

VA Family Caregiver Pilot
Supplemental Information

1. The loaner iPad must not to be taken out of the USA as it will potentially incur additional roaming charges/fees. Puerto Rico may or may not incur charges, depending on area traveled; therefore, we would discourage taking the iPad to this location. If VA detects that the iPad has been removed from the USA either through additional billing of international roaming or mobile device management, VA may remotely de-activate the iPad and/or require it to be returned within 30 days.
2. Most of the VA iPads are on Verizon while some are on ATT cellular service. The iPad box will indicate ATT or Verizon.
 - a. ATT iPads will begin notifying the user once they use 65% of the 2GB/month data allowance. If over 100% of data is used, VA will be charged additional fees for use. VA may request the iPad be returned within 30 days if this occurs.
 - b. Verizon iPads have a 5GB/month data allowance. There is no charge to VA for exceeding the 5GB. However, our agreement with Verizon is to remain at 5GB or below per iPad. iPads that are found to be using excessive bandwidth may be remotely deactivated. We may also request the iPad be returned within 30 days.
3. Under normal use while access cellular service – use of the VA apps, email and light web browsing with NO streaming video or audio - the data limits should not be reached. You may monitor you monthly usage by going to SETTINGS, GENERAL, USAGE, CELLULAR USAGE.
4. We encourage use of Wi-Fi when at home or when Wi-Fi is available. This will not incur any cellular data usage and does not impact the 2GB/5GB cellular data limit per month.

