



PO BOX 489
NEWARK, NJ 07101-0489

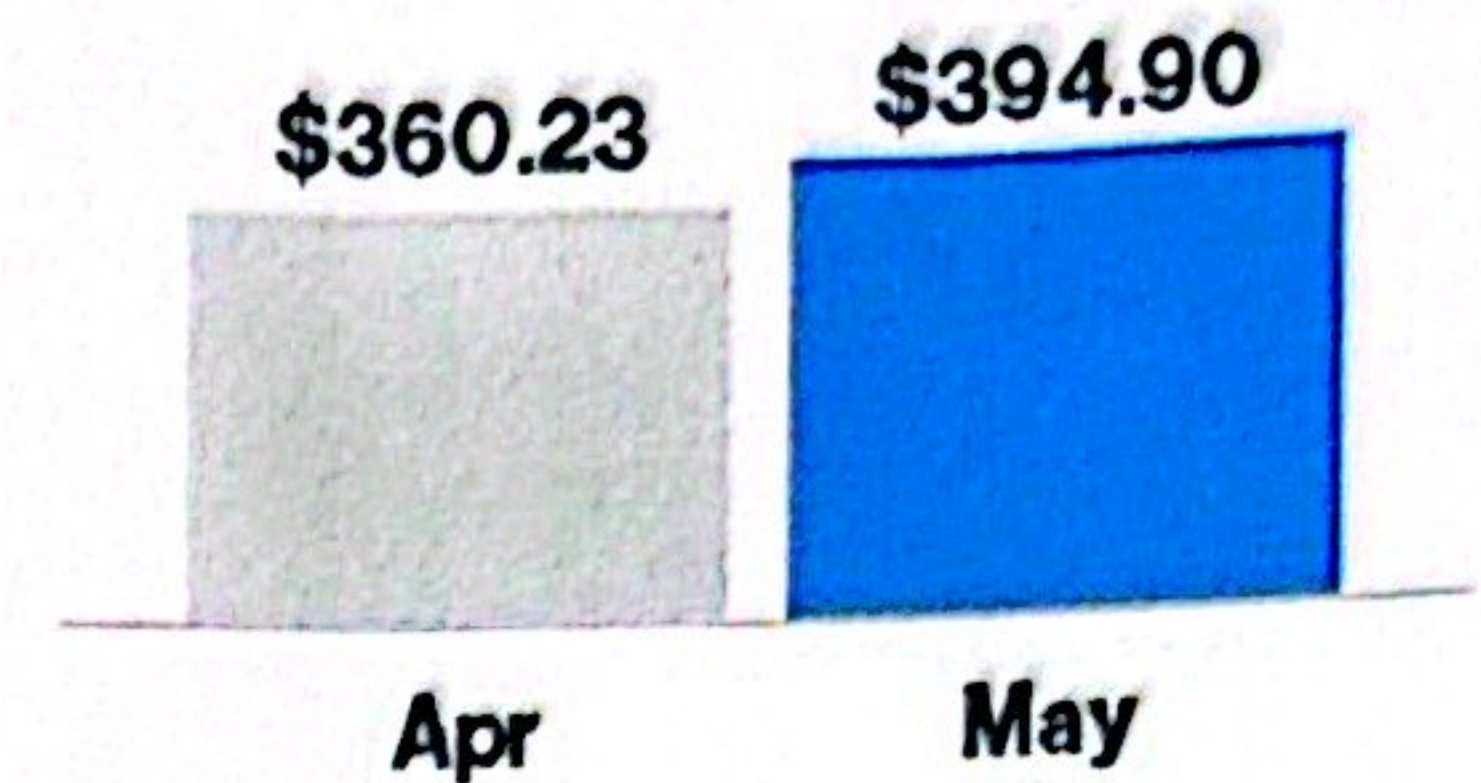
KEYLINE



AMANDA L LERMA
1123 E POLK AV
PHARR, TX 78577-3313

Pay your bill online, fast and easy

For convenience and peace of mind you can pay your bill online or enroll in Auto Pay and Paper-free Billing. Visit go.vzw.com/paybill



Your May bill is \$34.67 higher than last month's. You can see a full breakdown of all this month's charges on go.vzw.com/mybill.

Your May bill is \$394.90

It's due on May 24, 2022.

Account charges	\$0.00
Amanda Lerma 575-520-0208	\$86.67
Amanda Lerma 956-578-3529	\$110.78
Amanda Lerma 956-578-3627	\$110.78
Amanda Lerma 956-961-0601	\$86.67
	\$394.90

Balance forward from last bill

Previous balance (through Apr 1)	\$360.23
Payment received - Thank you (Apr 15)	-\$200.00
Payment received - Thank you (Apr 15)	-\$100.23
Payment received - Thank you (Apr 23)	-\$50.00
Payment received - Thank you (Apr 23)	-\$10.00
Total balance forward	\$0.00

Good to know

Check your online bill for all surcharges, taxes and gov fees

The total amount due for this month includes surcharges of \$12.36 and taxes and gov fees of \$6.46. For an itemized list of taxes, fees and surcharges visit go.vzw.com/mybill.

Changes this month

	Apr	May	Change
Credit balance	-\$0.82	\$0.00	↑ \$0.82
Account Charges	-\$66.64	\$0.00	↑ \$66.64
AMANDA LERMA 575.520.0208	\$93.19	\$86.67	↓ \$6.52
AMANDA LERMA 956.578.3529	\$120.65	\$110.78	↓ \$9.87
AMANDA LERMA 956.578.3627	\$120.65	\$110.78	↓ \$9.87
AMANDA LERMA 956.961.0601	\$93.20	\$86.67	↓ \$6.53
Change total			↑ \$34.67

Understand your bill

Understand "Changes this month"

These changes are why your amount due is different than last month. For example, if you changed your plan or added a line, you'll see partial-month charges reflected in this table. The table will not display if you have no changes.

Account Charges

\$0.00

"Add Ons" are features, content, and apps that we provide to you directly or through our relationships with certain content, app, and business partners. They are Verizon charges. For questions about these charges, visit <http://m.vzw.com/m/block>.

Add-ons

\$0.00

discovery+ (Ad-Free) on us (Apr 25 - May 24)
Promotional Period: Mar 25, 2022 - Sep 24, 2022
Disney Bundle Included (Apr 4 - May 3)

\$0.00

Included

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 the 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 and Disney Bundle.

You'll be charged a late fee when you don't pay your bill on time. The amount is the greater of \$5 or 1.5% of the unpaid balance, or as allowed by law in the state of your billing address.

Amanda Lerma

\$86.67

575-520-0208

[iPhone 13] - Can we keep this as is?

Save \$10 on your 5G GET MORE plan every month when you enroll in Auto Pay (using checking account or debit card) and paper-free billing. Enroll on the My Verizon app, or at go.vzw.com/gopaperfree.

"Add Ons" are features, content, and apps that we provide to you directly or through our relationships with certain content, app, and business partners. They are Verizon charges. For questions about these charges, visit <http://m.vzw.com/m/block>.

Monthly charges and credits

\$75.00

5G Get More (May 2 - Jun 1)

\$65.00

Save \$10/month using Auto Pay and paper - free billing

Device payment 3 of 36 (\$799.99/36mo)

\$22.22

\$733.26 remaining after this month (Agreement 1579170574)

Device Promotional Credit 3 of 36

-\$12.22

Add-ons

\$7.25

Wireless Phone Protection - (May 2 - Jun 1)

\$7.25

Surcharges

\$2.94

Fed Universal Service Charge

\$0.45

Regulatory Charge	\$0.16
Administrative Charge	\$1.95
TX Margin Surchg	\$0.20
Texas Universal Service	\$0.18

Taxes and gov fees \$1.48

TX State 911 Fee	\$0.50
TX Equalization Surcharge	\$0.06
TX State Sales Tax-Telco	\$0.48
TX State Sales Tax	\$0.22
Pharr City Sales Tax-Telecom	\$0.15
Pharr City Sales Tax	\$0.07

Amanda Lerma

\$110.78

956-578-3529

iPhone 13 Pro Max

Can we keep it?

Save \$10 on your 5G GET MORE plan every month when you enroll in Auto Pay (using checking account or debit card) and paper-free billing. Enroll on the My Verizon app, or at go.vzw.com/gopaperfree.

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Monthly charges and credits

\$95.55

5G Get More (May 2 - Jun 1)	\$65.00
• Save \$10/month using Auto Pay and paper - free billing	
Device payment 3 of 36 (\$1,099.99/36mo)	\$30.55
\$1,008.15 remaining after this month (Agreement 1579170573)	

Add-ons

\$10.24

Wireless Phone Protection - (May 2 - Jun 1)	\$7.25
Call Filter Plus (Single Line) - (May 2 - Jun 1)	\$2.99

Surcharges

\$3.24

Fed Universal Service Charge	\$0.66
Regulatory Charge	\$0.16
Administrative Charge	\$1.95
TX Margin Surchg	\$0.21
Texas Universal Service	\$0.26

Taxes and gov fees

\$1.75

TX State 911 Fee	\$0.50
TX Equalization Surcharge	\$0.06

TX State Sales Tax-Telco	\$0.68
TX State Sales Tax	\$0.22
Pharr City Sales Tax-Telecom	\$0.22
Pharr City Sales Tax	\$0.07

Amanda Lerma

\$110.78

956-578-3627

(iPhone 13 Pro Max)

Keep as is?

Save \$10 on your 5G GET MORE plan every month when you enroll in Auto Pay (using checking account or debit card) and paper-free billing. Enroll on the My Verizon app, or at go.vzw.com/gopaperfree.

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Monthly charges and credits \$95.55

5G Get More (May 2 - Jun 1) \$65.00

Save \$10/month using Auto Pay and paper - free billing

Device payment 3 of 36 (\$1,099.99/36mo) \$30.55

\$1,008.15 remaining after this month (Agreement 1579170572)

Add-ons \$10.24

Wireless Phone Protection - (May 2 - Jun 1) \$7.25

Call Filter Plus (Single Line) - (May 2 - Jun 1) \$2.99

Surcharges \$3.24

Fed Universal Service Charge \$0.66

Regulatory Charge \$0.16

Administrative Charge \$1.95

TX Margin Surchg \$0.21

Texas Universal Service \$0.26

Taxes and gov fees \$1.75

TX State 911 Fee \$0.50

TX Equalization Surcharge \$0.06

TX State Sales Tax-Telco \$0.68

TX State Sales Tax \$0.22

Pharr City Sales Tax-Telecom \$0.22

Pharr City Sales Tax \$0.07

Amanda Lerma

\$86.67

956-961-0601

(iPhone 13) Keep or is?

Save \$10 on your 5G GET MORE plan every month when you enroll in Auto Pay (using checking account or debit card) and paper-free billing. Enroll on the My Verizon app, or at go.vzw.com/gopaperfree.

"Add Ons" are features, content, and apps that we provide to you directly or through our relationships with certain content, app, and business partners. They are Verizon charges. For questions about these charges, visit <http://m.vzw.com/m/block>.

Monthly charges and credits \$75.00

5G Get More (May 2 - Jun 1)	\$65.00
Save \$10/month using Auto Pay and paper - free billing	
Device payment 3 of 36 (\$799.99/36mo)	\$22.22
\$733.26 remaining after this month (Agreement 1579170575)	
Device Promotional Credit 3 of 36	-\$12.22

Add-ons \$7.25

Wireless Phone Protection - (May 2 - Jun 1)	\$7.25
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Surcharges \$2.94

Fed Universal Service Charge	\$0.45
Regulatory Charge	\$0.16
Administrative Charge	\$1.95
TX Margin Surchg	\$0.20
Texas Universal Service	\$0.18

Taxes and gov fees \$1.48

TX State 911 Fee	\$0.50
TX Equalization Surcharge	\$0.06
TX State Sales Tax-Telco	\$0.48
TX State Sales Tax	\$0.22
Pharr City Sales Tax-Telecom	\$0.15
Pharr City Sales Tax	\$0.07

Your bill this month \$394.90

Amanda Lerma

575.520.0208

(iPhone 13) Keep as is?

Talk activity

okay to just change city here, not state?

Date	Time	Number	Origination	Destination	Min.	Airtime Charges	LD/Other Charges	Total
Apr 2	7:38 AM	111-1	Ciudad J/, ZZ	Incoming, CL	8	--	--	--
Apr 2	8:07 AM	575.694.3345	Canutillo, TX	Deming, NM	1	--	--	--
Apr 2	9:13 AM	Unavailable	Mexico /, ZZ	Incoming, CL	7	--	--	--
Apr 2	6:54 PM	Unavailable	Mexico /, ZZ	Incoming, CL	12	--	--	--
Apr 3	4:32 PM	956.578.3627	Deming, NM	Incoming, CL	1	--	--	--
Apr 3	5:35 PM	956.578.3627	Deming, NM	McAllen, TX	1	--	--	--
Apr 4	5:30 AM	575.494.3005	Deming, NM	Deming, NM	1	--	--	--
Apr 4	6:53 AM	575.430.2508	Deming, NM	Incoming, CL	16	--	--	--
Apr 4	3:31 PM	575.543.5448	Deming, NM	Deming, NM	1	--	--	--
Apr 4	5:58 PM	575.494.3005	Deming, NM	Deming, NM	4	--	--	--
Apr 5	5:25 AM	575.494.3005	Deming, NM	Deming, NM	1	--	--	--
Apr 5	6:23 AM	575.430.2508	Deming, NM	Incoming, CL	17	--	--	--
Apr 5	8:16 AM	313.426.5274	Deming, NM	Detroitn1, MI	2	--	--	--
Apr 5	12:21 PM	313.373.3000	Deming, NM	Incoming, CL	1	--	--	--
Apr 5	12:21 PM	313.373.3000	Deming, NM	Detroit, MI	1	--	--	--
Apr 5	12:25 PM	313.373.3000	Deming, NM	Incoming, CL	1	--	--	--
Apr 5	12:25 PM	313.373.3000	Deming, NM	Detroit, MI	1	--	--	--
Apr 5	12:25 PM	313.373.3000	Deming, NM	Detroit, MI	1	--	--	--
Apr 5	2:57 PM	702.762.8082	Deming, NM	Las Vegas, NV	51	--	--	--
Apr 5	4:03 PM	575.221.3955	Deming, NM	Incoming, CL	1	--	--	--
Apr 5	5:02 PM	575.215.9397	Deming, NM	Incoming, CL	1	--	--	--
Apr 5	7:14 PM	575.494.3005	Deming, NM	Incoming, CL	1	--	--	--
Apr 5	7:14 PM	575.494.3005	Deming, NM	Deming, NM	17	--	--	--
Apr 6	5:25 AM	575.494.3005	Deming, NM	Deming, NM	1	--	--	--
Apr 6	6:10 AM	575.430.2508	Deming, NM	Incoming, CL	15	--	--	--
Apr 6	8:34 AM	575.546.2291	Deming, NM	Deming, NM	2	--	--	--
Apr 6	5:19 PM	575.430.2508	Deming, NM	Alamogordo, NM	2	--	--	--
Apr 6	7:42 PM	575.366.6068	Deming, NM	VM Deposit, CL	1	--	--	--
Apr 7	5:28 AM	575.494.3005	Deming, NM	Deming, NM	1	--	--	--
Apr 7	6:19 AM	575.430.2508	Deming, NM	Incoming, CL	24	--	--	--
Apr 7	9:39 AM	575.694.3345	Deming, NM	Incoming, CL	3	--	--	--
Apr 7	10:20 AM	575.694.0653	Deming, NM	Incoming, CL	2	--	--	--
Apr 7	6:40 PM	575.494.3005	Deming, NM	Incoming, CL	5	--	--	--
Apr 8	5:35 AM	575.494.3005	Deming, NM	Deming, NM	1	--	--	--
Apr 8	6:53 AM	575.430.2508	Deming, NM	Incoming, CL	7	--	--	--
Apr 8	12:27 PM	323.821.0118	Deming, NM	Lsan DA 14, CA	101	--	--	--
Apr 8	4:10 PM	575.694.3345	Deming, NM	Deming, NM	1	--	--	--
Apr 8	7:31 PM	575.494.3005	Deming, NM	Incoming, CL	1	--	--	--
Apr 9	10:39 AM	575.430.2508	Deming, NM	Incoming, CL	12	--	--	--
Apr 9	10:50 AM	575.430.2508	Deming, NM	Incoming, CL	7	--	--	--
Apr 9	11:23 AM	956.578.3627	Deming, NM	Incoming, CL	3	--	--	--
Apr 9	4:55 PM	575.494.3005	Deming, NM	Deming, NM	2	--	--	--
Apr 10	11:30 AM	575.430.2508	Las Cruces, NM	Alamogordo, NM	1	--	--	--
Apr 11	5:31 AM	575.494.3005	Deming, NM	Deming, NM	1	--	--	--

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 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.

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.

Important changes to your Call Filter Plus subscription

Starting July 27, 2022, your Call Filter Plus subscription price at the account level will increase to \$10.99/month. If you do not have an account level Call Filter subscription, your line level subscription will increase to \$3.99/month for each line. Enjoy enhanced blocking features to give you more control over the calls you answer. You can manage your subscription in My Verizon (verizon.com/my-verizon/).

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.

Explanation of Surcharges

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 Charge, which helps defray certain expenses we incur, including: charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers; fees and assessments on our network facilities and services; property taxes; and the costs we incur responding to regulatory obligations. **Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.**

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.

New Mexico - Questions About Your Bill?

Call Customer Service at 800.922.0204 or by dialing *611 from your wireless phone. If you are unable to resolve any service problem or billing dispute with Verizon Wireless, you may contact the New Mexico Public Regulation Commission's Consumer Relations Division at 888.427.5772 for assistance.

Everyone deserves to stay connected

We're keeping people connected by participating in the FCC's Affordable Connectivity Program. Qualifying households will be able to get up to \$30/mo off select mobile and home internet plans. For program details, visit go.vzw.com/acp.

Surcharges

These cover the costs that are billed to us by federal, state or local governments so we can continue to provide you with the best service. See the full breakdown on go.vzw.com/mybill.

Taxes and Gov fees

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.



You've got options.

We have all sorts of ways to pay so that you can pick the one that's right for you.

Pay with the My Verizon app

You can download the My Verizon app at go.vzw.com/mva in both the App Store and Google Play.

Pay online at vzw.com

Go to go.vzw.com/paybill and sign in to My Verizon to pay your bill online.

Pay in cash

Go to vzw.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. Go to vzw.com/support/pay-bill-faqs/ to learn more.

Pay by phone: #PMT (#768)

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



AMANDA L LERMA
1123 E POLK AV
PHARR, TX 78577-3313

Bill date May 01, 2022
Account number 326341865-00001
Invoice number 8330180816

Total Amount Due by May 24, 2022

Make check payable to Verizon Wireless.
Please return this remit slip with payment. **\$394.90**

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Please see back for instructions on writing to us.

PO BOX 660108
DALLAS, TX 75266-0108



83301808160103263418650000100000039490000000394902

Questions? Visit go.vzw.com/contactus or call 1.800.922.0204.

Change your address at go.vzw.com/changeaddress

IMPORTANT INFORMATION:

Many questions regarding billing can be resolved easily online or in the My Verizon App. Our customer service representatives are also available by phone, chat or in a retail store to assist you with 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 the below address.

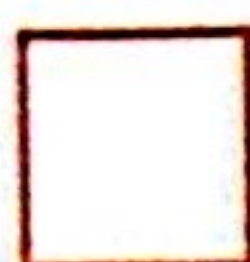
Please select a checkbox at the bottom of the page that best describes how we can help you and include it with your written correspondence.

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

Automatic Payment Enrollment for Account: 326341865-00001 AMANDA L LERMA

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

☐☐☐☐☐☐

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