

Meet With Your VA Provider Over Video Without Cellular Data Charges



VA has partnered with **AT&T, SafeLink by TracFone, T-Mobile, and Verizon** so you can meet with your VA providers through VA Video Connect on your mobile device with no data charges.

If you have an eligible cellular plan, no action is required. The participating mobile networks will automatically recognize when you and your family members or caregivers are using VA Video Connect.



What Is VA Video Connect?

VA Video Connect enables you to hold live video appointments with your VA providers. With VA Video Connect, you can meet with your VA care team from wherever you are, using a computer, tablet, or smartphone with an internet connection. Your family members or caregivers can even join you in your appointments.

Here is how to determine if your plan qualifies:

AT&T

- **Who's Eligible:** AT&T customers with limited and unlimited plans on the AT&T mobile network.
- **Limitations:** Roaming off the AT&T network or using a virtual private network (VPN) may result in data fees.

SafeLink by TracFone

- **Who's Eligible:** Customers with SafeLink phones connected to the T-Mobile 3G, 4G/LTE, or 5G networks.
- **Limitations:** Roaming off the TracFone network or using a VPN may result in data fees.

T-Mobile, Metro by T-Mobile, and Sprint

- **Who's Eligible:** T-Mobile, Metro by T-Mobile, and Sprint customers connected to the T-Mobile 3G, 4G LTE, or 5G cellular networks.
- **Limitations:** Roaming off the T-Mobile network or using a VPN may result in data fees.

Verizon

- **Who's Eligible:** Verizon customers with limited data plans on Verizon's 4G LTE network.
- **Limitations:** Roaming off the Verizon network or using a VPN may result in data fees. VA Video Connect data can count toward a data down-speeding limit depending on a customer's data plan.



Find more information
and eligibility details at

mobile.va.gov/cellular-data-program.

Listing an entity as a VA partner does not mean or imply that VA endorses the entity, its views, or any products or services it may provide.