

HopeLine® Program from Verizon Wireless

Exclusive to Verizon Wireless, HopeLine puts our technology and nation's most reliable and largest wireless network to work in communities by turning unused 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's national phone recycling and re-use program was launched in 2001, Verizon Wireless:

- Has collected nearly 6.5 million phones.
- Awarded more than \$7 million in cash grants to domestic violence agencies and organizations throughout the country.
- Distributed more than 80,000 phones with more than 240 million minutes of free wireless service to be used by victims of domestic violence.
- Properly disposed of more than 1 million no-longer-used wireless phones in an environmentally sound way.
- Kept more than 200 tons of electronic waste and batteries out of landfills.

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 the Verizon Wireless HopeLine program 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. If donated phones are unsalvageable, they are recycled in an environmentally sound way, under a zero landfill policy.
- Proceeds from the sale of refurbished phones allow Verizon Wireless to provide cash grants to non-profit organizations that support victims of domestic violence or provide education in the community.
- Phone donations given locally benefit victims of abuse within that geographic area.

Community Awareness Programs

- HopeLine donates cash grants to non-profit organizations to help fund education programs, support services, and community outreach.
- Verizon Wireless also puts wireless phones in the hands of domestic violence victims—complete with 3000 minutes of wireless service through local domestic violence organizations or local government and law enforcement agencies for use with their domestic violence clients.
- 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.

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.

Current national HopeLine partners include:

- Family Violence Prevention Fund
- National Coalition Against Domestic Violence
- The Corporate Alliance to End Partner Violence
- Resource for Women & Their Families, Inc.
- Break the Cycle
- Casa de Esperanza
- Safe Horizon
- Prevent Child Abuse America
- The Sexual Minority Youth Assistance League

#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 Wireless 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.

HopeLine Phone Drive Success Stories & Tips

HopeLine's success is driven by consumers who take the time to donate wireless phones and organize HopeLine collection drives in their community. The following examples illustrate how individuals and community organizations have made a difference in the lives of domestic violence victims.



Hoover Elementary School, Bergenfield, New Jersey

The Youth Power Club at Hoover Elementary School in Bergenfield, New Jersey used collected phones for HopeLine. The collection drive was easy for the club to implement and benefited both the environment and those in need. The students learned that by working together they have the power to make a difference in people's lives.



Alpha Kappa Alpha, Westchester County, New York

Jasmine Bellamy, president of the Westchester County, New York, chapter of Alpha Kappa Alpha, the nation's oldest African-American service sorority, met with fellow sorority member Eileen Lambert, Verizon Wireless associate director of human resources, to present some of the nearly 600 no-longer-used wireless phones collected at the sorority's regional conference in New York City.

Eagle Scout Community Project, Irvington, New York

Blake Anderson, New York, collected more than 65 cell phones for his Eagle Scout Community Project. He also established a permanent HopeLine collection at St. Barnabas Episcopal Church in Irvington, N.Y.

Phone Drive Tips & Suggestions

Hosting a phone drive is simple and anyone can host a drive. These suggestions can help you plan a successful drive in your community:

- Add a phone collection box at the following locations and events:
 - Company outings
 - School functions
 - Sporting events
 - Churches
- Publicize your drive in advance to maximize participation (i.e. community newspapers, church bulletins, flyers, newsletter, bulletin boards, Facebook, Twitter, etc.)
- Place the collection boxes in a visible but secure location.

HopeLine's Impact

- “HopeLine is a wonderful program. Many of our clients are not allowed to use the landline or calling cards & are completely controlled by the perpetrators. This program makes all the difference & connects them with the outside world.” - Roopa, Narika, California
- “This program is so beneficial. To survivors of domestic violence, this may be the lifeline they need. By having a wireless phone in their hands, it just might actually save their life (or that of their children) one day.” - Lieutenant Patricia Sherrill, Canton Police Department, Massachusetts
- “HopeLine phones give victims a sense of security. It is the victim’s link to resources, services, and a support system.” - Debra Keim, Bay Area Women’s Center, Michigan
- “Clients have one less barrier that they need to deal with. They can receive their business messages directly reducing the chances of missing appointments and employment opportunities.” - Sandra Garcia, Center Against Family Violence, Texas
- “HopeLine provides a critical communications tool that helps our clients find employment, housing, medical and other things they need to take care of themselves and their families. The HopeLine program is a wonderful resource for our clients. With their wireless phones, our clients can speak to our court advocates regarding their cases and can access services for housing, job training, legal issues and more.” - Peggy Panagrossi, Safe Haven, Connecticut
- “HopeLine is a heaven-sent lifeline of safety. For someone who is used to always looking over their shoulder, always fearful, giving them a phone, they know they can call police. I feel safer, and so do they. Sometimes that phone can mean life or death for these victims. When they walk out of the center, I know I've done something worthwhile. I know I've done something to keep them safe.” - Sue Milles, Crisis Center North, Pennsylvania

Additional Information

For more information about HopeLine, visit: www.verizonwireless.com/hopeline.

You can also contact Terri Stanton at terri.stanton@verizonwireless.com or 908-559-7513.