



## Cell Phones for Soldiers Mission:

Cell Phones for Soldiers Inc. is a 501(c)(3) nonprofit organization dedicated to providing cost-free communication services to active-duty military members and veterans.

## Cell Phones for Soldiers Fast Facts:

Since 2004, Cell Phones for Soldiers...

- Have provided more than 213 million minutes of free talk time
- Mails approximately 3,000 calling cards each week
- Recycled more than 11.6 million cell phones, reducing the impact on landfills
- July 2012 launched Helping Heroes Home, to provide emergency funds for returning veterans to alleviate communication challenges as well as physical, emotional and assimilation hardships.
- Since July 2012, Helping Heroes Home has assisted more than 2,700 veterans and their families with emergency funding.
- Has remained a family-run, nonprofit organization operated almost exclusively by Bob, Gail, Brittany, Robbie and Courtney Bergquist.

## History

Since its inception in 2004, Cell Phones for Soldiers has worked to provide free communication services to active-duty military members and veterans. For a decade, the charity's longstanding calling card program, Minutes That Matter has provided servicemen and women with an estimated 3 million prepaid calling cards, equating to more than 213 million minutes of FREE talk time.

Cell Phones for Soldiers fuels its mission through generous monetary contributions and the recycling of donated mobile phones. Newer or gently-used mobile phones from all service providers are accepted. Each \$5 contribution, or donated device valued at \$5, will provide troops with 2.5 hours of FREE talk time.

Cell Phones for Soldiers was founded by Robbie and Brittany Bergquist of Norwell, Mass., at the ages of 12 and 13. The organization has prevented more than 11.6 million cell phones from ending up in landfills.

"Cell Phones for Soldiers started as a small way to show our family's appreciation for the men and women who have sacrificed the day-to-day contact with their own families to serve in the U.S. armed forces," says charity President, Bob Bergquist. "Over the past few years, we have been overwhelmed by the generosity of others. But, we have also seen the need to support our troops continue to grow as more troops are sent overseas for longer assignments."

In July 2012, the Bergquist family launched a new program, Helping Heroes Home, which provides emergency funds for returning veterans to alleviate communication challenges as well as physical, emotional and assimilation hardships.

"Since starting Cell Phones for Soldiers, we've wanted to create a program that would allow us to serve veterans here at home," said Brittany Bergquist. 'Helping Heroes Home' is that solution. It allows us to quickly amend a difficult situation and restore some peace of mind and support."

# Frequently Asked Questions

## **Q: Are you a 501(c)(3) nonprofit organization?**

Yes. Please view our 501(c)(3) tax exemption letter at <http://www.cellphonesforsoldiers.com/financial-information.php>.

## **Q: What types of cell phones do you want?**

We will accept any and all types of cell phones from any carrier. Newer gently-used cellular devices are preferred, however, proceeds are still generated from the recycling of broken and dated devices. Chargers and accessories are welcome but are not necessary to donate. Please do not send instruction manuals.

## **Q: How do I donate a cell phone?**

Phones can be sent directly to our recycling partner at the address listed below or can be dropped off at any of the Cell Phones for Soldiers official drop-off sites.

Cell Phones for Soldiers  
N5549 County Road Z  
Onalaska, WI 54650-9632

## **Q: What do you do with the donated cell phones?**

All cell phones donated to Cell Phones for Soldiers are sold either to an electronic refurbisher or a recycler. Once the charity receives a donated cell phone, the device is quickly wiped of all personal information and checked to see if it is repairable. A cell phone that is repairable is sold to an electronic refurbisher who will repair the device and resell it in the aftermarket. However, cell phones that are either too old or completely broken are sold to recyclers who strip the devices of any salvageable components and/or rare metals and then responsibly recycle the remaining parts. The proceeds from the phones are used to purchase prepaid international calling cards for troops and provide emergency financial assistance to veterans.

## **Q: Is there a way I can erase my personal data BEFORE the phone is donated?**

Yes. If your cell phone has a SIM card please remove it prior to donating. You can also search the internet for "factory reset" and your specific make and model of your phone for instructions on wiping all personal information.

## **Q: Do you send the donated cell phones to troops?**

No. It is a common misnomer that Cell Phones for Soldiers sends donated cell phones directly to deployed troops. Why is this not a viable option? First and foremost, cell phones can be security hazards for military members in combat zones. Also, the cost of international phone calls using a cell phone is very high, making this option extremely cost prohibitive. In addition, a majority of the cell phones received by the charity do not have international calling capabilities.

## **Q: Can I request a calling card for a specific military member or unit?**

Yes. By providing a valid APO address, Cell Phones for Soldiers can directly mail or email cards to troops. Calling cards can be requested at [http://www.cellphonesforsoldiers.com/request\\_calling\\_card.php](http://www.cellphonesforsoldiers.com/request_calling_card.php).

## **Q: How do I make a monetary donation?**

Online Monetary donations can be made at [http://www.cellphonesforsoldiers.com/donate\\_now.php](http://www.cellphonesforsoldiers.com/donate_now.php). You may also send a check or money order directly to:

South Shore Savings Bank  
c/o Cell Phones for Soldiers  
400 Washington Street  
Norwell, MA 02061

For additional information, please visit [www.cellphonesforsoldiers.com](http://www.cellphonesforsoldiers.com).