



PO BOX 489  
NEWARK, NJ 07101-0489

**Account:** 925785045-00001

**Invoice:** 8921088131

**Billing period:** Oct 31 - Nov 30, 2025

KEYLINE



KAREN REYES  
16 HIBISCUS CT  
GAITHERSBURG, MD 20878-2824

**Questions about your bill?**

verizon.com/support  
800-922-0204

**Late fee policy**

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.

### Snapshot of your bill

(details on page 3)

Balance from last bill	\$0.00
This month's charges	\$84.39
<b>Total due on Dec 22</b>	<b>\$84.39</b>

You have Auto Pay scheduled for Dec 19, 2025.



KAREN REYES  
16 HIBISCUS CT  
GAITHERSBURG, MD 20878-2824

**Bill date** November 30, 2025  
**Account number** 925785045-00001  
**Invoice number** 8921088131

**Total Amount Due**

Deducted from bank account on 12/19/25  
DO NOT MAIL PAYMENT

**\$84.39**

Please see back for instructions on writing to us.

PO BOX 16810  
NEWARK, NJ 07101-6810



89210881310109257850450000100000008439000000084399



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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: 925785045-00001 KAREN REYES

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)



# Your November bill is \$84.39

Due Dec 22

## Since your last bill

 You paid \$84.39.

## Bill summary by line

<b>Account-wide charges &amp; credits</b>	<b>-\$14.91</b>
<b>Karen Reyes</b>	<b>\$99.30</b>
Apple iPhone 16 Pro (240-475-0215)	
<b>Total:</b>	<b>\$84.39</b>

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### Questions about your bill?

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

800-922-0204

## 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 \$8.32 and taxes and gov fees of \$3.29. 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

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### Account-wide charges & credits **-\$14.91**

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#### Plan **-\$15.00**

\$15 MILITARY/VETERAN DISCOUNT **-\$15.00**  
Dec 1 - Dec 30

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#### Taxes & gov fees **\$0.09**

MD univ srvc trust fund surchg **\$0.09**

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### **Karen Reyes** **\$99.30**

Apple iPhone 16 Pro

240-475-0215

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#### Plan **\$80.00**

Unlimited Plus **\$90.00**  
Price lock guarantee  
Dec 1 - Dec 30

Auto Pay and paper-free billing discount **-\$10.00**  
Dec 1 - Dec 30

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#### Devices **\$7.78**

IP16 P 256 GB DT **\$30.83**  
Payment 15 of 36 (\$647.43 remaining)  
Agreement 1351715690

Trade-In Device Promo Credit **-\$23.05**  
Credit 15 of 36

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#### Surcharges **\$8.32**

Fed Universal Service Charge **\$0.83**

Regulatory Charge **\$0.21**

Admin & Telco Recovery Charge **\$3.78**

Montgom. County Line Surcharge **\$3.50**

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#### Taxes & gov fees **\$3.20**

MD State 911 Surcharge **\$0.50**

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#### Plan

Plans are billed a month in advance.

Reminder: Your price lock guarantee expires on Apr 02,2028.

Includes the \$10.00/month discount on your UNLIMITED PLUS plan for being enrolled in Auto Pay and paper-free billing.



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## Charges by line details (continued)

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Montgomery Cnty 911 Surchg	\$1.47
MD State 988 Surcharge	\$0.25
MD State Sales Tax - Telecom	\$0.74
MD State Sales Tax	\$0.24



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## Talk activity

**Karen Reyes**

**240-475-0215**

**Apple iPhone 16 Pro**

Date	Time	Number	Origination	Destination	Min.	Airtime Charges	LD/Other Charges	Total
Oct 31	12:51 PM	240-221-7033	Los Angele, CA	Incoming, CL	1	--	--	--
Oct 31	3:05 PM	310-317-9140	Santa Moni, CA	Malibu, CA	1	--	--	--
Oct 31	3:05 PM	310-317-9140	Santa Moni, CA	Malibu, CA	2	--	--	--
Oct 31	8:20 PM	310-317-9140	Santamonic, CA	Malibu, CA	1	--	--	--
Nov 2	1:25 PM	571-556-3114	Calabasas, CA	Incoming, CL	1	--	--	--
Nov 3	5:38 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	10	--	--	--
Nov 4	8:36 AM	801-232-9955	Gaithersbu, MD	Incoming, CL	16	--	--	--
Nov 4	3:12 PM	804-207-6737	Washington, DC	Cartersvl, VA	12	--	--	--
Nov 4	9:04 PM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--
Nov 4	9:11 PM	240-671-2750	Rockville, MD	Incoming, CL	1	--	--	--
Nov 5	8:58 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	1	--	--	--
Nov 5	8:59 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	1	--	--	--
Nov 6	12:35 PM	800-782-7282	Gaithersbu, MD	Toll-Free, CL	23	--	--	--
Nov 6	1:33 PM	800-782-7282	Gaithersbu, MD	Incoming, CL	2	--	--	--
Nov 6	9:11 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	7	--	--	--
Nov 7	5:18 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	15	--	--	--
Nov 7	6:58 PM	240-636-3007	Rockville, MD	Laurel236, MD	7	--	--	--
Nov 8	6:51 PM	301-296-6168	Gaithersbu, MD	Rockville, MD	4	--	--	--
Nov 8	6:55 PM	240-671-2750	North Poto, MD	Wshngtnzn2, MD	1	--	--	--
Nov 9	4:56 PM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--
Nov 10	11:04 AM	240-484-4545	Gaithersbu, MD	Laurel236, MD	2	--	--	--
Nov 10	12:23 PM	240-567-5063	Gaithersbu, MD	Rockville, MD	7	--	--	--
Nov 10	6:55 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--
Nov 10	9:25 PM	240-671-2750	Rockville, MD	Wshngtnzn2, MD	12	--	--	--
Nov 10	9:37 PM	240-484-4545	Gaithersbu, MD	Incoming, CL	6	--	--	--
Nov 10	9:53 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	52	--	--	--
Nov 11	7:28 PM	240-484-4545	Gaithersbu, MD	VM Deposit, CL	1	--	--	--
Nov 11	7:28 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	2	--	--	--
Nov 11	7:35 PM	240-636-3007	Gaithersbu, MD	Laurel236, MD	7	--	--	--
Nov 11	8:13 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	12	--	--	--
Nov 11	8:27 PM	240-671-2750	Gaithersbu, MD	Incoming, CL	35	--	--	--
Nov 12	12:49 PM	240-671-2750	Rockville, MD	Incoming, CL	2	--	--	--
Nov 12	2:26 PM	800-722-1300	Gaithersbu, MD	Toll-Free, CL	7	--	--	--
Nov 12	2:32 PM	800-722-1300	Gaithersbu, MD	Toll-Free, CL	3	--	--	--
Nov 12	2:36 PM	866-481-2679	Gaithersbu, MD	Incoming, CL	2	--	--	--
Nov 12	2:37 PM	866-481-2679	Gaithersbu, MD	Toll-Free, CL	14	--	--	--
Nov 12	9:36 PM	240-484-4545	Rockville, MD	Laurel236, MD	6	--	--	--
Nov 13	4:27 PM	240-751-6456	Gaithersbu, MD	Gaithersbg, MD	14	--	--	--
Nov 13	4:40 PM	301-346-3107	Gaithersbu, MD	Silver Spg, MD	2	--	--	--
Nov 13	6:04 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--
Nov 13	6:12 PM	240-474-5615	Gaithersbu, MD	Gaithersbg, MD	1	--	--	--
Nov 13	7:46 PM	240-484-4545	Gaithersbu, MD	Incoming, CL	8	--	--	--
Nov 14	1:12 PM	202-776-1732	Gaithersbu, MD	Incoming, CL	8	--	--	--
Nov 14	1:31 PM	301-475-0215	Bethesda, MD	Incoming, CL	1	--	--	--
Nov 14	4:34 PM	240-671-2750	Gaithersbu, MD	Incoming, CL	7	--	--	--
Nov 14	6:08 PM	240-751-6456	Beltsville, MD	Gaithersbg, MD	2	--	--	--
Nov 14	8:01 PM	240-671-2750	Silver Spr, MD	Incoming, CL	2	--	--	--
Nov 14	10:52 PM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--



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### Talk activity (cont.)

**Karen Reyes**

**240-475-0215**

**Apple iPhone 16 Pro**

Date	Time	Number	Origination	Destination	Min.	Airtime Charges	LD/Other Charges	Total
Nov 15	9:49 AM	240-671-2750	Bethesda, MD	Wshngtnzn2, MD	1	--	--	--
Nov 15	7:48 PM	301-284-8702	Rockville, MD	Rockville, MD	3	--	--	--
Nov 15	7:54 PM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--
Nov 15	9:09 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	5	--	--	--
Nov 15	9:42 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	17	--	--	--
Nov 16	7:17 PM	301-284-8702	Rockville, MD	Rockville, MD	2	--	--	--
Nov 16	7:20 PM	301-296-6168	Gaithersbu, MD	Rockville, MD	2	--	--	--
Nov 17	6:46 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	3	--	--	--
Nov 18	12:16 PM	240-832-1306	Washington, DC	Incoming, CL	2	--	--	--
Nov 19	1:43 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	3	--	--	--
Nov 19	5:31 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	89	--	--	--
Nov 20	10:47 AM	301-337-7653	Gaithersbu, MD	Incoming, CL	1	--	--	--
Nov 20	3:21 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	11	--	--	--
Nov 20	5:08 PM	800-849-3574	Gaithersbu, MD	Toll-Free, CL	15	--	--	--
Nov 20	6:57 PM	240-671-2750	Gathersbur, MD	Incoming, CL	22	--	--	--
Nov 21	8:51 PM	301-296-6168	Bethesda, MD	Rockville, MD	1	--	--	--
Nov 21	8:52 PM	240-484-4545	Bethesda, MD	Laurel236, MD	23	--	--	--
Nov 22	10:44 AM	202-640-0405	Washington, DC	Wshngtnzn1, DC	1	--	--	--
Nov 22	10:44 AM	202-640-0405	Washington, DC	Wshngtnzn1, DC	1	--	--	--
Nov 22	10:47 AM	202-640-0405	Washington, DC	Wshngtnzn1, DC	3	--	--	--
Nov 22	1:30 PM	240-484-4545	Silver Spr, MD	Laurel236, MD	3	--	--	--
Nov 22	1:57 PM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--
Nov 22	1:57 PM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--
Nov 22	2:00 PM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--
Nov 22	7:02 PM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--
Nov 22	7:11 PM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--
Nov 22	10:47 PM	202-629-3942	Rockville, MD	Wshngtnzn1, DC	2	--	--	--
Nov 22	10:49 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	1	--	--	--
Nov 22	10:51 PM	240-671-2750	Rockville, MD	Wshngtnzn2, MD	1	--	--	--
Nov 22	10:54 PM	240-671-2750	Rockville, MD	Incoming, CL	3	--	--	--
Nov 23	12:41 PM	240-484-4545	Rockville, MD	Laurel236, MD	9	--	--	--
Nov 23	2:02 PM	240-671-2750	Gaithersbu, MD	Incoming, CL	1	--	--	--
Nov 23	3:07 PM	240-671-2750	Gaithersbu, MD	Incoming, CL	1	--	--	--
Nov 24	1:43 PM	202-776-1732	Gaithersbu, MD	Incoming, CL	18	--	--	--
Nov 24	4:22 PM	800-722-1300	Gaithersbu, MD	Toll-Free, CL	11	--	--	--
Nov 24	4:55 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	2	--	--	--
Nov 24	8:00 PM	240-751-6456	Gaithersbu, MD	Gaithersbg, MD	1	--	--	--
Nov 24	8:04 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--
Nov 24	8:12 PM	240-751-6456	Gaithersbu, MD	Incoming, CL	2	--	--	--
Nov 24	8:13 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	44	--	--	--
Nov 24	10:12 PM	240-484-4545	Kensington, MD	Laurel236, MD	3	--	--	--
Nov 24	10:15 PM	301-346-3107	Kensington, MD	Silver Spg, MD	1	--	--	--
Nov 24	10:47 PM	240-671-2750	Dulles, VA	Wshngtnzn2, MD	2	--	--	--
Nov 25	3:00 PM	800-697-7315	Gaithersbu, MD	Toll-Free, CL	40	--	--	--
Nov 25	6:13 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--



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### Talk activity (cont.)

**Karen Reyes**

**240-475-0215**

**Apple iPhone 16 Pro**

Date	Time	Number	Origination	Destination	Min.	Airtime Charges	LD/Other Charges	Total
Nov 25	6:20 PM	240-484-4545	Gaithersbu, MD	Incoming, CL	6	--	--	--
Nov 25	7:30 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	7	--	--	--
Nov 25	7:37 PM	240-671-2750	Rockville, MD	Wshngtnzn2, MD	1	--	--	--
Nov 26	9:10 AM	202-776-1732	Gaithersbu, MD	Incoming, CL	1	--	--	--
Nov 26	9:11 AM	202-776-1732	Gaithersbu, MD	Incoming, CL	36	--	--	--
Nov 26	10:49 AM	301-947-8686	Gaithersbu, MD	Gaithersbg, MD	1	--	--	--
Nov 26	12:29 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	3	--	--	--
Nov 26	2:16 PM	240-484-4545	Rockville, MD	VM Deposit, CL	1	--	--	--
Nov 26	2:55 PM	301-346-3107	Ellicott C, MD	Incoming, CL	1	--	--	--
Nov 26	3:05 PM	240-484-4545	Beltsville, MD	Laurel236, MD	1	--	--	--
Nov 26	4:01 PM	301-330-7010	Rockville, MD	Gaithersbg, MD	1	--	--	--
Nov 26	7:58 PM	240-671-2750	Rockville, MD	Wshngtnzn2, MD	1	--	--	--
Nov 26	9:01 PM	240-484-4545	Gaithersbu, MD	Incoming, CL	9	--	--	--
Nov 27	9:01 AM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--
Nov 27	9:02 AM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--
Nov 27	9:23 AM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	1	--	--	--
Nov 27	9:23 AM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--
Nov 27	9:43 AM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--
Nov 27	12:37 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	4	--	--	--
Nov 27	1:03 PM	240-671-2750	Gaithersbu, MD	Incoming, CL	1	--	--	--
Nov 27	1:10 PM	240-671-2750	Gaithersbu, MD	Wshngtnzn2, MD	7	--	--	--
Nov 27	1:31 PM	301-346-3107	Beltsville, MD	Silver Spg, MD	1	--	--	--
Nov 27	1:38 PM	301-346-3107	Silver Spr, MD	Silver Spg, MD	1	--	--	--
Nov 27	5:48 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--
Nov 27	5:48 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--
Nov 27	6:31 PM	240-484-4545	Gaithersbu, MD	Laurel236, MD	1	--	--	--
Nov 27	10:36 PM	240-671-2750	Beltsville, MD	Incoming, CL	10	--	--	--
Nov 28	1:42 AM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--
Nov 28	1:43 AM	240-484-4545	Rockville, MD	Laurel236, MD	1	--	--	--
Nov 28	1:43 AM	240-484-4545	Rockville, MD	Laurel236, MD	4	--	--	--
Nov 29	3:52 PM	240-474-5615	Gaithersbu, MD	Gaithersbg, MD	2	--	--	--
Nov 30	1:02 PM	240-484-4545	Montgomery, MD	Laurel236, MD	1	--	--	--
Nov 30	1:03 PM	240-484-4545	Montgomery, MD	Laurel236, MD	1	--	--	--
Nov 30	1:03 PM	240-484-4545	Montgomery, MD	Laurel236, MD	1	--	--	--
Nov 30	1:04 PM	240-484-4545	Montgomery, MD	VM Deposit, CL	1	--	--	--
Nov 30	1:04 PM	240-484-4545	Montgomery, MD	Laurel236, MD	1	--	--	--
Nov 30	1:05 PM	240-484-4545	Montgomery, MD	Laurel236, MD	1	--	--	--
Nov 30	1:07 PM	240-484-4545	Montgomery, MD	Laurel236, MD	1	--	--	--
Nov 30	1:37 PM	301-332-3922	Beltsville, MD	Silver Spg, MD	1	--	--	--
Nov 30	1:38 PM	301-332-3922	Ellicott C, MD	Silver Spg, MD	20	--	--	--
Nov 30	2:33 PM	240-751-6456	Beltsville, MD	Incoming, CL	6	--	--	--

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## 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 inter connected 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 \$84.39.

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 \$80.00 (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: \$4.01 for voice, \$0.83 for messaging, \$70.16 for data, and \$5.00 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.

### 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