5G built right
It’s Unlimited built right.

Get More Unlimited
Experience our ultimate in performance on our best plan with extra features, including more music and entertainment.

<table>
<thead>
<tr>
<th>Lines</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>5+</td>
<td>$50/line</td>
</tr>
<tr>
<td>4</td>
<td>$40/line</td>
</tr>
<tr>
<td>3</td>
<td>$30/line</td>
</tr>
<tr>
<td>2</td>
<td>$20/line</td>
</tr>
<tr>
<td>1</td>
<td>$10/line</td>
</tr>
</tbody>
</table>

Per month, plus taxes & fees. When you enroll in Auto Pay. Otherwise add $10 per line.1,2

5G Ultra Wideband access included with a 5G phone4

5G Nationwide2

Unlimited 4G LTE

Premium Network Access2

Unlimited Mobile Hotspot (30 GB then 600 Kbps)

Hulu Included6

Music Included6

discovery+ for 12 months6

600 GB of Verizon Cloud storage

50% off Unlimited connected device plans

5G Ultra Wideband access included with a 5G phone4

5G Nationwide2

Unlimited 4G LTE

Premium Network Access2

Unlimited Mobile Hotspot (15 GB then 600 Kbps)4

Hulu Included6

Music Included6

discovery+ for 6 months6

600 GB of Verizon Cloud storage

50% off Unlimited connected device plans

Do More Unlimited
When productivity is your top priority, get it all done with premium data and a discount on a connected device plan.

<table>
<thead>
<tr>
<th>Lines</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>5+</td>
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Music Included6

discovery+ for 6 months6

600 GB of Verizon Cloud storage

50% off Unlimited connected device plans

Play More Unlimited
Our best plan for streaming, with tons of shows, movies and sports and premium network access—all included.

<table>
<thead>
<tr>
<th>Lines</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>5+</td>
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Music Included6

discovery+ for 6 months6

600 GB of Verizon Cloud storage

50% off Unlimited connected device plans

Start Unlimited
Get started with unlimited talk, text and data and never worry about overage charges again.

<table>
<thead>
<tr>
<th>Lines</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>5+</td>
<td>$30/line</td>
</tr>
<tr>
<td>4</td>
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</tr>
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</tbody>
</table>

Per month, plus taxes & fees. When you enroll in Auto Pay. Otherwise add $10 per line.1,2

5G Ultra Wideband access included with a 5G phone4

5G Nationwide2

Unlimited 4G LTE

Premium Network Access2

Unlimited Mobile Hotspot (15 GB then 600 Kbps)4

Hulu Included6

Music Included6

discovery+ for 6 months6

600 GB of Verizon Cloud storage

50% off Unlimited connected device plans

Just Kids
Manage screen time, filter content, track location and get Unlimited data on your kid’s first phone, so you get peace of mind.

<table>
<thead>
<tr>
<th>Lines</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>5+</td>
<td>$20/line</td>
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<td>$10/line</td>
</tr>
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<td>2</td>
<td>$5/line</td>
</tr>
<tr>
<td>1</td>
<td>$0/line</td>
</tr>
</tbody>
</table>

Per month, plus taxes & fees. When you enroll in Auto Pay. Otherwise add $10 per line.1,2

5G Ultra Wideband access included with a 5G phone4

5G Nationwide2

Unlimited 4G LTE

Premium Network Access2

Unlimited Mobile Hotspot (15 GB then 600 Kbps)4

Hulu Included6

Music Included6

discovery+ for 6 months6

600 GB of Verizon Cloud storage

50% off Unlimited connected device plans

5G Ultra Wideband4 features include:

- Unlimited 5G Ultra Wideband data
- Unlimited 4K-Quality HD streaming on capable devices
- Unlimited 5G Ultra Wideband hotspot

Add a connected device to your Unlimited plan.

- Tablets, mobile hotspots/ Jetpacks and laptops are $20/mo for Unlimited or $30/mo for Unlimited Plus.
- Security camera and connected car are $20/mo for Unlimited.
- Smart watches are $10/mo for Unlimited or Number Share Unlimited.

All Unlimited plans (except Just Kids) include:

- Unlimited Talk & Text
- Mexico & Canada Talk, Text & Data4
- Verizon Up Rewards

Only pay for what you need and get more of the entertainment you want. Choose your Unlimited plans to mix, match and save.

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: only after 5GB/mo on Play More Unlimited, Do More Unlimited and Get More Unlimited plans). Unlimited 4G LTE/5G Nationwide Mobile Hotspot/throttling available on Play More, Do More and Get More Unlimited plans. Mobile hotspot speeds reduced to 2G speeds after 50 GB/mo on Play More Unlimited, Do More Unlimited and Get More Unlimited plans; or Start Unlimited plan for $10/mo. Data usage applies when accessing discovery+ (ad-free). © 2021 Discovery or its subsidiaries and affiliates.
3 Get 12 months of discovery+ (ad-free) on with Play More or Get More Unlimited plans or 6 months with Start or Do More Unlimited plans from time of enrollment (must enroll with Verizon by 5.31.21). After 12- or 6-month promo period ends, discovery+ (ad-free) subscription auto-renews at $6.99 + tax/mo unless you cancel at Verizon.com/support/knowledge-base-228795/ (For New Mexico residents, discovery+ ends automatically after respective promo period). Cancel anytime. One offer per eligible Verizon account. discovery+ (ad-free) service is subject to the discovery+ Visitor Agreement.
4 5G Wideband for mobile: 5G Ultra Wideband available only in parts of select cities. 5G Ultra Wideband (4W) access requires a 5G-capable device inside the 5G UW coverage area. 5G UW access included with Get More, Do More and Play More Unlimited plans; or Start Unlimited plan for $10/mo. Downloads over 5G UW, depending on location, uploads over 5G UW 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 1,800+ cities.
5 Disney Bundle includes Disney+ (ad-supported plan), and ESPN+ (must enroll with Verizon by 5.31.21). Access content from each service separately. One offer per eligible Verizon account. Use Of The Disney Bundle is subject to the Disney+ and ESPN+ Subscriber Agreement. Data usage applies when accessing Disney+, Hulu, or ESPN+. © 2021 Disney and its related entities.
6 Disney+: Get 6 months from time of enrollment (must enroll with Verizon by 5.31.21); then auto-renews at $7.99+ tax/mo. After promo period ends, Disney+ (ad-free) subscription auto-renews at $6.99 + tax/mo unless you cancel at Verizon.com/support/knowledge-base-228795/ (For New Mexico residents, Disney+ ends automatically after respective promo period). Cancel anytime. One offer per eligible Verizon account. Disney+ (ad-free) service is subject to the Disney+ Visitor Agreement.
7 Disney+: Get 6 months from time of enrollment (must enroll with Verizon by 5.31.21); then auto-renews at $7.99+ tax/mo. After promo period ends, Disney+ (ad-free) subscription auto-renews at $6.99 + tax/mo unless you cancel at verizon.com/support/knowledge-base-228795/ (For New Mexico residents, Disney+ ends automatically after respective promo period). Cancel anytime. One offer per eligible Verizon account. Disney+ (ad-free) service is subject to the Disney+ Visitor Agreement.
8 Apple Music: After 6 months, then $9.99/mo per line subscribed to Apple Music applies unless you cancel at www.zimliming.com/applemusic (for New Mexico residents, Apple Music ends automatically after 6 months); must enroll by 5.31.21. Cancel anytime.
9 Apple Music includes an Apple Music subscription (must enroll with Verizon by 5.31.21).
10 Disney+: Get 6 months from time of enrollment (must enroll with Verizon by 5.31.21); then auto-renews at $7.99+ tax/mo. After promo period ends, Disney+ (ad-free) subscription auto-renews at $6.99 + tax/mo unless you cancel at Verizon.com/support/knowledge-base-228795/ (For New Mexico residents, Disney+ ends automatically after respective promo period). Cancel anytime. One offer per eligible Verizon account. discovery+ (ad-free) service is subject to the discovery+ Visitor Agreement. Data usage applies when accessing discovery+ (ad-free). © 2021 Discovery or its subsidiaries and affiliates.
11 Apple Music includes an Apple Music subscription (must enroll with Verizon by 5.31.21).
12 Disney+: Get 6 months from time of enrollment (must enroll with Verizon by 5.31.21); then auto-renews at $7.99+ tax/mo. After promo period ends, Disney+ (ad-free) subscription auto-renews at $6.99 + tax/mo unless you cancel at Verizon.com/support/knowledge-base-228795/ (For New Mexico residents, Disney+ ends automatically after respective promo period). Cancel anytime. One offer per eligible Verizon account. discovery+ (ad-free) service is subject to the discovery+ Visitor Agreement. Data usage applies when accessing discovery+ (ad-free). © 2021 Discovery or its subsidiaries and affiliates.
13 Disney+: Get 6 months from time of enrollment (must enroll with Verizon by 5.31.21); then auto-renews at $7.99+ tax/mo. After promo period ends, Disney+ (ad-free) subscription auto-renews at $6.99 + tax/mo unless you cancel at Verizon.com/support/knowledge-base-228795/ (For New Mexico residents, Disney+ ends automatically after respective promo period). Cancel anytime. One offer per eligible Verizon account. discovery+ (ad-free) service is subject to the discovery+ Visitor Agreement. Data usage applies when accessing discovery+ (ad-free). © 2021 Discovery or its subsidiaries and affiliates.

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

5 GB  
starting at  
$55*  
for 1 line  
(add up to 10 lines)

10 GB  
starting at  
$65*  
for 1 line  
(add up to 10 lines)

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 Hotspot2 at no extra cost

Add your devices:
• Phones: $25/month3 each with Auto Pay and paper-free billing; otherwise $35/month
• Tablets/smart watches/mobile hotspots/laptops and connected car: $10/month each4
• Security camera1: $5/month 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.

We pulled one over on overages.
Choose Safety Mode and stay online even after you’ve used all your data. With Safety Mode enabled, you won’t be charged overage. Instead, you’ll keep reduced speeds for basic data use like viewing a webpage or checking email.5

Your data is yours to keep.
If you don’t use your data, you won’t lose it. Carryover Data automatically rolls over your unused gigs to the end of the following month.

Additional plans

Connected device plans
You can add a connected device — like a tablet, Jetpack, laptop or smartwatch — to any mix-and-match Unlimited plan. Connected devices get their own Premium 5G Nationwide/4G LTE data (30 GB on Unlimited Plus, 15 GB on Unlimited). Get 50% off an Unlimited plan for a Jetpack or tablet for each line on Get More and Do More Unlimited.

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

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

* 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 $45/month for smartphones subject to a minimum-term contract.
4 $10/month each for connected devices with NumberShare, 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 Plus taxes and fees. Personal email is available for an additional $5/mo.
7 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>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>$5/mo per line</td>
<td></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>$15/mo per line</td>
<td></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>
<tr>
<td>$10/mo per line, per country</td>
<td></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 TravelPass℠.

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.

<table>
<thead>
<tr>
<th>TravelPass¹⁴</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></td>
</tr>
</tbody>
</table>

2. Monthly International Plan — for occasional device use while abroad
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>Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$70</td>
<td>• 100 minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 100 texts sent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Unlimited texts received⁵</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 0.5 GB data</td>
</tr>
<tr>
<td></td>
<td>$130</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>
<tr>
<td></td>
<td></td>
<td>• 2 GB data</td>
</tr>
</tbody>
</table>

Overages: 35¢/minute, 5¢/text sent and $25/0.5 GB.

3. Pay As You Go — if you don’t add 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/aroundtheworld for complete international coverage details.
International options are only available with a qualifying domestic plan.

¹ 4G LTE world-capable device 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/ild.
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. Text messages sent/received while in Canada count as domestic. Text messages sent/received while in Mexico deduct from International packages.
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.

Visit vzw.com/aroundtheworld for complete international coverage details.
## Optional services pricing

<table>
<thead>
<tr>
<th>Optional service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Messaging per-use rates</strong> for plans without Unlimited Messaging</td>
<td><strong>Price</strong></td>
</tr>
<tr>
<td>Texts</td>
<td>20¢ per text sent (per recipient) or received (including Canada, Mexico, Puerto Rico and the US Virgin Islands)</td>
</tr>
<tr>
<td>Multimedia messages (including picture, video, voice, audio, location, group and contact messages)</td>
<td>25¢ per multimedia message sent (per recipient) or received (including Canada, Mexico, Puerto Rico and US Virgin Islands)</td>
</tr>
<tr>
<td>#Push to Talk Plus #Call Filter6</td>
<td><strong>Push to Talk Plus calling when added to a basic or smartphone plan. Data usage may apply.</strong></td>
</tr>
<tr>
<td></td>
<td>$5/mo</td>
</tr>
<tr>
<td><strong>Family Safeguards</strong></td>
<td><strong>Verizon Smart Family with location tracking</strong></td>
</tr>
<tr>
<td>Locate family members, filter content that isn’t kid-friendly, monitor web and app activity, and pause the internet.</td>
<td>$9.99/mo</td>
</tr>
<tr>
<td><strong>Verizon Smart Family</strong></td>
<td>Filter content that isn’t kid-friendly, monitor web and app activity, and pause the internet.</td>
</tr>
<tr>
<td></td>
<td>$4.99/mo</td>
</tr>
<tr>
<td><strong>Tones</strong></td>
<td><strong>Ringback Tones</strong></td>
</tr>
<tr>
<td></td>
<td>$1.99/Ringback Tone per year (plus 99¢/mo subscription service)</td>
</tr>
<tr>
<td><strong>Voicemail</strong></td>
<td><strong>Premium Visual Voicemail (for Android™, Windows® and BlackBerry®)</strong></td>
</tr>
<tr>
<td>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></td>
<td>Have voice messages delivered to you as text messages so you can discreetly read your voice messages without listening to them.</td>
</tr>
<tr>
<td></td>
<td>$2.99/mo</td>
</tr>
<tr>
<td><strong>Information</strong></td>
<td><strong>411 Search</strong></td>
</tr>
<tr>
<td></td>
<td>$1.99/call</td>
</tr>
<tr>
<td></td>
<td>Up to 3 numbers can be provided per call.</td>
</tr>
<tr>
<td><strong>Verizon Roadside Assistance</strong></td>
<td>Monthly service³</td>
</tr>
<tr>
<td></td>
<td>$4.99/line</td>
</tr>
<tr>
<td></td>
<td>Pay per use</td>
</tr>
<tr>
<td></td>
<td>$89.95 using credit card at time of dispatch</td>
</tr>
<tr>
<td><strong>Detailed billing</strong></td>
<td>Printed detailed bill</td>
</tr>
<tr>
<td></td>
<td>$1.99/mo per line (details available at no charge through My Verizon)</td>
</tr>
<tr>
<td><strong>Verizon Cloud⁴</strong></td>
<td>600 GB</td>
</tr>
<tr>
<td></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</td>
</tr>
<tr>
<td></td>
<td>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</td>
</tr>
<tr>
<td></td>
<td>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 smartphone⁵</td>
</tr>
<tr>
<td><strong>Call Filter⁶</strong></td>
<td>Call Filter: spam detection and blocking</td>
</tr>
<tr>
<td></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>

---

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.

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. 48 hours after enrollment in the program.
4. Subject to additional terms and conditions, which can be viewed at verizon.com/support/cloud-legal.
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.
Download the My Verizon app.

More rewards. More access. 
Up is more.

verizonup

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.

Amazing rewards 
From Amazon to Starbucks and more.

Frequent benefits 
Always monthly. Sometimes even daily.

More choices 
More gift cards than ever, from your favorite brands.

Free to join 
Download the My Verizon app to enroll.

Scan the QR code to download the My Verizon app.
Total Mobile Protection provides coverage for loss, theft, damage (including liquid) and post-warranty defects. Plus, the following benefits are also included for select smartphones, subject to parts/inventory availability:

- **Same-day device replacement and setup**
  Get your replacement device delivered and set up the very same day it’s lost, stolen or damaged.¹

- **Unlimited and fast cracked-screen repair**
  Get your screen fixed for only $29 as soon as the same day, each time you need it.²

- **Battery replacement**
  Get help fast at a Verizon Authorized Repair Facility.³

Eligibility for the above benefits will be determined at the time of claim approval.

**Tech Coach**
Get live, on-demand access to Tech Coach experts who can help you optimize your device and who can answer virtually any question.

These benefits are provided under Total Mobile Protection (TMP). Same-day device replacement and setup is available only when enrolled in Verizon Protect or TMP.

You have only 30 days from device activation to enroll.

Verizon Protect offers device protection, security and technical support for your digital lifestyle. It not only covers your eligible devices but also protects your personal data and helps you manage calls.

In addition to the device protection benefits, Verizon Protect includes:

**Digital Secure⁴**
A one-stop suite of privacy and security tools for your smartphones and home computers.⁵

- **Security and privacy**
  Protect your smartphones, tablets and home computers from online threats, and get around-the-clock peace of mind. Avoid risky websites and downloads, block and remove malware and viruses, and identify which mobile apps are accessing your private info.⁵

- **Wi-Fi security and protection**
  Connect to public Wi-Fi with confidence. Safe Wi-Fi’s advanced VPN technology makes your Wi-Fi connection secure and private.⁵

- **Identity theft monitoring**
  Your identity should belong to only you. Take control with always-on ID monitoring, dark web surveillance, theft alerts and recovery tools.⁵

**Call Filter Plus⁴**
Screen unwanted calls and shut down spam.

- **Identify unknown numbers**
  Answer with confidence with Caller ID and real-time spam alerts. Get more control by blocking unwanted calls by risk level, a personal spam and block list, and spam lookup feature.⁶

¹ Available in select locations, which are subject to change at any time. Availability of same-day device replacement and setup is contingent on certain criteria including claim approval time, customer address and technician availability.

² Available in select locations, which are subject to change at any time. Availability of same-day repair depends on criteria such as claim approval time and technician availability. Repairs are performed by an Asurion-certified technician and come with a 12-month warranty. Visit phoneclaim.com/verizon to check current device eligibility.

³ Battery replacement provided under the Verizon Wireless Extended Warranty program is available in select locations. In Florida, battery replacement coverage is provided by the insurance program (device replacement deductible and claim limit apply). Eligibility determined at the point of claim.

⁴ These features are offered solely by Verizon and are not part of the insurance program.

⁵ Only smartphones are eligible. Select features may be accessed on tablets and computers. OS restrictions apply: Android 4.4+ and iOS 11+. Digital Secure app download required; enroll in identity theft monitoring via the app. Verizon does not monitor all transactions and cannot protect against all identity theft. Customer should contact the three national credit bureaus to monitor credit report.

⁶ Compatible smartphone required; features included vary by device. Tablets, smartwatches and basic phones not supported. The following OS requirements apply: Android 9.4.0+ and iOS 2.1.1+. High-risk spam calls are automatically blocked and forwarded to voicemail. Download the Call Filter app to manage all settings and access custom controls.
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, or up to $350 if your 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 taxes and surcharges and fees, such as E911 and gross receipt charges. As of March 1, 2021, they can add between 12% and 44% to your standard monthly access and other charges (excludes 5G Home Internet, 5G Home Mobile, Monthly Federal Universal Service (33.4% of the interstate and international telecom charges; varies quarterly based on FCC rate), Regulatory (21 cents per voice line, 2 cents per data only line) and Administrative (effective August 5, 2020: $1.95 per voice line, 6 cents per data-only line) charges are Verizon Wireless charges, not taxes, and are subject to change. For more details on these charges, call 1.888.684.1888.

Business customers: Business customers who sign a Major Account Agreement should review that agreement to determine any applicable termination, activation or upgrade fees.

Customer Agreement
For a copia de este documento en español, visite nuestro website: 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 and features, where you can use them (your “Coverage Area”), and their monthly and pay-per-use charges. You can also subscribe to several Other Optional Services (e.g., international service plans or equipment protection services. Together, your Plan, features you use and any Optional Services you select are your Service. Your billing and shipping addresses, and your primary place of use, must be within the areas served by the network Verizon owns and operates. The current version of this Agreement and the terms and conditions for your Service are available online at verizon.com. A description of permitted and prohibited uses for calling and Data Services is available online at verizon.com/supportimportant-plan-information; prepaid customers should visit verizon.com/supportprepaid-customer-info-legal.

By using the Service, you are agreeing to every provision of this Agreement whether or not you have read it. This agreement also applies to all lines on your account and anyone who uses your Service.

Cancellation
You can cancel a line of Service within 14 days of accepting this Agreement, without having to pay an early termination fee as long as you return, within the applicable return period, any equipment you purchased from us or one of our authorized retailers at a discount in connection with your acceptance of this Agreement, but you still have to pay for your Service through that date. If you signed up for Prepaid Service, no refunds will be made. We will notify you if your account has been activated. See verizon.com/supportreturn-policy/ for complete details and information on returning your equipment.

My privacy
Accepting this Agreement means that you also agree to our Privacy Policy, available at verizon.comprivacy, which describes the information we collect, use and share. The policy also informs you about your ability to limit ways we use information we have about you. We will not sell you or ask for your permission, as appropriate, if we plan to use your information for additional purposes. It is your responsibility to let the people who connect devices through your mobile hotspot, Jetpack or wireless router know that we will collect, use and share information about their device and use of the Service as described in our Privacy Policy.

If you subscribe to Service for which usage charges are billed at the end of the billing period (“Postpay Service”), or have a device payment installment agreement, we may investigate your credit history at any time in connection with the service subscription or device payment installment agreement. If you’d like the name and address of any credit agency that gives us a credit report about you, just ask.

Many services and applications offered through your device may be provided by third parties. You should review the applicable terms and privacy policy before you use, link to or download a service or application provided by a third party.

You agree that Verizon and collections agencies should investigate your credit history at any time in connection with the service subscription or device payment installment agreement. If you’d like the name and address of any credit agency that gives us a credit report about you, just ask.

You acknowledge that we may send you notices, and we may utilize any capacity in the SIM card remotely and without notice, and we may accumulate any capacity in the SIM card for administrative, network, business and/or commercial purposes. In order to mitigate theft and other fraudulent activity, newly purchased devices may be locked to work exclusively on the Verizon Network for 60 days. For more information, visit verizon.com/support/deviceunlocking-policy.

Internet access
If you subscribe to Voice, data, or other use applications, services or software provided by third parties (including voice applications), 911 or E911, or other calling functionality, may work differently than services offered by us or may not work at all. Please review all terms and conditions of such third-party products. Verizon Wireless is not responsible for any third-party information, content, applications or services you access, download or use on your device. You are responsible for maintaining your own home Internet access.
accessing these third-party products or services. For additional information, visit the Verizon Content Policy at verizon.com/about/our-company/company-policies. To learn about content filtering and how you may block materials harmful to minors, visit verizon.com/about/our-company/content-filters/. For information about our network management practices for our broadband internet access services, visit verizon.com/about/our-company/open-internet.

Where and how does Verizon wireless Service work?

Wireless devices use radio transmissions, so unfortunately you can’t get Service if your device isn’t in range of the network. Please be aware that even within your Coverage Area, many things can affect the availability and quality of your Service, including network capacity, your device, terrain, buildings, foliage and weather.

How does Verizon calculate my charges?

You agree to pay all charges incurred by users of 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 it 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 your network, we will only charge for calls that were answered, including by machines. For Postpay Service, usage cannot always be processed right away and may be included in a later bill, but the usage will still count toward your allowance for the month when the Service was used.

What charges are set by Verizon?

Our charges may also include Federal Universal Service, Regulatory and Administrative Charges, and we may also include other charges related to our government programs; however, they aren’t taxes, they aren’t required by law, they are not necessarily related to anything 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 federal, state, or 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 or connects to another carrier’s network, which could happen even within your Coverage Area. There may be higher rates or extra charges (including charges for 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?

Many services and applications are accessible on or through wireless devices, including purchases of games, music and gate charges. 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 method of payment. The fees may be one-time or recurring. The amount and frequency of the charges will be disclosed to you or the person using your device or a device associated with you in advance of changes to these charges.

You’re “roaming” whenever your wireless device is away and may be included in a later bill, but the usage will still count toward your allowance for the month when the Service was used.

How and when can I dispute charges? If you’re a Prepaid customer, you can dispute a charge 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, you can dispute a charge within 180 days of the date the disputed charge was incurred. 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 international premium rate numbers.

Am I eligible for special discounts? If you’re a Postpay customer, you may be eligible for a discount if you are and remain affiliated with an organization that has an agreement with us. Unless otherwise noted, and unless the organization has ceased its participation in a government employee discount program, we may share certain information about your Service (including your name, your wireless telephone number and your organization) with the organization from time to time to make sure you’re still eligible. We may adjust or remove your discount according to your organization’s agreement with us, and remove your eligibility if you make unauthorized use of your Service or device financing agreement with Verizon; or (2) if you’re a Postpay customer, you may be eligible for a discount if you are and remain affiliated with an organization that has an agreement with us.

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, with respect to your wireless device, or any applications you access through your wireless device. We do not warrant 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 claims against each other solely to direct damages. That means neither of us will claim any damages that are indirect, special, consequential, incidental, treble or punitive. For example, disallowed damages include those arising out of a Service or device failure, unauthorized access to charges to your account or device, or the use of your account or device by others to authenticate, use your Service for any illegal purpose, including use that violates trade and economic sanctions and prohibitions promulgated by any US governmental agency; (d) install, deploy or use any regeneration equipment or similar mechanism (for example, a repeater) to originate, amplify, enhance, retransmit or regenerate an RF signal without our permission; (e) steal from or lie to us; or, if you’re a Postpay customer; (f) do not pay your fees (g) incur charges that you or any other user of your wireless device incurred. If multiple wireless devices are associated with your account, you agree to pay all charges incurred by users of those wireless devices.

Government taxes, fees and surcharges

In part, and the amounts and what they pay for may change. For more information, visit verizon.com/about/our-company/company-policies. To learn about content filtering and how you may block materials harmful to minors, visit verizon.com/about/our-company/content-filters/. For information about our network management practices for our broadband internet access services, visit verizon.com/about/our-company/open-internet.
 HOW DO I RESOLVE DISPUTES WITH VERIZON? WE HOPE TO MAKE YOU A HAPPY CUSTOMER, BUT IF THERE’S AN ISSUE THAT NEEDS TO BE RESOLVED, THIS SECTION OUTLINES WHAT’S EXPECTED OF BOTH OF US.

 YOU AND VERIZON AGREE TO RESOLVE DISPUTES ONLY BY ARBITRATION OR IN SMALL CLAIMS COURT. YOU UNDERSTAND THAT BY THIS AGREEMENT YOU ARE GIVING UP THE RIGHT TO BRING A CLAIM IN COURT OR IN FRONT OF A JURY, WHILE THE PROCEDURES MAY BE DIFFERENT, AN ARBITRATOR CAN Award YOU THE SAME DAMAGES AND RELIEF, AND ANY PARTY HAVING THE SAME RIGHTS UNDER THIS AGREEMENT AS A COURT WOULD, IF THE LAW Allows FOR AN AWARD OF ATTORNEYS’ FEES, AN ARBITRATOR CAN Award THEM TOO. WE ALSO BOTH AGREE TO: (1) THE FEDERAL ARBITRATION ACT APPLIES TO THIS AGREEMENT. EXCEPT FOR SMALL CLAIMS COURT CASES, ANY DISPUTE THAT IN ANY WAY RELATES TO OR ARIS ES OUT OF THIS AGREEMENT, OR FROM ANY EQUIPMENT, PRODUCTS AND SERVICES YOU RECEIVE FROM US, OR FROM ANY ADVERTISING FOR ANY SUCH PRODUCTS OR SERVICES, FROM OUR Employment OR FROM OUR EffORTS TO InterACT WITH YOU, DAMAGES YOU MAY Owe US FOR SUCH PRODUCTS OR SERVICES, INCLUDING ANY DISPUTES YOU HAVE WITH OUR EMPLOYEES OR AGENTS, WILL Be RESOLVED ONLY BY A MORE NEUTRAL ARBITRATOR BEFORE THE AMERICAN ARBITRATION ASSOCIATION (“AAA”) OR BETTER BUSINESS BUREAU (“BBB”). YOU CAN SEEK RELIEF IN COURT IF YOU HAVE TO ISSUE US TO THE ATTENTION OF FEDERAL, STATE OR LOCAL GOVERNMENT AGENCIES, AND IF THE LAW ALLOWS, THEY CAN SEEK RELIEF IN COURT IF YOU THIS AGREEMENT TO ARBITRATE CONTINUES TO APPLY EVEN AFTER YOU HAVE STOPPED RECEIVING SERVICE FROM US. (2) UNLESS YOU AND WE AGREE OTHERWISE, THE ARBITRATION WILL TAKE PLACE IN THE COUNTY OF YOUR BILLING ADDRESS. FOR CLAIMS OVER $10,000, THE AAA’S CONSUMER ARBITRATION RULES WILL APPLY. FOR CLAIMS OF $10,000 OR LESS, THE PARTY BRINGING THE CLAIM CAN CHOOSE EITHER THE AAA’S CONSUMER ARBITRATION RULES OR THE BBB’S RULES FOR BINDING ARBITRATION. IT IS IMPORTANT TO UNDERSTAND THAT THE PARTIES ARE ENGAGING IN AN INDIVIDUAL ACTION IN SMALL CLAIMS COURT. YOU CAN GET PROCEDURES, RULES AND FEE INFORMATION FROM THE AAA (WWW.AAA.COM) OR THE BBB (WWW.BBB.ORG) OR FROM US. FOR CLAIMS OF $10,000 OR LESS, YOU CAN CHOOSE WHETHER YOU’D LIKE THE ARBITRATION CARRIED OUT BASED ONLY ON A DOCUMENT REVIEW OR, ALTERNATIVELY, CAN BRING A REMEDY THROUGH THE ARBITRATOR, OR BY A HEARING IN PERSON OR BY PHONE.

(3) THIS AGREEMENT DOESN’T ALLOW CLASS OR COLLECTIVE ARBITRATIONS EVEN IF THE AAA’S OR BBB’S RULES WOULD. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, THE ARBITRATOR MAY Award MONEY OR INJUNCTIVE RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY’S INDIVIDUAL CLAIM. NO CLASS OR REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL THEORIES OF LIABILITY OR PRAYERS FOR RELIEF MAY BE MAINTAINED IN ARBITRATION UNDER THIS AGREEMENT. ANY QUESTION REGARDING THE ENFORCEABILITY OR INTERPRETATION OF THIS PARAGRAPH SHALL BE DECIDED BY A COURT AND NOT THE ARBITRATOR. (4) IF EITHER OF US INTENDS TO SEEK ARBITRATION UNDER THIS AGREEMENT, THE PARTY SEEKING ARBITRATION MUST FIRST NOTIFY THE OTHER PARTY OF THE DISPUTE IN WRITING AT LEAST 30 DAYS IN ADVANCE OF INITIATING THE ARBITRATION. NOTICE TO VERIZON SHOULD BE SENT TO VERIZON WIRELESS DISPUTE RESOLUTION MANAGER, ONE VERIZON WAY, BASKING RIDGE, NJ 07920. THE NOTICE MUST DESCRIBE THE NATURE OF THE CLAIM AND THE RELIEF BEING SOUGHT. IF WE ARE UNABLE TO RESOLVE OUR DISPUTE WITHIN 30 DAYS OF OUR WRITTEN REQUEST TO DISPUTE, YOU MAY THEN PROCEED TO FILE A CLAIM FOR ARBITRATION. WE’LL REIMBURSE ANY FILING FEE THAT THE AAA OR BBB CHARGES YOU FOR ARBITRATION BEFORE THE AAA OR BBB. IF WE PROVIDE YOU WITH SIGNED WRITTEN NOTICE THAT YOU CANNOT PAY THE FILING FEE, VERIZON WILL PAY THE FEE DIRECTLY TO THE AAA OR BBB. IN ARBITRATION PROCEEDS, WE’LL ALSO PAY ANY ADMINISTRATIVE AND ARBITRATOR FEES CHARGED LATER. (5) WE MAY, BUT ARE NOT OBLIGATED TO, MAKE A WRITTEN SETTLEMENT OFFER ANYTIME BEFORE THE ARBITRATION HEARING. THE AMOUNT OR TERMS OF ANY SETTLEMENT OFFER MAY NOT BE DISCLOSED TO THE ARBITRATOR UNTIL AFTER THE ARBITRATOR ISSUES AN AWARD ON THE CLAIM. IF YOU DON’T ACCEPT THE OFFER AND THE ARBITRATOR AWARDS YOU AN AMOUNT OF MONEY THAT’S MORE THAN OUR OFFER BUT LESS THAN $5,000, OR IF WE DON’T MAKE YOU AN OFFER, AND THE ARBITRATOR AWARDS YOU ANY AMOUNT OF MONEY BUT LESS THAN $5,000, THEN WE AGREE TO PAY YOU $5,000 INSTEAD OF THE AMOUNT AWARDED. IN THAT CASE WE ALSO AGREE TO PAY OUR ATTORNEYS’ FEES AND EXPENSES, REGARDLESS OF WHETHER THE LAW REQUIRES IT FOR YOUR CASE. IF THE ARBITRATOR AWARDS YOU MORE THAN $5,000, THEN WE WILL PAY YOU ONLY THAT AMOUNT. (6) AN ARBITRATION AWARD AND ANY JUDGMENT CONFIRMING IT APPLY ONLY TO THAT SPECIFIC CASE; IT CAN’T BE USED IN ANY OTHER CASE EXCEPT TO ENFORCE THE AWARD ITSELF. (7) IF FOR SOME REASON THE PROHIBITION ON CLASS ARBITRATIONS SET FORTH IN SUBSECTION (3) CANNOT BE ENFORCED AS TO ALL OR PART OF A DISPUTE, THEN THE AGREEMENT TO ARBITRATE WILL NOT APPLY TO THAT DISPUTE OR PART OF THE DISPUTE. (8) IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, YOU AND VERIZON AGREE THAT THERE WILL NOT BE A JURY TRIAL. YOU AND VERIZON UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTERCLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT IN ANY WAY. IN THE EVENT OF LitIGATION, THIS PARAGRAPH MAY BE FILED TO SHOW A WRITTEN CONSENT TO A TRIAL BY COURT.

About this Agreement

If either you or we don’t enforce our rights under this agreement in one instance, that doesn’t mean you or we can’t enforce our rights in any other instance. You cannot assign this Agreement or any of your rights or duties under it without our permission. However, we may assign this Agreement without notice to you. If you or we don’t enforce our rights under this Agreement, without regard to the conflicts of laws and rules of that state.

Important information

The services described in this brochure are subject to the following terms and conditions, as applicable.

• Credit card required.
• 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 your name and wireless phone number. If you do not want your phone number to appear, you may need to block Caller ID for that individual. To block or unblock Caller ID, dial *67 before each call, or order per-line call blocking (just dial *62 to unblock) where available. You can’t block Caller ID for some of the numbers you may call, such as emergency services.
• When you set up and listen to your Voicemail from your wireless phone, 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: Does your Plan have limited Mobile to Mobile Calling and 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 network overhead and/or Internet Protocol overhead associated with content sent or received). Data plans include data allowances as promulgated by the departments of Commerce, Treasury or any other US government agency; that interferes with the network’s ability to fairly allocate bandwidth to other users or systems; or that otherwise degrades service quality for other users.

Examples of prohibited usage include: (i) server applications or host computer applications that are broadcast to others; (ii) smooth continuous audio streams; (iii) distributed hash tables; (iv) file-sharing protocols (such as BitTorrent); (v) Voice over Internet Protocol (VoIP).

You may not use our Data Services for illegal purposes or purposes that infringe upon others’ intellectual property rights, or in a manner that interferes with others’ service; that violates traffic management policies; or in a manner that interferes with services as promulgated by the departments of Commerce, Treasury or any other US government agency; that interferes with the network’s ability to fairly allocate bandwidth to other users or systems; or that otherwise degrades service quality for other users.

Customer Service.

We 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 deny, modify or terminate service, with or without notice, to anyone else using data plans or add-ons in a manner that adversely affects our network.

We may monitor your compliance, or other subscribers’ compliance, with these terms and conditions, but we will not monitor the content of your communication, except as expressly permitted or required by law. (See verizon.com/privacy.)

Unlimited Anytime Minutes

Unlimited Anytime Minutes are for direct-dialed, uninterrupted live dialogues between individuals. Broadcasts to large party lines, auto-dialed calls, telemarketing and similar services are prohibited.

Text and multimedia messaging

Check out verizon.com/support/terms/products/messaging.html for the Text and Multimedia Messaging Terms and Conditions. Keep in mind that if you cancel a picture or video message after pressing Send, partial content may be delivered.

Data-only plans: Text Messaging available at standard rates. For some PC Card, ExpressCard, USB Modem, Mobile Hotspot and Mobile Broadband data cards, if you don’t utilize VZAccess Manager (or an SMS-capable connection manager), you will be billed for text messages that are sent to you, but you will not be able to receive them.

When using some Mobile Hotspots, you must be connected via the provided USB cable to receive text messages; if you are connected via Wi-Fi using 3G, you will be billed for text messages that are sent to you, but you will not receive them. 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 2222, 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.

• Name ID

Some Verizon Wireless services allow customers to determine how their names, mobile phone numbers and other personal information (hereinafter "Name ID") appear to the person receiving the call.

Verizon Wireless does not prescreen Name ID information that you submit when using these services. To use these services, you must represent and warrant to Verizon Wireless that the information you provide is accurate; not intended to offend, impersonate, misinform or mislead 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 provided by unaffiliated third-party providers that manipulate or “spoof” the Name ID that appears to the person receiving the call. Verizon Wireless does not prescreen the third-party providers that you may download. However, you should review 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 pass or to remove any Name ID information and to investigate reports of misuse, abuse or other violations. Such violations may result in your service being limited, suspended or terminated for cause. Submitting misleading or inaccurate information to Verizon Wireless or a third-party provider, or misuse of your wireless device, with the intent to defraud, cause harm or wrongfully obtain anything of value may also subject you to civil and criminal penalties.

Push to Talk Plus

Push to Talk calls take place only between Verizon Wireless subscribers with this add-on. Best performance: For the best Push to Talk performance, all callers should have Verizon Wireless service. Push to Talk sessions must have a device that supports EV-DO Rev. A and receive EV-DO service. Smartphones should be connected to LTE network for best performance. A Push to Talk call is terminated by pressing End after 15 seconds of inactivity.

General use: While you are on a Push to Talk call, voice calls will go directly to Voicemail for 3G basic devices. When you are on a voice call, you can still send and receive text messages or data from any parties adding them to your number to their Push to Talk contact list.

Only one person at a time can speak during Push to Talk calls.

When you use your phone keypad to make a Push to Talk call, you must enter the 10-digit phone number of the called party.

Presence information may not be available for all Push to Talk contacts. The accuracy of presence information may be affected by the network registration status of a Push to Talk contact.

Verizon Roadside Assistance

Verizon Roadside Assistance service is available for legally registered light passenger vehicles (e.g., sedans, coupes, motorcycles, convertibles, SUVs, minivans, etc.) and towable camping trailers. Coverage does not include service of any kind on vehicles used for commercial purposes or using dealer tags. For every line 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 Motor Club of California, Inc.), subsidiaries of Allstate Enterprises, LLC, in 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 use International Eligibility to make international calls to most countries, but you can make calls to some North American destinations without it. Additional surcharges may apply when calling certain countries; see verizon.com/global for details.

Plan and add-on discounts

You may be able to receive 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 account access fee of $34.99 or higher and data add-ons $24.99 or higher when
Wireless Emergency Alerts may not be available on all devices or in the entire service area or if a subscriber is outside of the Verizon Wireless service area. For details on the availability of this service and Wireless Emergency Alert-capable devices, ask a Verizon Wireless Representative or visit vzw.com/govalerts.

Security deposit
You may be asked to leave a security deposit at the time you activated your wireless service. You are eligible to receive a 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, provided you have kept your account in “good standing” (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 processed. Should you be disconnected at any time during the first year for lack of payment, you forfeit any interest accrued during that time frame. If you terminate your service but have not paid your final bill, the deposit will be withheld, and you will receive any remaining funds. If your service is terminated after the initial 14-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.

4G LTE device 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); (b) will operate indefinitely on the network; (d) will not be subject to service disruptions or interruptions due to government regulation, system capacity, coverage limitations, radio signal interference or other anomalies; or (e) will not be adversely affected by network-related modifications, upgrades or similar activity. Also, you should contact the device provider from whom you purchased the device for questions about its operations, capabilities and features. Verizon Wireless representatives may not be able to troubleshoot operational difficulties encountered with devices not purchased from Verizon Wireless.

You can try out our service for 14 days. You may terminate service for any reason within 14 days of activation. If you purchased a wireless device at a promotional price at the time of activation, you must return the wireless device to avoid being assessed an early termination fee of $175, or $350 if you purchase an advanced device. You will be responsible for all applicable usage fees, prorated access charges, taxes, surcharges or other charges that accrue to your account through the termination date. If you paid a security deposit, it may take between 30 and 60 days to process the return of your security deposit. The charges for any service used on the account before the service termination date may be applied against your security deposit.

If you cancel your service after the 14-day period, but prior to the expiration of your minimum term, you will be responsible for all of the above-mentioned charges, including the early termination fee.

Connecticut customers only
If you have any 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.

If you cannot resolve your issue, you have the option of contacting the Department of Public Utility Control (DPUC):

- Online: www.ct.gov/ PURA
- Phone: 1.860.827.1553
- Mail: Connecticut PURA 10 Franklin Square New Britain, CT 06051

Experiencing a problem with your device during the manufacturer warranty period?
If you’re having a problem with your wireless device, just contact Verizon Wireless toll-free at 1.866.406.5154 from a landline phone. We’ll diagnose the issue with you right 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 or an authorized retailer, we’ll send you a Certified Like-New Replacement (either a like unit or one of comparable quality) right to your door. For tablets, we will send your replacement after you return your tablet in the shipping box we send you. Certified Like-New Replacements will carry the remaining warranty period from the original wireless device, or 90 days, whichever is greater. Once you receive your replacement device, you must return your defective device within 5 days. If you do not return your defective device or if you return a device that has been subjected to neglect, misuse, liquid damage, software alterations or unreasonable wear and tear, you will be charged up to 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. These policies do not limit or supersede any existing manufacturer’s warranties.

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, movies, 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 CARE WHEN ALLOWING 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/MY-VERIZON.

Verizon Wireless Plans, Rate and Coverage Areas, rates, agreement provisions, business practices, procedures and policies are subject to change as specified in the Customer Agreement.

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5G Nationwide available in 1,800+ cities.