bill cycle date do not deplete your funds below your required monthly payment amount.

Your phone comes with a one-year technical warranty. If the phone is found to be faulty from workmanship within the first year, it will be replaced in the store with a comparable model. You must present your service agreement/receipt when bringing your phone in to be replaced.

Insurance on the phone is available. The monthly fee for this service is \$5.99. A deductible is required if a claim is approved. For detailed information on the phone insurance program, please contact your nTelos store. If you choose not to purchase insurance, remember that replacement phones are not available at promotional prices.

**\*The Tel-Assistance Plan is not available in all areas or territories that nTelos currently serves.**