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Frequently Asked Questions for Jitterbug Wireless Telephones

1. How do I activate my phone?

You will be contacted by a service representative from GreatCall (Jitterbug company name) to answer a few questions and activate your phone. You will not be charged anything for activation and all your personal information is always kept confidential.

2. Do I get the first year of service free?

The KCDHH TAP makes an initial contribution to your account when your phone is ordered. The monthly service plan charge is deducted from this contribution and if the service plan outlined below is not exceeded, the funds should last for approximately 12 months. Once the initial contribution is exhausted you are responsible for the monthly payment.

3. What does the service plan include?

The monthly service plan for the Jitterbug includes 200 anytime minutes and 500 nights (7 pm–7 am) and weekend (Friday 7 pm–Monday 6 am) minutes, 300 text messages, voicemail, handset replacement (loss or damage to the phone) and Live Nurse. Voice minutes are good for 60 days. Nationwide coverage is provided with no long distance or roaming fees.

4. Can I change my monthly service plan?

Yes, after you have had service for thirty (30) days, you can contact GreatCall Customer Service, explain that you are a Kentucky TAP customer, and reduce or increase your monthly plan to suit your needs. If you increase your services for a

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higher monthly charge, the funds allotted to you will be exhausted more quickly. If you reduce the services, your funds will last longer.

5. What is “Live Nurse”?

This is a 24-hour, 7-days-a-week service that is part of the initial plan provided to you. You will have unlimited access to a registered nurse who can provide you with health care advice whenever you have a question. A per minute charge does apply and will be counted against your monthly allotment of minutes.

6. Do I pay overage fees if I use too many minutes or text?

All monthly charges are deducted from the initial contribution until it is depleted, including any overage charges. Overage charges will deplete the funds sooner than 12 months. You will receive a statement each month showing how much you have left in the fund. (There is a small minus sign in front of the amount) This is not a bill. You are not responsible for monthly payments until the fund is depleted.

7. How much do I pay after the initial contribution is depleted?

Before the initial contribution is depleted, GreatCall (Jitterbug company name) will contact you to let you know that the fund is approaching \$0. At that point, you will need to sign a contract with GreatCall to continue the current service plan at the discounted rate of approximately \$50 a month. If you choose to change any part of the service plan, your monthly

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rate may increase or decrease, depending on your selection. You also have the option of cancelling the service plan with no penalties or fees.

8. What do I do with the phone if I decide not to continue service?

The phone is yours to keep. You can activate the same service plan (at a higher rate), or pick another plan, at any time by contacting the company at 1-800-918-8543.

9. Do I have to sign a contract with GreatCall or Verizon?

No contract is required for service with GreatCall. You do not sign a contract for the phone provided to you through TAP. The initial contract, deposits and credit checks are waived. When the TAP financial contribution is depleted, a GreatCall representative will contact you to ask if you want to continue service.

10. Do I have to talk to a machine if I need assistance?

No, Jitterbug provides 24 hour LIVE operators; just dial "0" at any time to reach a friendly Operator that will assist you with any service you request, such as updating your phone book, directory assistance, or connecting your call. No charges are applied for this service. All operators are within the United States. The Customer Service number is 1-800-733-6632.

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11. I have a Verizon account. Can I transfer my number to my TAP phone?

The number set when the phone is provided to you through TAP must stay with you until the initial contribution is depleted. At that time, you can negotiate with the wireless provider to change or transfer other phone numbers to the account. Your device comes with a pre-assigned phone number that is entered into an emergency notification database, which is being built to alert you to emergencies in your area. If you change the number you MUST notify KCDHH if you want to continue to receive emergency notification messages.

12. I have a Verizon account. Can I add my number to our family plan?

Not initially. The device provided by TAP must remain on an individual plan until the initial contribution is depleted. At that time, you can negotiate with the wireless provider to add your number to a family plan.