HopeLine® From Verizon
Exclusive to Verizon, HopeLine puts our technology and the nation's most reliable and largest wireless network to work in communities by turning no-longer-used wireless phones into support for victims of domestic violence and helps protect the environment by disposing of wireless phones in an environmentally sound way.

HopeLine Statistics
Since HopeLine from Verizon's national cell phone recycling and re-use program was launched in 2001, Verizon Wireless has:

- Collected more than 9 million phones through our stores and other points nationwide.
- Properly disposed of more than 1.72 million phones in an environmentally sound way, and refurbished the remaining units, funding more than $14.2 million in cash grants for domestic violence organizations across the country.
- Distributed nearly 123,000 HopeLine phones with the equivalent of more than 406 million minutes of wireless service for use by victims, survivors and organizations.

Phone Recycling and Reuse Program

- HopeLine gives consumers a way to help prevent domestic violence by donating no-longer used wireless phones and accessories from any service provider in any condition by mail, in Verizon Wireless Communications Store or at special events held throughout the year.
- Phones donated to HopeLine from Verizon can help victims of abuse feel safer and less isolated by giving them a way to call emergency or support services, employers, family and friends.
- Wireless phones given to HopeLine are refurbished and sold for reuse, generating proceeds for the program. Refurbished phones – complete with 3,000 minutes of wireless service – are provided to local domestic violence organizations or local government and law enforcement agencies for use with their domestic violence clients. If donated phones are unsalvageable, they are recycled in an environmentally sound way under a zero landfill policy.
- Phone donations given locally benefit victims of abuse within that geographic area.
- HopeLine also donates cash grants to non-profit organizations to help fund education programs, support services, and community outreach.
- A list of agencies and organizations Verizon Wireless supported over the past year is available at http://aboutus.vzw.com/communityservice/hopeLine_org_list.html.

History

Verizon Wireless' commitment to preventing domestic violence began in 1995 when the company, then Bell Atlantic Mobile, introduced its HopeLine program. Verizon Wireless chose the name "HopeLine" because it embodied the positive difference the company intended to make in the areas of domestic violence awareness, prevention and victim recovery.

At its beginning in 1995, the HopeLine program donated voicemail boxes to victims of domestic violence living in shelters. The program also donated emergency wireless phones for victims' use.

In 2001, national recycling and re-use became key elements of the HopeLine program as Verizon Wireless encouraged its customers and the public nationwide to donate no-longer-used wireless phones.

In October 2002, Verizon Wireless launched #HOPE nationwide. By dialing #HOPE from any Verizon Wireless phone on our nationwide network, victims of domestic violence are able to access professional support quickly and confidentially. The toll- and airtime-free call is routed to the National Domestic Violence Hotline (1-800-799-SAFE). #HOPE is an important part of the HopeLine program, providing victims with an avenue to safety and independence.

In 2005, HopeLine marked its 10th anniversary. Throughout the year, the program continued to expand - creating a HopeLine Law Enforcement Partnership Award to honor law enforcement agencies and individuals who demonstrate extraordinary commitment to and focus on preventing domestic violence and raising awareness in their communities; sponsoring the first ever TXT Messaging Poll as Part of Liz Claiborne and Marie Claire magazine's It's Time to Talk Day; and hosting the first ever HopeLine Online Phone Auction to raise money for the National Coalition Against Domestic Violence.

In 2008, Verizon Wireless made the phone donation process even easier for consumers. In addition to collecting old phones and accessories at the company's Communications Stores, Verizon Wireless also added a postage-paid shipping label to the HopeLine website and began including a postage-paid phone donation envelope in all welcome packages customers receive when purchasing new phones. Download the postage-paid shipping label here: http://aboutus.vzw.com/communityservice/Shipping.html.

In June 2010, Verizon Communications was honored for its support against domestic violence at the 15th Annual Safe Horizon Champion Awards Gala. Verizon was recognized for its outstanding leadership and support of Safe Horizon's SafeWork campaign and victims of domestic violence through the company's HopeLine program.

In 2011, Verizon Wireless partnered with the National Network to End Domestic Violence (NNEDV) in an eight-city tour, Journey of Hope, to inspire local communities to share their stories and donate no-longer-used phones to the program. Through Journey of Hope, eight cities across the country were invited to share their stories of hope and perseverance – uniting and inspiring the public to play an active role in ending domestic violence.

Partnerships
Verizon Wireless partners with national and local organizations across the country to increase awareness of domestic violence and further prevention efforts. Together with these organizations Verizon Wireless works to use technology to empower domestic violence victims and help change lives.

#HOPE – A Direct Link to Help

- #HOPE is a service available across Verizon Wireless' nationwide wireless network.
- By dialing #HOPE (#4673) then pressing send from any Verizon Wireless phone, callers are connected directly to the National Domestic Violence Hotline, where they can receive the confidential help they need through empowerment-based crisis intervention, information and resources.
- The call is toll and airtime free.

How to Donate
Verizon encourages everyone who plans to give a phone to HopeLine to erase any personal data on the phone before donating it by erasing contacts from the address book, deleting call logs, erasing messages, removing stored photos, videos and other media. Donated phones are not tax deductible.

- There are two simple ways to donate phones to HopeLine:
  - In person
    - Drop phones at any Verizon Wireless Communications Store.
    - To find a store, visit the online Store Locator at www.verizonwireless.com/storelocator.
  - By mail
    - Print a postage-paid label at www.verizonwireless.com/hopelinemailinglabel, adhere it to the box/envelope with the phone and mail.
    - Review all shipping instructions carefully and include a return address on the label.

Verizon takes the protection of customer information seriously. The company encourages everyone who plans to give a phone to HopeLine to erase any personal data on the phone before donating it. If in doubt on what to remove from your phone, leave it to the professionals. As part of the refurbishing process, HopeLine scrubs the phones prior to distributing them for re-use to ensure all customer information is removed.

Click here to learn more about donating to HopeLine.

HopeLine Phone Drive Success Stories
HopeLine's success is driven by consumers who take the time to donate wireless phones and organize HopeLine collection drives in their community. Click here to read examples that illustrate how individuals and community organizations have made a difference in the lives of domestic violence victims.

Phone Drive Tips & Suggestions
Hosting a phone drive is simple and anyone can host a drive. Click here to learn more about hosting a phone drive.

Additional Information
For more information about HopeLine from Verizon, visit: www.verizonwireless.com/hopeline.

You can also contact Cameka Crawford at cameka.crawford@verizonwireless.com or 908-559-3497.