America’s most reliable 5G network is going Ultra!!!

5G Ultra Wideband is now in more and more places.

Most reliable 5G network based on more first place rankings in RootMetrics’ 5G data reliability assessments of 125 metro markets conducted in 2H 2021. Tested with best commercially available smartphones on three national mobile networks across all available network types, excluding C-band. Your experiences may vary. RootMetrics rankings are not an endorsement of Verizon.
### Unlimited 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.*

#### 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.*

#### 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.*

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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**](https://www.hulu.com) Included

[**Disney+**](https://disneyplus.com) Included


[**Music**](https://music.apple.com) Included

TravelPass (1 day/mo)

50% off select Connected Device plans

600 GB of Verizon Cloud storage

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5G Nationwide

50 GB Premium Network Access, then unlimited data

Unlimited Mobile Hotspot (25 GB then 600 Kbps)

[**hulu**](https://www.hulu.com) Included

[**Disney+**](https://disneyplus.com) Included


[**Music**](https://music.apple.com) Included

TravelPass (1 day/mo)

50% off select Connected Device plans

600 GB of Verizon Cloud storage

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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.

#### 5G Start Unlimited
- Just the basics.
- **5+ lines** $30/line
- **4 lines** $35/line
- **3 lines** $45/line
- **2 lines** $60/line
- **1 line** $80/line

*Per month, plus taxes & fees. When you enroll in Auto Pay. Otherwise add $10 per line.*

#### All Unlimited plans include:
- Unlimited Talk & Text
- Mexico & Canada Talk, Text & Data†
- 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 Connection Home Internet where available.
- Get up to 50% off your Verizon 5G Home or LTE Home Internet plan where service is available (as low as $25/mo with Auto Pay).

#### 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. See page 4 to find the connected device plan that’s right for you.
Connected device plans

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.

Get unlimited data for any device. See plan details for data restrictions.

Smartwatches
Stay connected, even when your phone stays home. Plus you can track runs, bike rides and more—all while streaming music.

Unlimited
Save when you just want to connect a smartwatch.
• $10 per line per month

Tablets
Now you can stream shows, play games or get work done wherever the day takes you. Plus, keep kids entertained on the go.

Unlimited Plus
Get 5G Ultra Wideband and double the premium data for your device.
• $30 per line per month

Unlimited
Get a basic Unlimited data plan with ultra-fast premium data.
• $20 per line per month

Laptops
Whether you want to work on the road or game with a fast connection, your laptop is more flexible than ever before.

Unlimited Plus
Get 5G Ultra Wideband and double the premium data for your device.
• $30 per line per month

Unlimited
Get a basic Unlimited data plan with ultra-fast premium data.
• $20 per line per month

Mobile Hotspots
Get one of our four unlimited data Hotspot plans to connect your devices. Just decide how much premium data you’ll want.

Premium
For those who need the most data, our Premium plan turns your device into a bona fide Wi-Fi powerhouse.
• $80 for 150 GB of premium mobile hotspot data

Pro
For game and movie lovers, our Pro plan gives you more than enough data to stream and game as much as you want.
• $60 for 100 GB of premium mobile hotspot data

Plus
Get the freedom to stay connected. Turn your device into a connection hub with enough data to go around.
• $40 for 50 GB of premium mobile hotspot data

Essential
Be ready to cover the unexpected by turning your device into a Wi-Fi connection for others.
• $20 for 15 GB of premium mobile hotspot data

Unlimited plans are also available for Connected Car devices and security cameras. For all connected device plans, visit verizon.com/plans/devices/tablets/.

Visit verizon.com/discount-program for details.
For additional plan information, see page 14.
Please see international rates while traveling outside the US on page 7.

The best deserve our best.

Military (including veterans), first responders, teachers and nurses can get 5G Unlimited plans starting at $30/line. With 4 lines on 5G Start Unlimited. With Auto Pay. Plus taxes and fees. For personal lines only.

Basic phone plans
Single Basic Phone Plan: a single-line plan with Unlimited Talk & Text for basic phones only, without Pay As You Go data rates.

Enjoy unlimited minutes and 500 MB of data for one price—just $30/mo.
Additional data is $5 per 500 MB.

Visit verizon.com/discount-program for details.
For additional plan information, see page 14.
Please see international rates while traveling outside the US on page 7.

1 With an existing smartphone on an Unlimited plan. Plus taxes and fees. Laptop alone: first line on the account is $85 with paper-free billing and Auto Pay, $90 without. Auto Pay and paper-free billing required to get the discount. You can get Auto Pay by signing up online or on the phone with your checking account, debit card or Verizon Visa Card. Your discount will be applied each month as long as Auto Pay and paper-free billing are active. All subsequent lines are $30.

2 With an existing smartphone on an Unlimited plan. Plus taxes and fees. Mobile Hotspot alone: first line on the account is $75 with paper-free billing and Auto Pay, $80 without. Auto Pay and paper-free billing required to get the discount. You can get Auto Pay by signing up online or on the phone with your checking account, debit card, or Verizon Visa Card. Your discount will be applied each month as long as Auto Pay and paper-free billing are active. All subsequent lines are $20.

3 Enjoy unlimited minutes and 500 MB of data for one price—just $30/mo.

4 Additional data expires at the end of every month.

5 Plus taxes and fees. Personal email is available for an additional $5/mo.

6 Additional data expires at the end of every month.

7 For eligible teachers (excludes public employees involved in E-rate or other procurement decisions, or prohibited by applicable law/employment/ethical guidelines), eligible nurses (RN, LPN, LVN and nurse practitioners), eligible first responders and eligible military; approved verification documents req’d. $35/line/mo for 4 lines on 5G Start, less $20 account discount. Auto Pay and paper-free billing req’d. Unlimited 5G Nationwide/4G LTE. In times of congestion, your data may be temporarily slower than other traffic on 5G Start Unlimited plan; for 5G Play More Unlimited and 5G Do More Unlimited plans, your smartphone and Mobile Hotspot data only after 50 GB/mo of 5G Nationwide or 4G LTE data. Mobile Hotspot not available on 5G Start Unlimited. Domestic data roaming at 2G speeds.
### 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>Plan</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Global Calling</strong></td>
<td>Make unlimited calls to Mexico and Canada from the US and discounted calls to an additional 220+ destinations.</td>
</tr>
<tr>
<td><strong>Global Calling Plus</strong></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><strong>Global Choice</strong></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 want 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.

<table>
<thead>
<tr>
<th>TravelPass4</th>
<th>Daily fee/line</th>
<th>Domestic plan</th>
<th>Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mexico &amp; Canada</td>
<td>$5</td>
<td>All eligible plans that don't include Mexico &amp; Canada</td>
<td></td>
</tr>
<tr>
<td>185+ countries</td>
<td>$10</td>
<td>All eligible domestic plans</td>
<td>Your domestic talk, text and data allowance1</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Monthly International Plan in 185+ countries</th>
<th>Monthly fee</th>
<th>Talk, text &amp; data</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$100</td>
<td>• 5 GB data</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 250 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 1,000 texts sent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Unlimited texts received5</td>
</tr>
</tbody>
</table>

   Overages: 25¢/minute, 5¢/message and $20/GB.

3. **Pay As You Go** – if you don’t have a plan and you use your device abroad

   Talk rates start at 99¢/min. Messaging6 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/coverages for complete international coverage details.

International options are only available with a qualifying domestic plan.

1 World Device is required. Calls to international numbers, other than the country traveling in, will be charged standard international long-distance rates. 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.

2 When you have a plan with Unlimited Talk in the US, domestic airtime applies.

3 Rates vary by destination. See vzw.com/ill.

4 Not available on select plans.

5 Multimedia messages to/from Mexico and Canada numbers and text messages to/from Canada numbers deduct from your domestic messaging plan.

6 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> 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 (including picture, video, voice, audio, location, group and contact messages)</strong> 25¢ per multimedia message sent (per recipient) or received (including Canada, Mexico, Puerto Rico and US Virgin Islands)</td>
<td></td>
</tr>
</tbody>
</table>

### Push to Talk Plus

Push to Talk Plus calling when added to a basic or smartphone plan. Data usage may apply.1

- **Price**: $5/mo

### Family Safeguards

#### Verizon Smart Family2

Filter content that isn't kid-friendly, monitor web and app activity, and pause the internet.

- **Price**: $4.99/mo

#### Verizon Smart Family Premium2

Includes Smart Family features, plus location. Locate children and monitor driving behavior with trip details like phone use, speeding, hard braking and crash detection.

- **Price**: $9.99/mo

### Voicemail

#### Premium Visual Voicemail (for Android™, Windows® and BlackBerry®)

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.

- **Price**: $2.99/mo

#### Voicemail to Text for iPhone6

Have voice messages delivered to you as text messages so you can discreetly read your voice messages without listening to them.

- **Price**: $2.99/mo

### Information

<table>
<thead>
<tr>
<th>Information</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>411 Search</td>
<td>$1.99/call</td>
</tr>
<tr>
<td><strong>Verizon Roadside Assistance</strong></td>
<td>Up to 3 numbers can be provided per call.</td>
</tr>
<tr>
<td>Monthly service3</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>

### Detailed billing

<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>

### Verizon Cloud4

- **600 GB** $5.99/mo per line (includes free shipping on Verizon Prints & Gifts)
- **2 TB Mobile + Home** $14.99/mo for up to 5 users
  - Backup for unlimited eligible phones, tablets and computers
- **Unlimited Mobile + Home** $19.99/mo for up to 5 users
  - Backup for unlimited eligible phones, tablets and computers
- **Contacts only** Available at no cost to all Verizon Plan customers who install the Verizon Cloud app on their smartphone5

### Call Filter6

- **Call Filter**: spam detection and blocking $0/mo per line
- **Call Filter Plus**: spam detection and blocking, caller ID, spam lookup and more
  - $2.99/mo per line or $7.99/mo for accounts with 3+ eligible lines

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1. 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.
2. Subject to additional terms and conditions, which can be viewed at verizon.com/support/verizon-smart-family-legal.
3. Coverage becomes effective 48 hours after enrollment in the program.
5. Verizon Cloud is available on any Android and iOS smartphones and tablets and accessible on any PC or Mac.
6. 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.

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 package.

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 package.
Download the My Verizon app.

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.
America’s most reliable 5G network is going Ultra!

For the latest 5G coverage details, visit verizon.com/coverage-map/.

Most reliable 5G network based on more first place rankings in RootMetrics’ 5G data reliability assessments of 125 metro markets conducted in 2H 2021. Tested with best commercially available smartphones on three national mobile networks across all available network types, excluding C-band. Your experiences may vary. RootMetrics rankings are not an endorsement of Verizon.

This map applies to voice and data plans and is a general prediction of where we expect to deliver outdoor service at least 90% of the time at the cell edge based on typical human walking speeds, without factoring in loading (i.e., the number of people simultaneously using the service in an area) or throughput. This map is not a guarantee of coverage, contains areas of no service, and may not reflect actual customer performance. Actual coverage may vary. Many things can affect the availability and quality of your service, including, but not limited to, network capacity, your device, terrain, buildings, foliage, weather, topography and other environmental considerations associated with radio technology. Your service may vary significantly within buildings. Coverage areas may include networks run by other carriers; some of the coverage depicted is based on their information and public sources, and we cannot guarantee its accuracy. Some devices may not be compatible with extended coverage areas depicted in the map.

5G Ultra Wideband available in select areas, and requires a 5G Ultra Wideband-capable device. 5G UW icon only displays on device in active 5G Ultra Wideband data session. 5G Ultra Wideband is provided using the best of Verizon’s spectrum assets. Not all 5G devices are compatible with all of those assets and some devices may require software updates to be fully compatible. Check your device’s network compatibility.

5G Nationwide available in 2,700+ cities, and requires a 5G Nationwide-capable device. You’ll see a 5G icon when you’re in a 5G Nationwide coverage area. Not all 5G devices are compatible; devices manufactured before 2020 are not 5G Nationwide compatible. You will receive 4G LTE when 5G Nationwide isn’t available or your device isn’t compatible.

For more information regarding our network speeds, latency, and management practices (e.g., video optimization), please see verizon.com/about/our-company/network-performance and verizon.com/support/broadband-services/. For more details regarding our service plans and terms, please see verizon.com/support/important-plan-information/ and verizon.com/legal/notices/customer-agreement/.
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 $750, or the remaining portion of contract term results from your purchase of an advanced device (e.g., a smartphone or netbook).

Taxes, surcharges and fees: We use your service address for each wireless service line to determine how we bill taxes, other governmental charges and other charges (which are Verizon’s charges, not taxes). As of May 5, 2022, for service other than 5G Home and LTE Home (which are not subject to these charges), these charges can add up to $16.00 per line to your statement each month. Your standard monthly access and other charges, and may include a Federal Universal Service Charge (23.8% of the interstate and international telephone charges; varies quarterly based on FCC rate).

Regulatory Charges (16 cents per voice line, 2 cents per data-only line) and Administrative and Telco Recovery Charge (effective June 23, 2022, $3.30 per voice line, 6 cents per data-only line). Taxes, other governmental charges and Verizon surcharges are subject to change. For more details on these charges, call 888.684.1888.

Customer Agreement

(Para una copia de este documento en español, visite nuestro sitio web: espanol.verizon.com)

Thanks for choosing Verizon. In this Customer Agreement, we explain important information about your wireless Service, including:

• Our ability to make changes to your Service or this Agreement's terms.
• 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 and features, where you can use them (your “Coverage Area”), and your monthly and other cancellation. If you’re a Prepaid customer, you’ll have to pay an early termination fee. If your contract term results from your purchase of an advanced device (e.g., a smartphone or netbook), the early termination fee will be $350, which will decline by $10 per month upon completion of months 18 – 22, $60 upon completion of month 23 and will be $0 upon completion of month 24. If you purchased a device on a monthly installment agreement and cancel service, you should check that agreement to determine if you may be able to immediately pay off the balance.

Your mobile phone and porting

You may be able to transfer, or “port,” your wireless phone number to another carrier. If you port your number, we will ask you to confirm your wireless phone number. If you confirm that your phone number is still active, we will ask you to select a new wireless phone number. We will also ask you to confirm that your mobile phone is still active, and will provide you a new wireless phone number. If you’re a Prepaid customer, you’ll still have to pay for your Service through your credit provider.

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 agree to subscribe to a line of Service either on a month-to-month basis or for a minimum contract term, as shown on your receipt or order confirmation. If your Service is suspended without having to charge a fee. If you’re a Prepaid customer and a change to your Plan or this Agreement has a material adverse effect on you, you can cancel the line of Service that has been affected within 60 days of receiving the notice with no early termination fee. If you notify us of your objection to it. Notwithstanding this provision, if we make any changes to the device access services, visit verizon.com/about/our-company/open-internet. Content Policy at verizon.com/about/our-company/company-policies. To learn about content filtering and parental controls for your broadband internet access services, visit verizon.com/about/our-company/open-internet.

Where and how does Verizon wireless Service?

Wireless devices use radio transmissions, so unfortunately you can’t get Service if your device isn’t in range of another device. Most likely, you’ll be able to change your Coverage Area, much things can affect the availability and quality of your Service, including: the condition of your device, terrain, buildings, foliage and weather.

How does Verizon calculate my charges?

You agree to pay all access, usage and other charges and taxes for your use of wireless device incurred. If multiple wireless devices are associated with your account, you agree to pay for all charges listed on those wireless devices. For charges based on the amount of time used or data sent or received, we’ll round up any fraction to the next full minute.
or, depending on how you’re billed for data usage, the next full megabyte or gigabyte. For outgoing calls, usage time starts when you first press Send or the call connects to a network, and for 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 the call connects to a network. Bills made on our network, we charge only for calls that are answered, including by machines. For Postpay Service, usage may be charged right away and may be included in a later bill, but the usage will still count toward your allowance for the month when it occurred.

What charges are set by Verizon?
Our charges may also include Federal Universal Service, Recovery Charge, Telco Recovery Charge, and we may also include other charges related to our governmental costs. We may also bill for these types of charges, they aren’t taxes, they aren’t required by law, they are fees that are related to anything the government does, they are kept by us in whole or in part. We’re entitled to keep 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 federal, state and local governments. Please note that we may not always be able to notify you in advance of changes to these charges.

What is roaming?
You’re “roaming” whenever your wireless device connects to a network outside your Coverage Area. A call connects to another carrier’s network, which could happen even within your Coverage Area. There may be higher rates or extra charges (including longer bills) for calls made in another area (including long distance, tolls or calls that don’t connect), and your data service may be limited or slowed when roaming.

How can I prevent unintended charges on my bill or bill discount?
Many services and applications are accessible on or through wireless devices, including purchases of games, movies, and music. Some of these services are provided by Verizon. Others are provided by third parties that may offer the option to bill the charges to your Verizon bill or other methods of payment. Charges may be one-time or recurring. The amount and frequency of the charges will depend on the carrier and the service. We may require a deposit at the time of activation using your device or a device associated with your account at the time a purchase is made. If the purchaser chooses to have the charges billed to your account, such charges will become part of the amount due for that billing cycle. Verizon offers tools to block or restrict these services, and to block all billing for third-party services on your Verizon wireless bill, at verizon.com/myverizon. We do not support calls to 900, 976 and certain other international premium rate numbers.

Verizon automatically blocks in the network many calls that are highly likely to be illegal, such as calls from toll-free numbers that are not authorized to make outbound calls. Additionally, your Service includes access to optional blocking tools for unwanted content, that are not authorized to make outbound calls. This service sends to voicemail many calls we determine to be unwanted calls and may adjust your spam filter preferences to block more or less calls. Visit verizon.com/about/responsibility/robcalls for more info.

How and when can I dispute charges?
If you’re a Postpay customer, you can dispute your bill within 180 days of receiving it, but unless otherwise provided by law or unless you’re disputing charges because your wireless device was lost or stolen, you still have to pay all charges until the dispute is resolved. If you’re a Prepaid customer or you will dispute any charges after 180 days of the date the disputed charge was incurred, YOU MAY CALL US TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, BUT IF YOU DO NOT DISPUTE THE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO THE DISPUTE THE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO THE DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO DISPUTE SERVICE(S) FOR WHICH YOU WERE BILLED, YOUR RIGHT TO 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YOU AND VERIZON BOTH AGREE TO RESOLVE DISPUTES ONLY BY ARBITRATION OR IN SMALL CLAIMS COURT AS DISCUSSED IN THIS AGREEMENT. THIS AGREEMENT APPLIES TO ANY AND ALL DISPUTES BETWEEN YOU AND VERIZON, SUCH AS DISPUTES YOU MAY HAVE WITH OUR EMPLOYEES OR AGENTS, REGARDLESS OF WHETHER THE DISPUTE IS BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL OR IN Equity REASON. THE ARBITRATION RULES AND PROCEDURES APPLY TO BOTH YOU AND VERIZON. THE ARBITRATION AGREEMENT, INCLUDING THIS PROVISION, APPLIES TO THIS AGREEMENT IN ITS ENTIRETY, HONOls THE SAME TERMS IN THIS AGREEMENT. AS A COURT WOULD, IF THE LAW ALLOWS FOR AN ARBITRATION AGREEMENT, AN ARBITRATOR CAN AWARD THEM TOO. THE SAME DEFENSES ARE ALSO AVAILABLE TO BOTH YOU AND VERIZON. ARBITRATION IS A BINDING DISPUTE RESOLUTION PROCESS THAT OCCURS IN COURT INCLUDING ANY APPLICABLE STATE OR LIMITATIONS. WE ALSO BOTH AGREE TO: 

(1) The federal arbitration act applies to this agreement. EXCEPT FOR SMALL CLAIMS COURT OR THE ARBITRATION, ANY AND ALL DISPUTES BETWEEN YOU AND VERIZON, SUCH AS DISPUTES YOU MAY HAVE WITH OUR EMPLOYEES OR AGENTS, WILL BE RESOLVED BY ONE OR MORE INDIVIDUAL ARBITRATION HEARINGS AND NOT BY A COURT. YOUR ATTORNEY OR OTHER PERSON AS PART OF THAT CHOICE IN WRITING. IF THIS CLAUSE AND, IF NECESSARY, TO ENJOIN ANY OTHER CASE EXCEPT TO ENFORCE THE AGREEMENT TO ARBITRATE WILL NOT APPLY TO THAT DISPUTE OR PART OF THE DISPUTE. (2) UNLESS YOU AND VERIZON AGREE OTHERWISE, THE ARBITRATION WILL TAKE PLACE AT THE PHONE NUMBER YOU PROVIDE TO US. FOR CLAIMS OVER $10,000, THE ARBITRATION WILL BE GOVERNED BY THE RULES AND REGULATIONS OF THE AMERICAN ARBITRATION ASSOCIATION (“AAA”) OR BETTER BUSINESS BUREAU (“BBB”). ARBITRATION IS A BINDING DISPUTE RESOLUTION PROCESS THAT OCCURS IN COURT INCLUDING ANY APPLICABLE STATE OR LIMITATIONS. WE ALSO BOTH THE ARBITRATION AGREEMENT, INCLUDING THIS PROVISION, APPLIES TO THIS AGREEMENT IN ITS ENTIRETY, HONORS THE SAME TERMS IN THIS AGREEMENT. AS A COURT WOULD, IF THE LAW ALLOWS FOR AN ARBITRATION AGREEMENT, AN ARBITRATOR CAN AWARD THEM TOO. THE SAME DEFENSES ARE ALSO AVAILABLE TO BOTH YOU AND VERIZON. ARBITRATION IS A BINDING DISPUTE RESOLUTION PROCESS THAT OCCURS IN COURT INCLUDING ANY APPLICABLE STATE OR LIMITATIONS. WE ALSO BOTH AGREE TO: 

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**To block access to certain content or services, call Customer Service or visit verizon.com/myverizon, where you can block users on your account from using or making purchases in Games, Media Center, Mobile Web and third-party applications and services.

**When you call someone, his or her phone may show the number dialed. If you want to block this Caller ID, dial #67 before each call, or order per-call blocking (just dial *62) to use this feature. You must dial #67 or block caller ID for some of the numbers you may call, such as toll-free numbers.

**When you set up a new or change your Voicemail, your account will be billed at regular plan rates, just as if you were making a regular call.

### 700-Minute Plan for basic phones

**Limited Mobile to Mobile Calling with Limited Night & 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) Night & Weekend and 3) Anytime Allowance.

**Data Services

Verizon Wireless charges you for all data and content sent or received using our network (including any data generated by or transferred from your device or over Wi-Fi or tethering). Data sending or receiving data using a virtual private network (VPN) involves additional VPN overhead for which you will be charged for data. Some data-intensive applications or widgets periodically send and receive data in the background, without any action by the consumer and will be billed for such data use. Applications may automatically re-initiate data sessions without your pressing or clicking to perform an action or return to the application. Data sessions terminate automatically after 24 hours. A data session is inactive when no data is being transferred to or from the network, but may appear inactive while data is actively being transferred, or may seem active when the data is actually cached and data is not being transferred. You may have a data-only plan and use voice service, domestic voice calls will be billed at 25¢/minute.

We have implemented optimization technologies across our 5G Nationwide and 4G LTE networks to transmit data files in a more efficient manner to allow available network capacity to benefit the greatest number of users. These techniques include video caching and sizing video files more appropriately for the device. The optimization process is agnostic to the content itself and to the website that provides it. While Verizon Wireless invests much effort to avoid changing text, image, and video files in the optimization process and while any change to the file is likely to be indiscernible, there may be minimal impact to the appearance of the file as displayed on a customer's device. This practice does not make available all content in its entirety on the internet or on the customer's device, or “denial of service” attacks; (v) accessing, or attempting to access without authority, the information or data that your user name or password allows access to, or “keep alive” functions, which is limited to the amount of data allocated with your plan. We may investigate, and may ask you to provide an explanation, to determine whether such usage violates the terms and conditions of your Service, the Customer Agreement, or any other applicable terms & conditions have been violated.

We further reserve the right to take measures to protect our network and other users from harm, compromised capacity or degradation in performance. These measures may impact your service, and we reserve the right to modify, implement and enforce policies designed for the defense of the Verizon Wireless network, including the Hotspot (Wi-Fi or tethering) is included as part of your service, requires an additional fee, or is unavailable with your Plan. Data transfer amounts will vary based on your plan. If you download an audio or video file, the file may be downloaded in sections or in its entirety. Data transferred during each download, regardless of whether you listen to or watch all of it. You may also and your own data usage is assessed during a usage period, including during the return period, by accessing My Verizon online or by contacting Customer Service or visiting myverizon, where you can block users on your account from using or making purchases in Games, Media Center, Mobile Web and third-party applications and services. To opt out at any time, send the words CANCEL, END, QUIT, STOP or UNSUBSCRIBE to the applicable short code. To get more information, including contact details for the third-party sponsor, send the word HELP to the short code.

Some programs may be subject to additional terms and conditions. No credits or pro-rating will be applied.

### Share Name

Some Verizon Wireless services allow customers to determine how their names, mobile phone numbers and other personal information (“Name ID”) are displayed on a customer's device. This practice does not make any distinction based on the displayed on a customer's device. This practice does not make any distinction based on the display and services. This practice does not make any distinction based on the display and services.

### PTT+ service

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 or over Wi-Fi. PTT+ also gives users the ability to share alerts, photos, videos, location data, voice messages and documents. To use PTT+ you will need to have the PTT+ application on your device and a smartphone, basic phone or tablet that's compatible with Verizon PTT+. General use: To make a call tap the contact to start the call. To send the call. If the PTT call icon turns a lighter shade of gray or if you hear an error tone when holding the call, you may not send or receive the call. If you do not send the call and there is no call, you may not be able to make the call. If the PTT call icon turns a lighter shade of gray or if you hear an error tone when holding the call, you may not send or receive the call. To opt out at any time, send the words CANCEL, END, QUIT, STOP or UNSUBSCRIBE to the applicable short code. To get more information, including contact details for the third-party sponsor, send the word HELP to the short code.

### Verizon Roadside Assistance

Verizon Roadside Assistance service is available for legally registered light passenger vehicles (e.g., sedans, coupes, motorcycles, convertibles,
SUWs, light-duty pickups, etc.). Coverage does not include service of any kind on vehicles used for commercial purposes or using dealer tags. For every minute enrolled, you can only make four calls per year for Verizon Roadside Assistance service. Verizon Roadside Assistance services are provided by Signature Motor Club, Inc. (in California, Signature Roadside Assistance, Inc.), subsidiaries of Allstate Enterprises, LLC, an independent company contracted to provide roadside assistance to Verizon Wireless customers. You can receive Verizon Roadside Assistance service two days after the feature is added.

- **International Long Distance**
  You may be charged a monthly access discount based on where you work or through an organization with which you are affiliated. Unless otherwise noted, plans with a monthly access fee or monthly access fee discount are eligible for discounts, except for military and veterans discounts.

Location information as appropriate to provide wireless to collect, use and disclose your 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 its rules and regulations and under supervision of the licensee.

**FCC notice regarding transmission of Wireless Emergency Alerts (Commercial Mobile Alert System)**

Verizon Wireless has chosen to offer Wireless Emergency Alerts within portions of its service area. Some of its service area, or if a service is outside of your current or previous service area. For details on the availability of this service and Wireless Emergency Alert-capable devices, please ask a Verizon Wireless Representative or visit verizon.com/goalerts.

**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, provided that you have kept your account current for that entire year (this means that you paid your bill continuously for one year in a timely manner). This refund may take up to three billing cycles to be applied. Should you be disconnected at any time during the first year for lack of payment, you forfeit any interest accrued during that time. Should 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 account is terminated after the initial 30-day return and exchange period but before the end of your minimum term, your deposit will be applied against the early termination fee in addition to any outstanding balance before a check is processed.

**Devices not purchased from Verizon Wireless**
You may purchase any CDMA/LTE device in your store, in the Important Customer Information brochure included in your equipment box and on our website. Visit verizon.com and click on the links at the bottom of the homepage.

**Location information**
Your wireless device can determine its (and your) physical, geographical location (“Location Based Services” or LBS) and can associate your device’s physical location with other data. You have the ability to enable or disable access to such services. By enabling location services on your device, you are permitting applications on your device to use LBS through software, widgets or peripheral components you choose to download, add or attach to your wireless device or through web access, messaging capabilities or other means. Verizon Wireless also reserves the right to collect, use and disclose your Location Information as appropriate to provide you with any location-based service available.

**Security and privacy**
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.

**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, provided that you have kept your account current for that entire year (this means that you paid your bill continuously for one year in a timely manner). This refund may take up to three billing cycles to be applied. Should you be disconnected at any time during the first year for lack of payment, you forfeit any interest accrued during that time. Should 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 account is terminated after the initial 30-day return and exchange period but before the end of your minimum term, your deposit will be applied against the early termination fee in addition to any outstanding balance before a check is processed.

**Connecticut customers only**
If you have questions about your bill or concerns about your service, please call Customer Service at 1.800.922.0204 or dial *611 from your wireless phone.

**Experiencing a problem with your device during the warranty period?**
If you have a problem with your device, just contact Verizon Wireless toll-free at 1.866.406.5154 from a different phone. We’ll diagnose the issue for you over the phone. If we can’t resolve the problem and it is caused by a manufacturing defect within the warranty period provided by the manufacturer in the packaging when the device was originally purchased from Verizon Wireless, we will send you a Certified Like-New Replacement (either a like unit or one of comparable quality) right to your door. For tables, we will send you a Like-New Replacement and you return your tablet in the shipping box we send you. Certified Like-New Replacements will carry the same remaining warranty period from the original wireless device, or 90 days, whichever is greater. Our certified Like-New Replacement device is the replacement device you must return your defective device within 5 days. If you do not return your defective device or if you do not send it in a timely manner, you will be charged the full retail price of your replacement device, which may be in excess of $500. If your device has incurred damage not covered by the manufacturer’s warranty, return your replacement device in the box it came in to avoid being charged the value of your replacement device. If you have device protection, contact your provider to discuss replacement options for a damaged device.

**Billing for third-party services/warning to parents and account owners:** Many services and applications are accessible on or through wireless devices, including purchases of games, movie music and other content. Some of these services are provided by Verizon Wireless. Others are provided by third parties that may offer the option to bill the charges to your Verizon Wireless bill or other methods of payment. If YOU CHOOSE TO HAVE THIRD-PARTY CHARGES BILLED ON YOUR ACCOUNT, ANY CHARGES INCURRED FOR THESE SERVICES WILL APPEAR ON YOUR VERIZON WIRELESS BILL IN THE USAGE AND PURCHASE CHARGES SECTION UNDER “PURCHASES FROM OTHER VENDORS,” USE CAREFUL SUPROVING ANOTHER PERSON, INCLUDING A CHILD, TO USE YOUR DEVICE OR A DEVICE ON YOUR ACCOUNT. You are obligated to pay all charges incurred by you, any other user of your wireless device or any user of a device on your account. VERIZON WIRELESS OFFERS A FREE BLOCK FOR ALL BILLING OF THIRD-PARTY SERVICES AT VERIZON.COM/ MYVERIZON.

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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.