


Guide to understanding your bill.

As a Lively user, we want to be sure you understand your bill. See the helpful guide below to learn where to find important information on your bill each month.

lively | From **BEST BUY** Health[™]

PO BOX 1279, DEPT 141814
OAKS PA 19456
DO NOT SEND PAYMENTS OR CORRESPONDENCE
TO THE ABOVE ADDRESS



Remittance Section

A Invoice Date: 09/16/2023
Account Number: 1234567
Invoice Number: 123748176

Check here for change of address (see reverse for details)

B JOHN SMITH
1234 MABLE STREET
ANYTOWN STATE 01234-9876
[Barcode]


C PLEASE SEND YOUR PAYMENT TO:
LIVELY
P.O. BOX 660688
DALLAS, TX 75266-0688
[Barcode]

Total Amount Due Will Be Charged To Credit Card Or Bank Account On File

Please return above portion with your payment. Keep lower portion for your records.

Account Summary	
Previous Invoice Amount	\$67.00
Payments	\$(67.00)
Previous Balance	\$0.00
D Monthly Service Charge	\$59.99
Discounts	\$(5.00)
Taxes, Fees, and Surcharges	\$12.01
Total Current Charges	\$67.00
Total amount due will be charged to credit card or bank account on file:	\$67.00

Need a ride?



F Our team can schedule a Lyft ride for you, without having to download an app. Just dial "0" on your Jitterbug and we'll let you know the estimated arrival time and cost through Lively Rides.


Lively Rides provides a service through which you can request a ride to be arranged through the Lyft Platform. Ride fares are applied to your monthly Lively bill. Visit <https://www.lively.com/legal/lively-rides-terms/> for full Terms and Conditions.

Important Message:

E **New credit card information requested.** Our records indicate that the credit card on file is set to expire by 10/31/2023. To ensure proper processing and avoid a late payment, please update your credit card information. This can be done by calling our friendly Lively Customer Service at 1-866-490-0465.

For your protection, Lively will only process payments with addresses that can be validated. When providing the requested information, it is important that the exact billing address is used. If an address change is required, please include the new address when contacting Lively.

Easily access Lively Urgent Response from your Alexa device.



F

- Included with Preferred and Premium plans
- Connect as many Alexa devices as you like throughout your home for greater safety
- Feel safe at home even when you're not wearing your medical alert
- No need to carry around your cell phone while at home

Get step-by-step instructions: [lively.com/alexahelp](https://www.lively.com/alexahelp) | Call us anytime: **800-733-6632**

Lively on a device with Alexa is not a substitute for 911. The services depends on Amazon's functionality and may not work during power outages and connectivity issues. Urgent Response and the Lively Health & Safety services voice skill will work if your account is current on payment, if your Alexa device is plugged in and turned on, has network or internet access, and the Lively Health & Safety Service voice skill is enabled and linked to your Lively Account. May not be available if you are out of voice range of your smart speaker. Lively cannot guarantee that Alexa will function as expected. LIVELY is a registered trademark of Best Buy Health, Inc. Copyright © Best Buy. Other marks are property of their respective owners and may be trademarks.

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- A Remittance:** Account number, invoice number and date.
- B Address:** Your full name and the billing address.
- C Return Address:** Lively address if the payment will be sent by mail.
- D Account Summary:** Easy-to-read summary provides the total amount of fees and taxes charged and the total amount due.
- E Important Message:** Useful information each month.
- F Helpful Information:** Look here for news, updates and promotions.

Payments	08/17/2023	09/16/2023
Payment - Check	08/18/2023	\$39.18

Details for (231) 268-9486

Service Charges			Amount
Basic Plan with Unlimited Talk and Text	09/17/2023	10/16/2023	\$24.99
Unlimited Data			\$30.00
Total Recurring Charges			\$54.99

Usage Charges			Minutes	Amount
Minutes Used	18 Calls		64	
Total Minutes Used			64	
Available Minutes Used			64	
Total Usage Charges				\$0.00

Summary of Government Mandated Taxes and Fees

Florida Comm. Serv Tax (Gross Receipts) - Wireless	\$0.05
Florida Comm. Serv. Tax (State Portion) - Wireless	\$1.52
Florida Communications Serv. Tax (Gross Receipts)	\$0.73
Florida E-911 Fee - Wireless	\$0.40
Sarasota Local Communications Services Tax	\$1.83
Total Government Mandated Taxes and Fees	\$4.53

Summary of Other Surcharges

Federal USF Surcharge - Wireless	\$2.71
Regulatory Cost Recovery Charge	\$3.23
Total Other Surcharges	\$5.94

Total Current Charges \$65.46

Minutes and Text Messages Available

	Previous Balance	Added Since Last Invoice	Used Since Last Invoice	Expired Since Last Invoice	Balance
Unlimited Minutes	0	Unlimited	64	Unlimited	Unlimited
Operator Assistance - Fee Waived	0	Unlimited	0	Unlimited	Unlimited
Unlimited Text Messages/MMS	0	Unlimited	0	Unlimited	Unlimited
Data - Unlimited	0	Unlimited	39,939,280	Unlimited	Unlimited
Data - 20MB	0	20,480	20,480	0	0

Need to notify family?

Our Lively Link® app helps keep you independent and your loved ones reassured.



Friends or family can get alerts sent to their smartphone when you contact Urgent Response through the Lively Link® app.

Lively Link is included with our Preferred and Premium plans. If you want to upgrade to our new plans, please call **800-733-6632**.

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G Payments: See previous payments and adjustments.

H Service Charges: Easy-to-read summaries provide usage charges, government mandated taxes and fees, and other surcharges.

I Minutes and Text Messages Available: Balances and more details.

J Helpful Information: Look here for news, updates and promotions.