America’s most reliable network is going Ultra.

### 5G Get More Unlimited
- Fully loaded, plus music.
- 5+ lines $50/line
- 4 lines $55/line
- 3 lines $65/line
- 2 lines $80/line
- 1 line $90/line
- Per month, plus taxes & fees. When you enroll in Auto Pay, otherwise add $10 per line. 1,2

### 5G Play More Unlimited
- For all your entertainment needs.
- 5+ lines $40/line
- 4 lines $45/line
- 3 lines $55/line
- 2 lines $70/line
- 1 line $80/line
- Per month, plus taxes & fees. When you enroll in Auto Pay, otherwise add $10 per line. 1,2

### 5G Do More Unlimited
- Staying mobile around the world.
- 5+ lines $40/line
- 4 lines $45/line
- 3 lines $55/line
- 2 lines $70/line
- 1 line $80/line
- Per month, plus taxes & fees. When you enroll in Auto Pay, otherwise add $10 per line. 1,2

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### 5G Ultra Wideband access included with a 5G phone
### 5G Nationwide
### Unlimited Premium Network Access
### Unlimited Mobile Hotspot (50 GB then 600 Kbps)

**hulu** Included 4
- Disney+ Included 4
- ESPN Included 4
- Apple Arcade Included 6,7
- Google Play Pass Included 6,7

**MUSIC** Included 6,7

**TravelPass** (1 day/mo)

### 50% off select Connected Device plans
### 600 GB of Verizon Cloud storage

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### All Unlimited plans include:
- Unlimited Talk & Text
- Mexico & Canada Talk, Text & Data 11
- Verizon Up Rewards
- Call Filter spam blocker

### 5G Ultra Wideband features include:
- Unlimited 5G Ultra Wideband data
- Unlimited 4K-Quality HD streaming on capable devices

### Save up to 50% on Verizon Home Internet.
- Get up to $30 off/mo on Fios Gigabit OR Connection Home Internet where available.

### Add a connected device to your Unlimited plan.
- You can add a connected device—like a tablet, Mobile Hotspot, laptop or smartwatch—to any Mix and Match Unlimited plan. Connected devices get their own premium 5G Nationwide/4G LTE data and 5G Ultra Wideband data with select plans, with plans ranging from $10 to $80 depending on your needs. Get 50% off an Unlimited plan for a Mobile Hotspot, tablet or smartwatch for each smartphone line on Get More and Do More Unlimited.

- Tablets and laptops $20/mo for Unlimited or $30/mo for Unlimited Plus.
- Mobile Hotspots $20/mo for Essential, $40/mo for Plus, $60/mo for Pro and $80/mo for Premium.
- Smartwatches are $10/mo for Unlimited or Number Share Unlimited.
- Connected Car offers two plans: Unlimited + In-Vehicle Wi-Fi for $20/mo or Connect Home+ and Get Unlimited for $10/mo.

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1 Additional $20/line for smartphones still on a contract.
2 Max 10 lines, Auto Pay & paper-free billing req’d, Unlimited 4G LTE: in times of congestion, your data may be temporarily slower than other traffic (Premium Network Access: any after 50 GB/mo on 5G Play More Unlimited, 5G Do More Unlimited, 5G Get More Unlimited plans). 5G Nationwide available in 2,700+ cities.
3 Unlimited 4G LTE/5G Nationwide Mobile Hotspot/tethering available on 5G Play More, 5G Do More and 5G Get More Unlimited; Mobile Hotspot speeds reduced to 600 Kbps (only after 25 GB/mo on 5G Play More and 5G Do More Unlimited plans and after 50 GB/mo on the 5G Get More Unlimited plan). Mexico: Hotspot use counts toward network data allowance. Domestic data roaming at 2G speeds. 5G Ultra Wideband for mobile: 5G Ultra Wideband access only in parts of select cities. 5G Ultra Wideband (UW) access requires a 5G-capable device inside the 5G UW coverage area. 5G UW access included with 5G Get More Unlimited, 5G Do More Unlimited and 5G Play More Unlimited plans. Downloads over 50 GB. Depending on location, uploads over 50 GB or 4G LTE: uploads over 4G LTE will not count toward your 4G LTE data allowance. 5G Nationwide access requires a 5G Nationwide-capable device. 5G Nationwide available in 2,700+ cities.
4 The Disney Bundle includes line activation on 5G Play More or 5G Get More Unlimited plans. The Disney Bundle includes Disney+, Hulu (ad-supported plan) and ESPN+. Must enroll with Verizon by 5/31/22. Access content from each service separately, and select ESPN+ content via Hulu. One offer per eligible Verizon account. 12/21 Disney and its related entities.
5 Disney+ is available on for 6 months from time of enrollment (must enroll with Verizon by 5/31/22); then auto-renews at $7.99/mo after promo period ends unless you cancel with Verizon. (For New Mexico residents, Disney+ ends automatically after 6 months.) Add’l terms apply. One offer per eligible Verizon account.
6 Apple Arcade included with line subscribed to a 5G Play More or 5G Get More plan, or 6 mos on us with line subscribed to a 5G Start or 5G Do More plan (must enroll with Verizon by 5/31/22). Must be 18 yrs or older. If you switch your plan to a non-qualifying plan after your 6-month promo period ends, subscription will auto-renew at $4.99/mo, per line enrolled unless you cancel. For NM residents, Apple Arcade 6-mo promo automatically ends. Cancel anytime. Subject to the Apple Media Services Terms of Use (apple.com/legal/internet-services/itunes/us/terms.html) and Apple Privacy Policy (apple.com/privacy). Add’l terms apply.
7 Google Play Pass included with line subscribed to a 5G Play More or 5G Get More plan, or 6 mos on us with line subscribed to a 5G Start or 5G Do More plan (must enroll with Verizon by 5/31/22). Must be 18 yrs or older. If you switch your plan to a non-qualifying plan or after your 6-month promo period ends, subscription will auto-renew at $4.99/mo, per line enrolled unless you cancel. For NM residents, Google Play Pass 6-mo promo automatically ends. Cancel anytime. One offer per eligible Verizon account. Use of the Google Play Pass service is subject to the Google Play Terms of Service (play.google.com/intl/en_us/about/play-terms/index.html) and Privacy Policy (policies.google.com/privacy). Add’l terms apply.
8 Apple Music requires a subscription. Must enroll by 5/31/22.
10 Get up to 50% off one eligible connected device plan for a qualifying smartwatch, tablet, hotspot or Hum in-car Wi-Fi device.
11 World Device required, International data reduced to 2G speeds after 1.5 GB/mo. More than 50% of your talk, text or data usage in a 60-day period is in Mexico or Canada, use of services in those countries may be removed or limited.

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A network this good needs a plan to match. Verizon lets you Mix and Match Unlimited plans so you only pay for what you need.
Connected device plans
You can add a connected device—like a tablet, Mobile Hotspot, laptop or smartwatch—to any Mix and Match Unlimited plan. Connected devices get their own premium 5G Nationwide/4G LTE data and 5G Ultra Wideband data with select plans, with plans ranging from $10 to $80 depending on your needs. Get 50% off an Unlimited plan for a Mobile Hotspot, tablet or smartwatch for each smartphone line on Get More and Do More Unlimited.

Visit verizon.com/discount-program for details on our special discounts for military, veterans, nurses, teachers, first responders and students.

Don’t need Unlimited?
Choose a size that works for you.

5 GB
starting at
$55*
for 1 line
(add up to 10 lines)
Cost includes $30 Account Access plus $25/mo/line on Auto Pay. $35/mo/line without Auto Pay. Auto Pay with bank account or debit card and paper-free billing required.

10 GB
starting at
$65*
for 1 line
(add up to 10 lines)
Cost includes $40 Account Access plus $25/mo/line on Auto Pay. $35/mo/line without Auto Pay. Auto Pay with bank account or debit card and paper-free billing required.

Both plans include:
• Unlimited Talk & Text
• Premium Data:
  5G Nationwide/4G LTE
• Share data with up to 10 devices
  (switch sizes anytime)
• Unlimited International Messaging from the US
• Mobile Hotspot at no extra cost

Add your devices:
• Phones: $25/mo each with Auto Pay and paper-free billing; otherwise $35/mo
• Tablets/smartwatches/mobile hotspots/laptops and connected car: $10/mo each
• Security camera: $5/mo each

Plan minutes are for domestic calls from within the Nationwide Voice Coverage Area. (Mexico and Canada are included without a daily fee on Get More, Do More, Play More and Start Unlimited plans.)

Plan fees are billed monthly. Data overage billed $15/1 GB (rounded up to the nearest 1 GB). Taxes and fees apply.

* Plan cost per month. Taxes and fees apply.
1 Connected devices do not count toward 10-device limit.
2 Available on capable devices. Wi-Fi encryption and internet security measures are recommended (e.g., firewall software and current patches for operating systems and applications).
3 $40/mo for smartphones subject to a minimum-term contract.
4 $10/mo each for connected devices with Number Share, which allows a single mobile number to be shared across multiple compatible devices.
5 At 2G speeds, streaming audio or video content may be affected.
6 $10 to $80 price requires a smart phone on Mix and Match Unlimited. Without a smart phone price is $10 to $110.
7 Plus taxes and fees. Personal email is available for an additional $5/mo.
8 Additional data expires at the end of every month.

For additional plan information, see page 14.
Please see international rates while traveling outside the US on page 7.
**International plans**

**While in the US**
With our international long-distance calling plans, you can choose unlimited calling or select a country and get an allowance of minutes every month.

<table>
<thead>
<tr>
<th>Global Calling</th>
<th>Make unlimited calls to Mexico and Canada from the US and discounted calls to an additional 220+ destinations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>$5/mo per line</td>
<td>Make unlimited calls from the US to landline phones in 60+ countries and mobile phones in 30+ countries, and make discounted calls to an additional 160+ destinations.</td>
</tr>
<tr>
<td>$15/mo per line</td>
<td>Select a country and get up to 180 minutes per month. You'll also get discounted rates to 220+ destinations and unlimited calls to Mexico and Canada.</td>
</tr>
</tbody>
</table>

Visit vzw.com/ild for more information on our international long-distance plans.

If you choose not to add a plan, you'll be charged standard international long-distance rates starting from 49¢ per minute.3

Sending a text or multimedia message is included in the Verizon Plan and all Unlimited plans.

**Traveling outside the US**
We have a range of options to choose from. If you want the freedom to use your device as you wish while you're abroad, we recommend TravelPassSM.

1. **TravelPass** – for when you want to use your device as you wish
Stay in touch with what matters while traveling. With TravelPass, use your plan as you do at home. You only pay a daily fee on the days you use your phone. To add TravelPass, text TRAVEL to 4004. No need to do this if you’re on 5G Start, 5G Play More, 5G Do More and 5G Get More Unlimited plans, as it’s already added.

2. **Monthly International Plan** – perfect for trips of 10 days or more
Choose between a plan that automatically expires after one month or a recurring monthly plan.

3. **Pay As You Go** – if you don’t have a plan and you use your device abroad
Talk rates start at 99¢/min. Messaging is 50¢/text sent and 5¢/text received. Data for all countries is $2.05/MB.

Visit vzw.com/International for a complete list of destinations and rates.

Visit vzw.com/ild for more information on our international long-distance plans.

1 World Device is required. Calls to international numbers, other than the country traveling in, will be charged standard international long-distance rates.
2 4G data speeds are available for the first 0.5 GB used in each 24-hour session; any additional data used will be reduced to 2G speeds for that 24-hour session. TravelPass service may be removed or data speeds may be slowed, if international talk, text or data usage exceeds 50% of total talk, text or data usage over any 60-day period.
3 When you have a plan with Unlimited Talk in the US, domestic airtime applies.

2 Rates vary by destination. See vzw.com/ild.
3 Not available on select plans.
4 Multimedia messages to/from Mexico and Canada numbers and text messages to/from Canada numbers deduct from your domestic messaging plan.
5 Multimedia messaging rates are the same as in the US, plus international data roaming charges. To see supported countries, go to vzw.com/International.

World-enabled device required to use your device outside the US.
### Optional services pricing

<table>
<thead>
<tr>
<th>Messaging per-use rates for plans without Unlimited Messaging</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Texts</strong>&lt;br&gt;20¢ per text sent (per recipient) or received (including Canada, Mexico, Puerto Rico and the US Virgin Islands)</td>
<td></td>
</tr>
<tr>
<td><strong>Multimedia messages</strong>&lt;br&gt;25¢ per multimedia message sent (per recipient) or received (including Canada, Mexico, Puerto Rico and US Virgin Islands)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Push to Talk Plus</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Push to Talk Plus calling when added to a basic or smartphone plan. Data usage may apply.&lt;sup&gt;1&lt;/sup&gt;</td>
<td>$5/mo</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Family Safeguards</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Verizon Smart Family</strong>&lt;br&gt;Filter content that isn’t kid-friendly, monitor web and app activity, and pause the internet.</td>
<td>$4.99/mo</td>
</tr>
<tr>
<td><strong>Verizon Smart Family Premium</strong>&lt;br&gt;Includes Smart Family features, plus location. Locate children and monitor driving behavior with trip details like phone use, speeding, hard braking and crash detection.</td>
<td>$9.99/mo</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Voicemail</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Premium Visual Voicemail (for Android&lt;sup&gt;™&lt;/sup&gt;, Windows&lt;sup&gt;®&lt;/sup&gt; and BlackBerry®)</strong>&lt;br&gt;Manage voice messages from your phone’s screen, enjoy a larger inbox, create up to 20 personal greetings, plus read your voicemails with Voicemail to Text.</td>
<td>$2.99/mo</td>
</tr>
<tr>
<td><strong>Voicemail to Text for iPhone®</strong>&lt;br&gt;Have voice messages delivered to you as text messages so you can discreetly read your voice messages without listening to them.</td>
<td>$2.99/mo</td>
</tr>
</tbody>
</table>

**Information**

<table>
<thead>
<tr>
<th>411 Search</th>
<th>$1.99/call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verizon Roadside Assistance</td>
<td>Up to 3 numbers can be provided per call.</td>
</tr>
<tr>
<td>Monthly service&lt;sup&gt;3&lt;/sup&gt;</td>
<td>$4.99/line</td>
</tr>
<tr>
<td>Pay per use</td>
<td>$89.95 using credit card at time of dispatch</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Detailed billing</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed detailed bill</td>
<td>$1.99/mo per line (details available at no charge through My Verizon)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Verizon Cloud&lt;sup&gt;4&lt;/sup&gt;</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>600 GB</td>
<td>$5.99/mo per line (includes free shipping on Verizon Prints &amp; Gifts)</td>
</tr>
<tr>
<td>2 TB Mobile + Home</td>
<td>$14.99/mo for up to 5 users Backup for unlimited eligible phones, tablets and computers</td>
</tr>
<tr>
<td>Unlimited Mobile + Home</td>
<td>$19.99/mo for up to 5 users Backup for unlimited eligible phones, tablets and computers</td>
</tr>
<tr>
<td>Contacts only</td>
<td>Available at no cost to all Verizon Plan customers who install the Verizon Cloud app on their smartphone&lt;sup&gt;5&lt;/sup&gt;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Call Filter&lt;sup&gt;6&lt;/sup&gt;</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Filter: spam detection and blocking</td>
<td>$0/mo per line</td>
</tr>
<tr>
<td>Call Filter Plus: spam detection and blocking, caller ID, spam lookup and more</td>
<td>$2.99/mo per line or $7.99/mo for accounts with 3+ eligible lines</td>
</tr>
</tbody>
</table>

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For Nationwide Messaging Plans designed specifically for deaf or hard-of-hearing customers, visit verizon.com/accessibility.

Text and multimedia messages are billed when received, whether or not you open them.

Data usage applies to Tones, VZ Navigator, Verizon Cloud, Verizon Smart Family Premium, Premium Visual Voicemail and Mobile Email, and will be charged according to your data plan.

Data usage will be billed according to your data plan. Usage may vary; average is approximately 125 MB/mo. Not available with international plans, including Mexico & Canada.

Coverage becomes effective 48 hours after enrollment in the program.

Verizon Cloud does not back up operating systems, settings, apps, emails, external drives and uncommon file types. Backup varies by operating platform. See verizon.com/support/verizon-cloud-faqs for service limitations.

Verizon Cloud is available on any Android and iOS smartphones and tablets and accessible on any PC or Mac.

Compatible device required; features included vary by device. High-risk spam calls are automatically blocked and forwarded to voicemail.

Download the Call Filter app to access all settings; eligible devices may also manage block settings through My Verizon.
Download the My Verizon app.

Scan the QR code to download the My Verizon app.

Pay your bill. Do it in the time it takes to read this.

Change plans. You can do it on the go, quick and easy.

Get rewarded. Rewards all the time with Verizon Up.

Get on-demand support. Customer service is just a few taps away.

Get protection.

Enjoy your mobile device worry-free with one of Verizon’s device protection options.

We offer many device protection options that provide coverage for loss, theft, damage (including liquid) and post-warranty malfunctions.

To learn about our device protection options, visit www.verizon.com/solutions-and-services/verizon-mobile-protect/.

To view the consumer device protection brochures, visit verizon.com/support/device-protection-legal/.

You have only 30 days from device activation to enroll in a device protection option.

This is the last warranty you’ll need for your connected home products.

Get protection, support and more for virtually all your home tech.

• Repair or replace eligible home products, no matter when or where you bought them.
• Get 2 in-home visits every 12 months for connected device setup, help with connectivity issues, etc.

To learn more about Verizon Home Device Protect, visit verizon.com/home/digital-security.

To view the Verizon Home Device Protect brochure, visit m.vzw.com/v-verizonhomedeviceprotect.
Customer Agreement & important information

Additional plan information
Minimum contract term: Each line requires a month-to-month or two-year contract.
Activation/upgrade fees: Up to $35 per line.
Early termination fees: The early termination fee is up to $175, which is the contract term results from your purchase of an advanced device (e.g., a smartphone or netbook).
Taxes, surcharges and fees: The market you’re in determines if you use Verizon Wireless or Verizon Wireless surcharges (which are Verizon Wireless charges, not taxes). As of November 9, 2021, for service other than 5G Home and LTE Home (which are not subject to additional taxes, fees, or surcharges), these items can add between $0.40 and $2.50-

Customer Agreement

[Para una copia de este documento en español, visite nuestro sitio web: verizon.com/espanol]

Thanks for choosing Verizon. In this Customer Agreement (“Agreement”), you’ll find important information about your wireless Service, including:

- Our ability to make changes to your Service or this Agreement
- Our liability if things don’t work as planned and how any disputes between us must be resolved in arbitration or small claims court.

My Service
Your Service terms and conditions are part of this Agreement. Your Plan includes your monthly allowances (e.g., minutes, data) and the terms under which you may use them (your “Coverage Area”), and their monthly and pay-per-use charges. You can also subscribe to several optional services, such as our different service plans or equipment protection services. Together, your Plan, features you use and any Optional Services determine your use of the Service.

Customer service: The primary purpose of your Service is to provide you with a wireless phone number, except for any right to transfer your Service or this Agreement at any time, but we’ll automatically become a Postpay Service if your Service is returned to us.

What happens if my Postpay Service is canceled before the end of my contract term?

If you’re signing up for Postpay Service, you’re agreeing to subscribe to a line of Service either for a 23-month installment agreement or for a 30-month agreement. If you sign up for Postpay Service, or if you have Postpay Service and you change to a different plan or service, you’ll automatically become a Postpay customer. If you’re returning your device, you’ll be responsible for all charges incurred until the next billing cycle.

Can Verizon change this Agreement or my Service?

We may change prices or any other term of your Service or this Agreement at any time, but we’ll notify you in writing. If you have a suspension or termination fee, you’ll be responsible for all charges incurred until the next billing cycle.

Verizon customer service always set by your Service or this Agreement. If you’d like the name and address of any retailer at which you purchased your device, you agree we may investigate your account. If you port a number from us, we’ll treat it as though you have the usage policy for that number, and for outgoing calls, time starts when you first press Send or the call connects to a network, and for 60 days of receiving the notice with no early termination fee if we fail to negate the change after you notify us of your objection to it. Notwithstanding this provision, if we make any changes to the dispute resolution provision of this Agreement, any such changes will not affect the resolution of any disputes that arose before such change.

My wireless device
You agree to use the Service only as permitted by Federal Communications Commission regulations, be certified for use on our network and be compatible with our devices, accessories and equipment. We will notify you if we may change your wireless device's software, applications or programming remotely, without notice, to fix a software bug, to support new features, or to implement our privacy and security policies, or how you’ve programmed or used your wireless device. By activating Service that uses a SIM (Subscriber Identity Module) card, you agree we own the intellectual property and software in the SIM card and you agree you'll provide us with the SIM card remotely and without notice, and we may use any information in the SIM card for lawful business purposes.

If you purchased a device on a monthly installment agreement and cancel service, you should check that agreement to determine if you may have to immediately pay off the balance. You must agree to your Service as described in our Privacy Policy. If you subscribe to Service for which usage charges are billed at a billing period (“Postpay Service”), or have a device payment installment agreement, we may investigate your account any time to determine the charges that you or any other user of your Service.

Can I have someone else manage my Postpay account?

If you agree to pay all charges incurred by users of your wireless device, you agree we may charge you the amount of time used or data sent or received. For outgoing calls, time starts when you first press Send or the call connects to a network, and for 60 days of receiving the notice with no early termination fee if we fail to negate the change after you notify us of your objection to it. Notwithstanding this provision, if we make any changes to the dispute resolution provision of this Agreement, any such changes will not affect the resolution of any disputes that arose before such change.

My wireless device
You agree to use the Service only as permitted by Federal Communications Commission regulations, be certified for use on our network and be compatible with our devices, accessories and equipment. We will notify you if we may change your wireless device's software, applications or programming remotely, without notice, to fix a software bug, to support new features, or to implement our privacy and security policies, or how you’ve programmed or used your wireless device. By activating Service that uses a SIM (Subscriber Identity Module) card, you agree we own the intellectual property and software in the SIM card and you agree you'll provide us with the SIM card remotely and without notice, and we may use any information in the SIM card for lawful business purposes.

If you purchased a device on a monthly installment agreement and cancel service, you should check that agreement to determine if you may have to immediately pay off the balance. You must agree to your Service as described in our Privacy Policy. If you subscribe to Service for which usage charges are billed at a billing period (“Postpay Service”), or have a device payment installment agreement, we may investigate your account any time to determine the charges that you or any other user of your Service.

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My wireless device
You agree to use the Service only as permitted by Federal Communications Commission regulations, be certified for use on our network and be compatible with our devices, accessories and equipment. We will notify you if we may change your wireless device's software, applications or programming remotely, without notice, to fix a software bug, to support new features, or to implement our privacy and security policies, or how you’ve programmed or used your wireless device. By activating Service that uses a SIM (Subscriber Identity Module) card, you agree we own the intellectual property and software in the SIM card and you agree you'll provide us with the SIM card remotely and without notice, and we may use any information in the SIM card for lawful business purposes.

If you purchased a device on a monthly installment agreement and cancel service, you should check that agreement to determine if you may have to immediately pay off the balance. You must agree to your Service as described in our Privacy Policy. If you subscribe to Service for which usage charges are billed at a billing period (“Postpay Service”), or have a device payment installment agreement, we may investigate your account any time to determine the charges that you or any other user of your Service.

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My wireless device
You agree to use the Service only as permitted by Federal Communications Commission regulations, be certified for use on our network and be compatible with our devices, accessories and equipment. We will notify you if we may change your wireless device's software, applications or programming remotely, without notice, to fix a software bug, to support new features, or to implement our privacy and security policies, or how you’ve programmed or used your wireless device. By activating Service that uses a SIM (Subscriber Identity Module) card, you agree we own the intellectual property and software in the SIM card and you agree you'll provide us with the SIM card remotely and without notice, and we may use any information in the SIM card for lawful business purposes.

If you purchased a device on a monthly installment agreement and cancel service, you should check that agreement to determine if you may have to immediately pay off the balance. You must agree to your Service as described in our Privacy Policy. If you subscribe to Service for which usage charges are billed at a billing period (“Postpay Service”), or have a device payment installment agreement, we may investigate your account any time to determine the charges that you or any other user of your Service.

Can I have someone else manage my Postpay account?

If you agree to pay all charges incurred by users of your wireless device, you agree we may charge you the amount of time used or data sent or received. For outgoing calls, time starts when you first press Send or the call connects to a network, and for 60 days of receiving the notice with no early termination fee if we fail to negate the change after you notify us of your objection to it. Notwithstanding this provision, if we make any changes to the dispute resolution provision of this Agreement, any such changes will not affect the resolution of any disputes that arose before such change.

My wireless device
You agree to use the Service only as permitted by Federal Communications Commission regulations, be certified for use on our network and be compatible with our devices, accessories and equipment. We will notify you if we may change your wireless device's software, applications or programming remotely, without notice, to fix a software bug, to support new features, or to implement our privacy and security policies, or how you’ve programmed or used your wireless device. By activating Service that uses a SIM (Subscriber Identity Module) card, you agree we own the intellectual property and software in the SIM card and you agree you'll provide us with the SIM card remotely and without notice, and we may use any information in the SIM card for lawful business purposes.

If you purchased a device on a monthly installment agreement and cancel service, you should check that agreement to determine if you may have to immediately pay off the balance. You must agree to your Service as described in our Privacy Policy. If you subscribe to Service for which usage charges are billed at a billing period (“Postpay Service”), or have a device payment installment agreement, we may investigate your account any time to determine the charges that you or any other user of your Service.

Can I have someone else manage my Postpay account?

If you agree to pay all charges incurred by users of your wireless device, you agree we may charge you the amount of time used or data sent or received. For outgoing calls, time starts when you first press Send or the call connects to a network, and for 60 days of receiving the notice with no early termination fee if we fail to negate the change after you notify us of your objection to it. Notwithstanding this provision, if we make any changes to the dispute resolution provision of this Agreement, any such changes will not affect the resolution of any disputes that arose before such change.
incoming calls, it starts when the call connects to a network (which may be before it rings). Usage time may end several seconds after you press End or after the call disconnects. For calls made on our network, we charge only for calls that are answered, including by machines. For Postpay Service, usage cannot always be processed right away and may be counted as a different day if the usage will still count toward your allowance for the month when the Service was used.

What charges are set by Verizon?

Our general terms include Federal Universal Service, Regulatory and Administrative Charges, and we may also include other charges related to our governmental responsibilities. These charges—they aren’t taxes, they aren’t required by law, they are not necessary to support the government does, they are kept by us in whole or in part, and the amounts and what they pay for may change. For more information, visit verizon.com/support/surcharges.

Government taxes, fees and surcharges

You must pay all taxes, fees and surcharges set by Verizon, state, local, or federal authorities. We reserve the right to charge your account for any applicable taxes, fees and surcharges. Additional taxes, fees and surcharges may be imposed by governmental or regulatory authorities. You agree to pay for all taxes, fees and surcharges applied to your account. You consent to the billing of such taxes, fees and surcharges to your account, and if a service is suspended or terminated, you may have to pay a reasonable one-time reactivation fee. If you contest any tax, fee or surcharge, we will refund it only if you ask. If your service is suspended or terminated, you may have to pay a reasonable one-time reactivation fee. We may require a deposit at the time of activation or in any order to any amounts you owe us on any account or device. You agree to pay. If you fail to pay on time and we discontinue your Service or any agreement with you for any good cause, including, but not limited to, (a) you: (i) fail to pay any charges you dispute while they are being investigated; (ii) are a California customer and we haven’t given you a courtesy suspension of recurring monthly charges during the past year, we’ll give you one for 30 days or until you replace or recover your wireless device, whichever comes first. What are Verizon’s rights to limit or end Service or terminate the agreement?

We can, without notice, limit, suspend or end your Service or any agreement with you for any good cause, including, but not limited to: (1) if you: (a) fail to pay any charges you dispute while they are being investigated; (ii) are a California customer and we haven’t given you a courtesy suspension of recurring monthly charges during the past year, we’ll give you one for 30 days or until you replace or recover your wireless device, whichever comes first. What are my rights for dropped calls or interrupted Service?

If you drop a call in your Coverage Area, redial. If it’s answered within 5 minutes, call us within 45 days if you’re a Postpay customer or within 45 days if you’re a Prepaid customer, and we’ll give you a 1-minute airtime credit. If you’re a Postpay customer and you lose Service in your Coverage Area for more than 24 hours in a row and we’re at fault, call us within 180 days and we’ll give you a credit for the time lost. Please be aware that these are your only rights for dropped calls or interrupted Service.

Billing and payments

If you’re a Postpay customer and we don’t get your payment on time, we will charge you a late fee for any service you use through the remainder of that month. Late fees are charged on charges that are not paid in full when due. Late fees are part of the rate and charges you agree to pay. If you fail to pay on time and we refer your account to a third party for collection, a collection fee will be assessed and will be due at the time of the referral to the third party. The fee will be included on your next month’s Service bill. If we take any funds from your account or otherwise charge you more than the amount due for that billing cycle, Verizon offers tools to block or restrict these services, and to block or restrict use of your account. If we block or restrict your Service because of non-payment, you pay any unpaid balance, or a flat $5 per month, whichever is greater, if allowed by law in the state of your billing service. Additionally, if you use your Service without a deposit for your balance, or through your device, including purchases of premium services or other services, we may charge you the amount due for that billing cycle. We may adjust or remove your discount according to the rules of that state. If you make a payment, or make a payment arrangement, through a call center representative, we may charge you an Agent Assistance Fee. What if my wireless device gets lost or stolen?

We’re here to help. It’s important that you notify us as soon as possible so we can help you to keep someone else from using it. If you’re a Postpay customer and your wireless device is used or accessed by a third party before we report it, and you want a credit for any charges for that usage, we’re happy to review your account activity and we’ll issue you a credit if you’ve reported it. Keep in mind that you may be held responsible for charges incurred by another customer. If you delayed reporting a lost or theft without good reason, you don’t have to pay any charges you dispute while they are being investigated. If you’re a California customer and we haven’t given you a courtesy suspension of recurring monthly charges during the past year, we’ll give you one for 30 days or until you replace or recover your wireless device, whichever comes first.

Am I eligible for special discounts?

If you or someone in your household is 65 or older, you may be eligible for a discount if you and remain affiliated with an organization that has an agreement with us. Unless you’re already enrolled in a government employee discount program, we may share certain information about your Service (including your age, and details about your account) with the organization or government contract, to help verify your eligibility. We may adjust or remove your discount according to the rules of that state. If you make a payment, or make a payment arrangement, through a call center representative, we may charge you an Agent Assistance Fee.

Repayment of your account if your eligibility ends or your contract terminates. In any case, this won’t be considered to have a material adverse effect on you.

DISCLAIMER OF WARRANTIES

We make no representations or warranties, express or implied, including, to the extent permitted by applicable law, any implied warranty of merchantability or fitness for a particular purpose, about your Service, your wireless device, or any applications you access through your Service. You additionally acknowledge that your wireless device will work perfectly or will not need occasional upgrades or modifications, or that it will not be negatively affected by network-related modifications, upgrades or similar activity. WAIVERS AND LIMITATIONS OF LIABILITY

You and Verizon both agree to limit or to exclude liability to each other to correct damages. That means neither of us will claim any damages that are difficult or impossible to quantify or that are indirect, incidental, treble or punitive. For example, disallowed damages include those arising out of a Service or device failure, unauthorized access or changes to your account or device, or the use of your account or device by others to authenticate, access or make changes to third-party accounts, such as a financial or cryptocurrency account, including changing passwords or transferring or withdrawing funds. This limitation and waiver will apply regardless of the theory of liability. It also applies if you bring a claim against one of our suppliers, to the extent we would be required to indemnify the supplier for the claim. You agree we aren’t responsible for problems caused by Verizon’s behavior toward our representatives; (b) interfere with our normal operations; (c) “spam,” or engage in other abusive ways toward our representatives; (d) harass, or use vulgar and/or inappropriate language toward our representatives; (e) steal from or lie to us; or, if you’re a Prepaid customer; (f) do not pay your bill on time; (g) incur charges for any Service or any agreement with you for any good cause, including, but not limited to, (1) if you: (i) fail to pay any charges you dispute while they are being investigated; (ii) are a California customer and we haven’t given you a courtesy suspension of recurring monthly charges during the past year, we’ll give you one for 30 days or until you replace or recover your wireless device, whichever comes first. What are Verizon’s rights to limit or end Service or terminate the agreement?

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PRODUCTS AND SERVICES YOU RECEIVE FROM US, OR FROM ANY ADVERTISING FOR ANY SUCH PRODUCTS OR SERVICES, OR FROM OUR CUSTOMER SERVICE REPRESENTATIVES, COLLECTIVE BARGAINING AGREEMENTS, OR ANY OTHER AGREEMENT WITH THE EMPLOYEES OR THEIR REPRESENTATIVES, INCLUDING ANY DISPUTES YOU MAY HAVE WITH OUR EMPLOYEES OR AGENTS, INCLUDING ANY TERMINATION OF EMPLOYMENT. ALL CLAIMS AGAINST THE AMERICAN ARBITRATION ASSOCIATION ("AAA") OR ITS AFFILIATES ("BBB") YOU CAN ALSO BRING ANY ISSUES YOU MAY HAVE WITH VERIZON THAT ARE COVERED BY THIS AGREEMENT TO ARBITRATE CONTINUES TO APPLY EVEN AFTER YOU HAVE STOPPED RECEIVING SERVICE FROM US.

(2) THE AAA AND VERIZON AGREE OTHERWISE, THE ARBITRATION WILL TAKE PLACE IN THE COUNTY OF YOUR BILLING ADDRESS, EXCEPT FOR CLAIMS OF $10,000 OR LESS, THE AAA MAY APPOINT AN ARBITRATOR IN ANY STATE OR FEDERAL COURT. AT ANY TIME BEFORE THE ARBITRATOR IS APPOINTED, BY NOTIFYING THE OTHER PARTY OF THE DISPUTE IN WRITING, YOU MAY HAVE UP TO 90 DAYS TO SEND US A WRITTEN NOTICE TO ARBITRATE UNDER THIS AGREEMENT. THE NOTICE MUST INCLUDE ENOUGH INFORMATION TO ALLOW US TO IDENTIFY YOUR ACCOUNT INFORMATION WITH THIS AGREEMENT TO ARBITRATE CONTINUES TO APPLY EVEN AFTER YOU HAVE STOPPED RECEIVING SERVICE FROM US.

(3) THIS AGREEMENT DOES NOT ALLOW CLASS OR COLLECTIVE ACTIONS EVEN IF THE AAA OR BBB PROCEDURES OR RULES WOULD, NOTWITHSTANDING ANY OTHER AGREEMENT WITH THE EMPLOYEES OR THEIR REPRESENTATIVES, INCLUDING ANY TERMINATION OF EMPLOYMENT. ALL CLAIMS AGAINST THE AMERICAN ARBITRATION ASSOCIATION ("AAA") OR ITS AFFILIATES ("BBB") YOU CAN ALSO BRING ANY ISSUES YOU MAY HAVE WITH VERIZON THAT ARE COVERED BY THIS AGREEMENT TO ARBITRATE CONTINUES TO APPLY EVEN AFTER YOU HAVE STOPPED RECEIVING SERVICE FROM US.

4. In plain text, the document contains sections on arbitration procedures, rights to privacy, and the enforcement of agreements. It outlines the process for resolving disputes through arbitration, including the rights of parties to choose the forum and the manner in which disputes are to be resolved. The document also discusses the confidentiality of arbitration proceedings and the enforcement of arbitration awards.
Weekend allowances? If so, then when you make a Mobile to Mobile call during Night & Weekend hours, your allowance minutes will be used in the following order: 1) Mobile to Mobile Calling, 2) Unlimited Anytime Minutes and 3) Anytime Allowance.

- **Data Services**

Verizon Wireless charges you for all data and content sent or received from any network (including any network overhead and/or Internet Protocol overhead associated with content sent or received); for carrying your application; and for any firewall, protocol addresses from domain names. Sending or receiving data using a virtual private network (VPN) involves additional VPN overhead for which you will be charged. Please note that certain applications or widgets periodically send and receive data on your behalf, without any action by the user, and you will be billed for such data use. Applications may automatically re-initiate data sessions when you click on a link or button, resume a video after it has paused, or when a Connect, Send or Enter buttons.

**Data sessions** automatically terminate after 24 hours. A data session is inactive when no data is being transferred. Data sessions may seem inactive while data is actually being transferred, or may seem active when the data is actually cached and data is not being transferred. If you have a data-only plan and use voice service, domestic voice calls will be billed at $2.56/month.

We have implemented optimization technologies across our 5G Nationwide and 4G LTE networks to transmit data files in a more efficient manner to allow a higher network capacity to benefit the greatest number of users. These techniques may include video caching and video sizing video files more appropriately for the video size. The optimization process is agnostic as to the content itself and to the website that provides it. While Verizon Wireless is unable to verify the exact timing of a caching decision, text, image, and video files in the optimization process and any change to the file is likely to be indiscernible, it is possible that the file may minimally impact the appearance of the file as displayed on a customer’s device. This practice does not make any edits to the content of the video or the source website. To achieve this optimization, Verizon Wireless calculates the throughput speed of such video downloads or streams over our 5G Nationwide and 4G LTE networks (which may be below the 9 – 56 Mbps 5G Nationwide and 4G LTE download speeds, typically provided). On certain plans, we may prioritize your data over the publicly available data behind other traffic. If the cell site you are connected to begins experiencing high demand during the duration of your usage, the 5G Nationwide and 4G LTE data speeds may be slower than the other traffic's. Once the demand on the site increases, you may connect to a different site not experiencing high demand, your speed will return to normal. Any such network management practices will be transparent to the user and in accordance to impacted plans. For a further, more detailed explanation of these techniques, please visit verizon.com/support/using-the-internet.

Check the terms of the Plan you selected to determine if using your smartphone as a Mobile Hotspot (Wi-Fi or tethering) is included as part of your Plan. Additional fees may apply for using data services in addition to any other applicable short code. To get more information, including contact details for the third-party service provider, check the use-by-date code. Some programs may be subject to additional terms and conditions.

No credits or pro-rating will be applied.

- **Share Name ID**

Some devices, including some mobile wireless services allow customers to determine how their names, mobile phone numbers and other personal information ("Name ID") is displayed when you use these services. You can specify how your Name ID information is displayed when you use these services. To use these services, you must represent and warrant to Verizon Wireless that the service you are intending to offer, offend, impersonate, misinform or misleading others; and does not infringe or violate someone else's rights or violate the law, rules or regulations with regard to privacy, intellectual property or otherwise.

Customers may also be able to download software applications offered by unaffiliated third-party providers that manipulate or “spoof” the Name ID that appears to the person receiving the call. Verizon Wireless does not pre-screen the third-party applications that you may download. However, Verizon Wireless will notify you of any applicable third-party terms and conditions before subscribing to or using such services.

Verizon Wireless has the right, in its sole discretion, to refuse to allow you to use or access information and to investigate reports of misuse, abuse or other violations. Such violations may result in restriction or termination of your wireless device, with the intent to defraud, cause harm or wrongfully obtain anything of value may also subject you to fines and criminal penalties.

- **Push to Talk Plus**

Push to Talk Plus (PTT+) lets you deliver voice and multimedia to help keep your mobile workforce connected. PTT+ allows you to talk to an individual or an entire group. PTT+ provides communication on Verizon’s 4G LTE and 5G networks. Verizon also gives you the added ability to simply and easily share texts, alerts, photos, videos, location data, voice messages and documents. To use PTT+ you will need a subscription to Verizon services and a smartphone, basic phone or tablet that’s compatible with Verizon PTT+. General Use: To make a call tap the contact to select the one you want. To make the PTT Plus button to allow the other person on the call to talk and tap the call to end or tap the call to start a PTT call. You will be billed for the call. When using some Mobile Hotspots, you must be connected via the provided USB cable to receive text messages. When using one of these devices, you will be billed for text messages that are sent to you, but not received. Messaging Block is available upon request.

Optional services terms and conditions

- **Messaging programs**

Messaging programs use unique five- or six-digit numbers, called “short codes.” They are provided by third parties, and we are not responsible for any content, information or services provided by third-party services through these programs. The programs and opt-in requirements vary. Short codes, whether sent or received, may be subject to standard messaging charges.

To opt out at any time, send the words CANCEL, END or STOP to 20509. A refund of any applicable short code. To get more information, including contact details for the third-party service provider, check the use-by-date code. Some programs may be subject to additional terms and conditions.

- **T ext and multimedia messaging**

Some programs may be subject to additional terms and conditions.

- **Data-only plans:**

Data Messaging available at Select PC Card, ExpressCard, USB Modem, Mobile Hotspot and Mobile Broadband Built-In notebook/netbook devices and tablets, if you do not utilize VZAccess Manager (or an SMS-capable connection manager), you will be billed for text messages that are sent to you, but not received. Messaging Block is available upon request.

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Push to Talk Plus (PTT+) lets you deliver voice and multimedia to help keep your mobile workforce connected. PTT+ allows you to talk to an individual or an entire group. PTT+ provides communication on Verizon’s 4G LTE and 5G networks. Verizon also gives you the added ability to simply and easily share texts, alerts, photos, videos, location data, voice messages and documents. To use PTT+ you will need a subscription to Verizon services and a smartphone, basic phone or tablet that’s compatible with Verizon PTT+. General Use: To make a call tap the contact to select the one you want. To make the PTT Plus button to allow the other person on the call to talk and tap the call to end or tap the call to start a PTT call. You will be billed for the call. When using some Mobile Hotspots, you must be connected via the provided USB cable to receive text messages. When using one of these devices, you will be billed for text messages that are sent to you, but not received. Messaging Block is available upon request.

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No credits or pro-rating will be applied.
Security deposit
You may have been asked to leave a security deposit at the time you activated your wireless service. You are eligible to receive your security deposit back at the end of one year of uninterrupted service, or upon termination of your service. Your deposit will automatically be refunded after one year, including interest. If you have kept your account in “good standing” (this means that you paid your bill continuously for one year in a timely manner) and if you (a) take up to three billing cycles to be processed. Should you be disconnected at any time during the first year for lack of payment, you will lose any interest that accrued during that time frame. If you terminate your service but have not paid your final bill, the deposit will be applied to your account, and you will receive any remaining funds. If your service is terminated after the 30-day return and exchange period but before the end of your minimum term, your deposit will be applied against any outstanding balance before a check is processed.

Devices not purchased from Verizon Wireless
You may activate any 4G LTE device that has been certified by Verizon Wireless to be compatible with our 4G LTE network, including devices not purchased directly from Verizon Wireless. If you did not purchase your device from Verizon Wireless, please be aware that certification of a device for use on the Verizon Wireless network does not mean that Verizon Wireless has made any determination as to the function, call quality or other functionality provided by the device. The device provider is solely responsible for the representations of its product function, functionality, pricing and service agreements. Verizon Wireless does not in any way warrant that the certified device (a) will operate or operate without error on the network (including the network of any other carrier accessed while roaming or otherwise) or with available Verizon Wireless branded products and services; (b) will operate without the need for periodic upgrades or modifications to the certified device; (c) will operate indefinately on the network; (d) will not be subject to service disruptions or interruptions with any Location services that you enabled. To limit potential unauthorized access to your Location Information, Verizon Wireless offers various mechanisms and settings to manage access to location data. You should review each application's settings to determine whether you want to enable LBS for that application.

FCC rules and regulations
The Federal Communications Commission (FCC) requires that wireless phones be operated in accordance with FCC rules and regulations and under supervision of the licensee.

FCC notice regarding transmission of Wireless Emergency Alerts (Commercial Mobile Alert Service)
Verizon Wireless has chosen to offer Wireless Emergency Alerts within portions of its service area, as defined by the terms and conditions of its service agreement, on Wireless Emergency Alert-capable devices. There is no additional charge for these Wireless Emergency Alerts. Wireless Emergency Alerts may not be available on all devices or in the entire service area or if a subscriber is out of service. For details on the availability of this service and Wireless Emergency Alert-capable devices, please ask a Sales Representative or visit verizon.com/govalerts.

VERIZON WIRELESS OFFERS A FREE BLOCK FOR ALL BILLING OF THIRD-PARTY SERVICES AT VERIZON.COM/ MYVERIZON.
5G Ultra Wideband.
Now in more and more places.

To learn more about Verizon 5G, visit verizon.com/5G.

5G Ultra Wideband available only in parts of select cities.
5G Nationwide available in 2,700+ cities.