



PO BOX 489  
NEWARK, NJ 07101-0489

Account: 226585681-00001

Invoice: 8736437853

Billing period: Sep 17 - Oct 16, 2024

KEYLINE



VICTORIA PEREZ  
7707 WISCONSIN AVE  
826  
BETHESDA, MD 20814

Questions about your bill?

verizon.com/support  
800-922-0204

Ways to pay



My Verizon app

You can check your bill easily with the My Verizon app available in App Store or Google Play.



Online

Go to go.vzw.com/bill and sign in to review your bill.



By phone

Simply dial #PMT (#768) on your phone and follow the instructions to pay.



Cash

Go to www.verizon.com/stores to find a Verizon Wireless store near you or find a Check Free Pay or Western Union near you to make a cash payment.

Snapshot of your bill

(details on page 3)

Balance from last bill	\$0.00
This month's charges	\$113.66
<b>Total due on Nov 8</b>	<b>\$113.66</b>

You have Auto Pay scheduled for Nov 3, 2024.

If you don't pay the total charges due by the due date, you'll be charged 5% of the unpaid balance or \$7, whichever is greater, if allowed by law in the state of your billing address.



VICTORIA PEREZ  
7707 WISCONSIN AVE  
826  
BETHESDA, MD 20814

Bill date  
Account number  
Invoice number

October 16, 2024  
226585681-00001  
8736437853

Total Amount Due

Deducted from bank account on 11/03/24  
DO NOT MAIL PAYMENT

**\$113.66**

Please see back for instructions on writing to us.

PO BOX 16810  
NEWARK, NJ 07101-6810



87364378530102265856810000100000011366000000113662



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### Questions about paying your bill?

Go to <https://go.vzw.com/billing-support> to learn more.

### Address change:

Change your address at [go.vzw.com/changeaddress](https://go.vzw.com/changeaddress).

#### Questions about your bill?

[verizon.com/support](https://verizon.com/support)

800-922-0204

### Important Information:

Many billing questions can be resolved easily online or with the My Verizon App. Customer service can also assist you by phone, chat or in a retail store for billing questions or disputes.

All written communication related to billing disputes and checks tendered as payment in full to a billing dispute must be sent to this below address:

Verizon  
Attn: Correspondence Team  
PO Box 15069  
Albany, NY 12212

Select a checkbox that describes how we can help you along with any additional information and include it with your written correspondence.

#### Automatic Payment Enrollment for Account: 226585681-00001 VICTORIA PEREZ

By signing below, you authorize Verizon to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. You agree to receive all Auto Pay related communications electronically. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon. Check with your bank for any charges.

1. Check this box.

2. Sign name in box below, as shown on the bill and date.

3. Return this slip with your payment. Do not send a voided check.



Please select a checkbox that best describes how we can help you and include details in the box below with any written correspondence.

Payment Verification	Address Change	Name Change	Billing Dispute	Service Change	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional information (for example new address or details on your request)

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# Your October bill is \$113.66

Due Nov 8

## Since your last bill

 You paid \$108.05.

 Your bill increased by \$5.61.

### Questions about your bill?

[verizon.com/support](https://www.verizon.com/support)

800-922-0204

## Bill summary by line

<b>Account-wide charges &amp; credits</b>	<b>\$0.05</b>
<b>Victoria Perez</b> Apple iPhone 11 (301-832-8708)	<b>\$89.13</b>
<b>Victoria Perez</b> Apple Watch Series 8 (301-832-8708 - Number Share)	<b>\$24.48</b>
<b>Total:</b>	<b>\$113.66</b>

## Review your bill online

An itemized bill breakdown of all charges and credits is available on the My Verizon app and online.

Scan the QR code with your camera app or go to [go.vzw.com/bill](https://go.vzw.com/bill).



### Surcharges, taxes and gov fees

The total amount due for this month includes surcharges of \$15.32 and taxes and gov fees of \$4.34. For an itemized list of taxes, fees and surcharges visit [go.vzw.com/bill](https://go.vzw.com/bill).



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## Charges by line details

**Account-wide charges & credits** **\$0.05**

**Taxes & gov fees** **\$0.05**

MD univ srvc trust fund surchg \$0.05

**Victoria Perez** **\$89.13**

Apple iPhone 11

301-832-8708

**Plan** **\$79.00**

5G Start \$84.00

Oct 17 - Nov 16

Auto Pay and paper-free billing discount -\$5.00

Oct 17 - Nov 16

**Surcharges** **\$7.85**

Fed Universal Service Charge \$0.86

Regulatory Charge \$0.19

Admin & Telco Recovery Charge \$3.30

Montgom. County Line Surcharge \$3.50

**Taxes & gov fees** **\$2.28**

MD State 911 Surcharge \$0.50

MD State 988 Surcharge \$0.25

Montgomery Cnty 911 Surchg \$0.75

MD State Sales Tax - Telecom \$0.78

**Victoria Perez** **\$24.48**

Apple Watch Series 8

301-832-8708 (Number Share)

**Plan** **\$15.00**

Number share \$15.00

Oct 17 - Nov 16

### Plan

Plans are billed a month in advance.

Includes the \$5.00/month discount on your 5G START plan for being enrolled in Auto Pay and paper-free billing.

### Plan

Plans are billed a month in advance.



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## Charges by line details (continued)

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**Surcharges** **\$7.47**

Fed Universal Service Charge	\$0.48
Regulatory Charge	\$0.19
Admin & Telco Recovery Charge	\$3.30
Montgom. County Line Surcharge	\$3.50

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**Taxes & gov fees** **\$2.01**

MD State 911 Surcharge	\$0.50
MD State 988 Surcharge	\$0.25
Montgomery Cnty 911 Surchg	\$0.75
MD State Sales Tax - Telecom	\$0.51

## Additional information

### Customer Proprietary Network Information (CPNI)

CPNI is information made available to us solely by virtue of our relationship with you that relates to the type, quantity, destination, technical configuration, location, and amount of use of the telecommunications and interconnected VoIP services you purchase from us, as well as related billing information. The protection of your information is important to us, and you have a right, and we have a duty, under federal law, to protect the confidentiality of your CPNI.

We may use and share your CPNI among our affiliates and agents to offer you services that are different from the services you currently purchase from us. Verizon offers a full range of services, such as television, telematics, high-speed Internet, video, and local and long distance services. Visit [Verizon.com](http://Verizon.com) for more information on our services and companies.

If you don't want your CPNI used for the marketing purposes described above, please notify us by phone any time at 800.333.9956 or online at [vzw.com/myprivacy](http://vzw.com/myprivacy).

Unless you notify us in one of these ways, we may use your CPNI as described above beginning 30 days after the first time we notify you of this CPNI policy. Your choice will remain valid until you notify us that you wish to change your selection. Your decision about use of your CPNI will not affect the provision of any services you currently have with us.

Note: This CPNI notice does not apply to residents of the state of Arizona.

### Explanation of Surcharges

Verizon wireless surcharges include (i) a Regulatory Charge (which helps defray various government charges we pay including government number administration and license fees); (ii) a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover charges imposed on us by the government to support universal service; and (iii) an Administrative and Telco Recovery Charge, which helps defray and recover certain direct and indirect costs we or our agents incur, including:

- (a) costs of complying with regulatory and industry obligations and programs, such as E911, wireless local number portability and wireless tower mandate costs;
- (b) property taxes; and
- (c) costs associated with our network, including facilities (e.g. leases), operations, maintenance and protection, and costs paid to other companies for network services.

**Please note that these are Verizon wireless charges, not taxes or government imposed fees. These charges, and what's included, are subject to change from time to time.**

### Returned Payments

If you pay your wireless bill by check and your check is returned by your bank for insufficient funds, Verizon Wireless may resubmit your check to your bank for payment from your checking account.

### Service Plan Features & Services

If your service plan has optional features or services that are included as part of your monthly subscription, electing to activate these subscriptions may affect your surcharges, taxes and governmental fees, even though your plan monthly service price does not change. Examples of these features are Apple Music or the Disney bundle.

### Taxes and Other Governmental Charges

We are required by law to collect these charges, which are based on your service address. You can update your service address on [go.vzw.com/changeaddress](http://go.vzw.com/changeaddress).

### More On Wireless Taxes And Surcharges

Your total charges for this month's bill cycle are \$113.66.

This includes charges for one or more bundled Verizon service plans that include voice, messaging, data, or other services for which you pay a monthly plan charge.

This bill cycle, your fixed monthly plan charges were \$94.00 (before applying any discounts or credits, and excluding other charges such as overage, late payment, taxes, Verizon surcharges, and equipment).

To accurately bill taxes and Verizon surcharges, we regularly look at past network usage by you and other customers with similar plans to allocate this fixed monthly plan charge among the services included in the bundle.

In this bill cycle, we have allocated this amount as follows: \$5.03 for voice, \$1.04 for messaging, \$87.93 for data, and \$0.00 for other services.

For more information, please go to [vzw.com/taxesandsurcharges](http://vzw.com/taxesandsurcharges).

### Bankruptcy Information

If you are or were in bankruptcy, this bill may include amounts for pre-bankruptcy charges. You should not pay pre-bankruptcy amounts; they are for your information only. In the event Verizon receives notice of a bankruptcy filing, pre-bankruptcy charges will be adjusted in future invoices. Mail bankruptcy-related correspondence to 500 Technology Drive, Suite 550, Weldon Spring, MO 63304.

### PENNSYLVANIA RELAY

TO OUR CUSTOMERS IN PENNSYLVANIA:

IMPORTANT INFORMATION REGARDING PENNSYLVANIA RELAY

## Additional information continued

### What is Pennsylvania Relay?

Pennsylvania Relay is a public service that guarantees all citizens access to prompt, professional and precise communication through a telephone. Consumers of these specialized services, specifically individuals who are deaf, DeafBlind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone. This helps ensure the ability to connect with family, friends or businesses with ease.

### How does relay work?

Simply dial 711 to connect with Pennsylvania Relay. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call before beginning to relay the call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA then relays your voiced response by typing it back to the TTY user.

### Captioned Telephone Relay Service (CTRS)

Captioned Telephone is ideal for any individual that has a loss of hearing but are still able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: It allows users to listen to their phone conversations while reading captions of what is being said to them. To call a Captioned Telephone user, dial: 711 or 877.243.2823.

### How do I apply for specialized equipment?

The Telecommunication Device Distribution Program (TDDP) offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones and other equipment to eligible individuals in Pennsylvania who are deaf, DeafBlind, hard of hearing, or have difficulty with speech, mobility and cognitive functions. For more information, visit [techowipa.org](http://techowipa.org) or call 800.204.7428 (Voice) or 866.268.0579 (TTY).

### Dial 711 to access Pennsylvania Relay

Pennsylvania Relay Customer Care:  
PARelay@HamiltonRelay.com  
PARelay.net

### PA PUC

Pennsylvania Public Utility Commission  
[puc.pa.gov](http://puc.pa.gov)

## California - Questions About Your Bill?

Call Customer Service at 800.922.0204. Send written disputes to: Verizon, PO Box 409, Newark, NJ 07101-0409. If you are disputing a charge because you contend it was not authorized, and we need time to investigate the complaint, you are not required to pay the disputed amount while our investigation is pending. If you have a complaint you cannot resolve with us, submit a complaint to the California Public Utilities Commission at Consumer Affairs Branch, 505 Van Ness Ave. Rm. 2003, San Francisco, CA 94102, or at <http://www.cpuc.ca.gov/complaints>, or call 800.649.7570. If you have hearing or speaking limitations and need California Relay Service, dial 711 (visit <http://ddtp.cpuc.ca.gov/> for further information). If you need to contact your wireless phone insurance provider, call 888.881.2622

## FUSC Change

The Federal Universal Service Charge (FUSC) is a Verizon wireless charge that is subject to change each calendar quarter based on contribution rates prescribed by the FCC. On October 1, 2024, the FUSC increased to 11.10% of assessable wireless charges, other than separately billed interstate and international telecom charges. The FUSC on separately billed interstate and international telecom charges increased to 35.8%. For more details, please call 1-888-684-1888.