Share Everything

Training Reference Guide – Indirect

Overview

Beginning June 28th, we are changing the game again by innovating the way we offer the services that customers are using the most. First customers could share minutes. Next, they could share messaging. Now, something they've been asking about for a long time is finally here.

Introducing **Share Everything™**, Unlimited talk. Unlimited text. And **shareable data** that powers up to 10 devices!

Why Share Everything? Share Everything plans deliver what customers have asked for:

- **Unlimited Minutes** for all devices on your account. No more worries about overage charges.
- **Unlimited Messages** for all devices on your account. Send as many text, picture and video messages as you want.
- **Shareable Data** for all the devices on your account. Select how much you'll need and then share it with up to 10 devices.
- **Mobile Hotspot** is Included on all capable devices. Connect your device to share your data allowance with multiple Wi-Fi– enabled devices.
- **Add up to 10 Devices to your account.** Choose which devices you'd like to connect and then share your data.

Share Everything Plans

For Accounts with at least one smartphone

Step 1: Select one smartphone, and up to nine more devices.

Devices	Monthly Line Access (per device)
Smartphones	$40
Basic Phones	$30
Jetpacks/Netbooks/Notebooks/USB Modems	$20
Home Phone Connect	$20
Tablets	$10

Step 2: Choose the amount of data to share, plus get unlimited minutes and messages for all devices on your account.

Shared Minutes	Shared Messages	Shared Data	Monthly Account Access (share with up to 10 devices)
Unlimited	Unlimited	1 GB	$50
Unlimited	Unlimited	2 GB	$60
Unlimited	Unlimited	4 GB	$70
Unlimited	Unlimited	6 GB	$80
Unlimited	Unlimited	8 GB	$90
Unlimited	Unlimited	10 GB	$100
Unlimited	Unlimited	12 GB	$110
Unlimited	Unlimited	14 GB	$120
Unlimited	Unlimited	16 GB	$130
Unlimited	Unlimited	18 GB	$140
Unlimited	Unlimited	20 GB	$150
Unlimited	Unlimited	30 GB	$200

Data overage is $15 per 1 GB

With Share Everything, the customer's total monthly access is made up of the shared monthly account access charge and the monthly line access charge for each device. See below example.

Share Everything Example:

2 smartphones	+	1 basic phone	+	4 GB of shared data	=	Monthly access
$80		$30		$70		$180

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Share Everything plans for Basic Phones

Shared Minutes	Shared Messages	Shared Data	Monthly Account Access (includes one basic phone)	Additional Basic Phones
700 Minutes	Pay As You Go	Pay As You Go	$40*	$30 each
Unlimited	Unlimited	300 MB	$70**	

**The $40 monthly account access is a combination of the $30 Basic Phone Monthly Line Access, and a $10 Monthly Account Access that has 700 minutes, and PAYGO rates for messages and data.*

***Add one smartphone to this plan for $10 additional line access per month*

- PAYGO: $.20 per text, $.25 per pix/flix, and $1.99/MB for data
- Voice overage on the 700 minute plan is $.45/min
- Data overage on the 300 MB plan is $15 for 300 MB
- Customers on the 700 minute plan can add $10/1000 messages
- 700 minute plan includes unlimited nights and weekend minutes, and unlimited mobile to mobile calling minutes (with other Verizon Wireless customers from within the U.S.)

Share Everything for Basic Phones Examples:

With unlimited minutes, messages and 300 MB of shared data

First basic phone		Second basic phone		Monthly access
$70	+	$30	=	$100

With 700 minutes, and Pay As You Go messages and data

First basic phone		Second basic phone		Monthly access
$40	+	$30	=	$70

Share Everything plans for Data-Only Accounts

Step 1. Select from one to ten devices. **Note:** cannot be used with smartphones or basic phones

Devices	Monthly Line Access (per device)
Jetpacks/Netbooks/Notebooks/USB Modems	$20
Tablets	$10

Step 2. Choose the amount of data to share with all devices on your account.

Shared Data	Monthly Data Fee
4 GB	$30
6 GB	$40
8 GB	$50
10 GB	$60

Data overage is $15 per 1 GB

Share Everything Data-Only Example:

Jetpack		Tablet		4 GB of Shared Data		Monthly access
$20	+	$10	+	$30	=	$60

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Additional Plan Information

- We are now extending 'sharing' to not only share minutes and messages, but also to share data with all device types using the current Nationwide ALP plan structure.
- $35 activation fee per line, and $30 upgrade fee per line.
- Month to month and two year contracts are available.
- Tablets will no longer be subsidized or discounted, and will no longer carry a 2 year contract requirement.
- Corporate email via Microsoft Exchange Active Sync and Lotus Notes Traveler is now included with Share Everything at no additional charge.
- Corporate email customers using BES or Good on Share Everything plans will need an additional $15 monthly feature for these services
- Home Phone Connect is available for $20 monthly line access with any Share Everything plan that has unlimited minutes, and counts as one of the customer's 10 possible devices.
- Customers on the Share Everything 700 minute plan can add Home Phone Connect as a standalone plan for $19.99 per month, this includes unlimited domestic minutes.
- No changes to the Nationwide for Canada and Mexico Plans and Nationwide 65+ Plans. These are still available to all customers.
- HomeFusion Broadband is only available as a standalone product; it does not share data and does not count as one of the customer's 10 possible devices.

Provisioning

- Share Everything plans can be backdated at launch.
- Customers cannot have more than one Share Everything plan set per account.
- All customers requesting to exceed five lines on their account will have their orders routed to COOS for manual approval (BAU). See your Account Manager for specific questions.

B2B

- SMB customers can purchase consumer pricing (i.e. Nationwide plans) and are eligible for Share Everything plans.
- SMB and Employee Liable discounts apply towards the Monthly Account Access at $34.99 or higher, and do not apply towards Monthly Line Access.
  - Example: a customer with an 18% monthly discount who subscribes to Share Everything with a smartphone and 2 GB of data would have their discount applied in the following way:
    - Monthly Line Access= $40, no discount applied
    - Monthly Account Access = $70, 18% discount would apply to this monthly charge.
- B2B customers that currently have the Unlimited Data Feature will forfeit their discount on this feature if they move to Share Everything. These customers can:
  - Move to the Small Business SharePlan equivalent of the Family SharePlan and all lines with all data features ($30/2GB included) will receive a discount.

For B2B customers who ask why we are not offering Share Everything Business Plans, you can offer the following statement:

We welcome all customers, consumer and business alike, to enjoy the benefits offered by our new Share Everything plans. While we don't comment on the details of future pricing launches, we are currently developing pricing options that more directly address the needs of business customers that we intend to launch later this year.

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Customer Impacts

New Customers

- For new consumer customers, Share Everything Plans are the only available plans.
- New Small Business customers can choose from Nationwide Plans and Share Everything Plans.

Existing Customers with:

Consumer Plan with Usage-Based Data Feature

- Can remain on their current plans and move within their current plan set. (i.e. move up or down in minutes).
- Can keep their current plan and upgrade to new equipment when eligible, BAU.
- Should be encouraged to move to Share Everything to enjoy the multiple benefits that Share Everything Plans offer.

Consumer Plan with an Unlimited Data Feature

Primary Options	**Option 1:** Switch to a Share Everything plan	Unlimited data feature/ plan is removed automatically	Purchase the equipment with a new 2-year agreement, if upgrade eligible
	Option 2: Stay on existing plan set	Add a usage based data package (i.e. $30 for 2 GB) to current plan	Purchase the equipment with a new 2-year agreement, if upgrade eligible
Still want unlimited?	If a customer still wants to keep the unlimited data feature, additional device upgrade options are available, including: • Purchase the equipment with a month-to-month agreement • Purchase a certified pre-owned device from a store only • Provide their own equipment		

Returns/Exchanges

Within the 14 day return/exchange period, there are specific guidelines when working with customers who previously had an Unlimited Data Feature.

- Exchange = customers **can't** go back to UNL feature (BAU, do the exchange in agent/retailer point of sale)
- Return = customers **can** go back on UNL (return the device BAU, then call COOS to reset eligibility and add the UNL feature)

Positioning

When positioning Share Everything plans, it's critical to discover all of your customer's needs. Customers today are using technology and devices in new and different ways. In order to recommend a personalized solution, it's important to understand all the different ways that customers can use data with their devices. Remember, with Share Everything, the more devices you add, the more value you'll see.

While many customers will see the great value that Share Everything plans offer, some may still have some concerns. Use the positioning below to help address these concerns.

For customers with cost concerns…

On the surface, switching to Share Everything may not interest you, but let me tell you about the added value included for just a little more a month:

- **Unlimited Minutes** for all devices on your account. No more worries about overage charges.
- **Unlimited Messages** for all devices on your account. Send as many text, picture and video messages as you want.
- **Shareable Data** for all the devices on your account. Select how much you'll need and then share it with up to 10 devices.
- **Mobile Hotspot** is Included on all capable devices. Connect your device to share your data allowance with multiple Wi-Fi– enabled devices.
- **Add up to 10 Devices to your account.** Choose which devices you'd like to connect and then share your data.

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For customers concerned about losing their unlimited data feature…

You have multiple options for data service when you upgrade your device at discounted pricing. Switching to Share Everything provides you with **added value** not included with your current plan. For all lines on your account you'll have:

- **Unlimited Minutes** for all devices on your account. No more worries about overage charges.
- **Unlimited Messages** for all devices on your account. Send as many text, picture and video messages as you want.
- **Shareable Data** for all the devices on your account. Select how much you'll need and then share it with up to 10 devices.
- **Mobile Hotspot** is Included on all capable devices. Connect your device to share your data allowance with multiple Wi-Fi– enabled devices.
- **Add up to 10 Devices to your account.** Choose which devices you'd like to connect and then share your data.

Also, you're not required to switch to Share Everything. You can stay on your current plan but must select a new data feature starting at 2 GB. With Share Everything, the more devices you add, the more you'll save. For example add a Tablet, starting at just $10 monthly!

Note: Customers on single-line plans who are concerned about losing their unlimited data feature may not initially perceive as much added value with Share Everything. For these customers, review the following points:

- They are not required to move to Share Everything in order to upgrade and receive a discount, they can move to any usage based data plan.
- The average data customer uses between 1 and 2 GB of data per month. Review the customer's account to see how much data they've been using. If they are averaging less than 2 GB, then moving to a 2 GB usage based plan has minimal impact.
- Ask questions to uncover any Wi-Fi capable devices the customer may own. Your customer may not be aware that they can connect these devices via Mobile Hotpot. This is a great value add if they do move to Share Everything, this used to cost up to an additional $30 per month (depending on whether your customer has a 3G or 4G device).
- Ask questions about home phone use. If your customer has a home phone, moving to Share Everything and getting unlimited minutes may eliminate the need for a home phone and could represent additional monthly savings.

Support Tools

A new tool has been created, and existing tools have been enhanced to help support both customers and employees with choosing the best Share Everything plan based on each customer's needs.

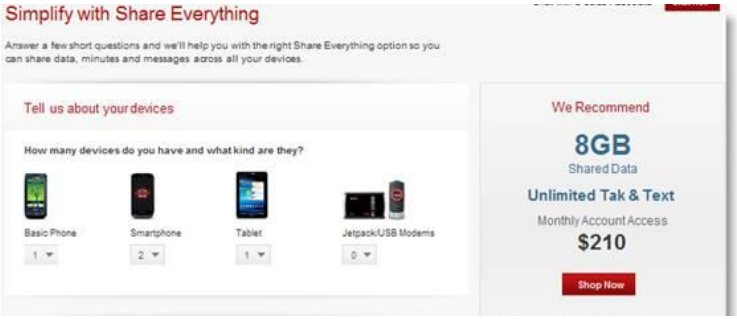
Share Everything Calculator

The Share Everything Calculator helps determine which plan will be best based on customers' needs and anticipated usage. New and existing customers answer a few basic questions, and the tool provides a Share Everything plan recommendation based on the customer's responses.

Based on common usage patterns for Verizon Wireless data customers, the tool will generally recommend 2 GB for each data device.

The Share Everything Calculator will be available to all customers by visiting http://www.verizonwireless.com/shareeverythingcalculator.

Below is an example of what the Share Everything Calculator will look like:



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Data Alerts

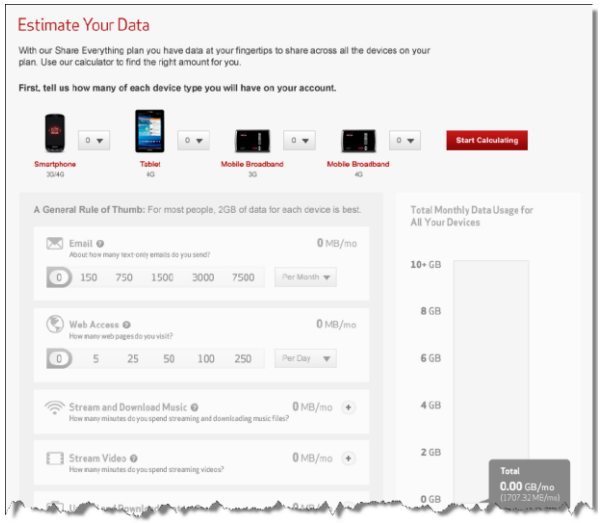
- Alerts will be sent to Share Everything customers based on the total data use on the account.
- Text alerts are sent to all lines sharing data when the account reaches 50%, 75%, 90% and 100% of data allowance.
- Customers can opt out of 50% and 75% alerts via My Verizon.
- Email alerts are also sent to the account owner.
- Customers can add up to three additional email addresses or mobile numbers to receive these alerts.

Usage Monitoring

- Usage monitoring is available on My Verizon and My Verizon Mobile.
- View historical usage and change plans.
- Manage alert recipients.
- Opt in and out of alerts.

Data Calculator

- Data Calculator has been enhanced to allow users to estimate data usage for one or all lines.
- Can now include other device types, including tablets and MBB devices.



Additional Resources

Take advantage of the available resources to learn more about Share Everything:

- Competitive Comparison
- InfoExpress

Operational Impacts

Account Details

- Only one Share Everything plan per account level.
- Share Everything cannot co-exist with any other type of shared plan on an account (either account level share or line level share). Examples of other plans that cannot co-exist with Share Everything include:
  - Consumer Account Level Pricing (ALP)
  - Consumer Family Shareplans (FS)
  - Altell Line Level Plan (LLP) share
  - Business LLP share plans such as SMB share, B2B aggregate, etc.
- Share Everything can co-exist with (non-share) legacy LLPs on an account (includes legacy voice plans and legacy data plans).
- All lines on Share Everything must be suspended to cause the Monthly Access Charge billing to suspend.
- New accounts created as a result of Assumption of Liability must be activated on Share Everything.

Plan Details

Customers can now share Talk, Text, and Data with Share Everything. Here are some concepts to consider before processing transactions:

- All new customers should be activated on Share Everything, including single lines.

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- Share Everything can have as few as one line, up to 10 lines on the plan. Unlike current share plans that require at least two lines and a maximum of five.
- Activation of additional lines that results in more than 10 lines on Share Evrything, requires a new account be created.(removed with a separate plan).
- Home Phone Connect can be added to any Share Everything plan with unlimited Talk for an additional Monthly Line Access.
- Mobile Hotspot, Mobile Broadband Connect, and Active Sync are included at no additional cost with Share Everything.
- Customers attempting to make the following plan changes will be routed to Customer Service to make the change:
    1. Non-Share Everything to Share Everything
    2. Share Everything Talk&Text to Share Everything Talk,Text,& Data or vice versa.

    This is because the IVR only allows customers to move up and down within allowance tiers for the plan they are currently on.

Feature Details

Certain features and promotions are impacted with Share Everything.

Changing to Share Everything has the following impacts on features and promotions:

- All data features will drop, except for basic Pay As You Go and Global line features.
- All text bundles will drop, except for $10/1000 text feature on Share Everything basic.
- Promotions such as Smartphones Talk Free, Twice the Data, $10 / 75 MB Basic Phone Data Package*, and Bonus Minutes (Loyalty Offers) will drop.
    - *VZ Nav/Ringback Tones can be reapplied at line level. It is not automatic.
- Data features cannot be added to MDNs on Share Everything that include a GB allowance.
- The $10/1000 text feature can be added to Share Everything basic only.
- Share Everything includes consumer email. Corporate email is a separate SFO, but shares in the data allowance.
- Global offerings remain a separate add/on feature at the line level.

Device Changes on Share Everything Accounts

The Monthly Line Access is determined by the device type with Share Everything. There are impacts when changing the device type.

- A plan change may be necessary when changing device type (smartphones require a plan that includes a GB allowance).

  Example: Customer is on Share Everything Talk and Text with two basic phones and wants to replace one phone with a smartphone he received from a friend. The plan would have to be changed to a Talk, Text, and Data plan and the Monthly Line Access will change. If this change is done on-demand, the Monthly Account Access will be prorated as well as the Monthly Line Access for the smartphone.
- Changing device type (from basic phone to smartphone or smartphone to basic phone) results in a proration of the Monthly Line Access.

  Example: Customer is on a Talk, Text, and Data plan with two smartphones. The customer loses one smartphone and replaces it temporarily with a previously-used basic phone. The Monthly Line Access charge would be prorated.

SIM Only Activation/Change

SIM only activations (new line of service) with no device information provided are not allowed on Share Everything. Only single line plans are allowed.

- If the device information is provided, customers can activate on Share Everything.

SIM only change (existing line of service)

- Customers on Account Level Pricing (ALP) can retain ALP.
- Customers on Line Level Pricing (LLP) that are changing from a 3G device to a 4G SIM cannot change to Plaid if the device information is unknown.

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- Customers on LLP that are changing a 4G SIM to a 4G SIM can change to Plaid and use the device on file to determine the Monthly Line Access.

When existing customers who have moved their existing SIM to a different device, request device, plan and/or SFO only changes, validate the current Monthly Line Access is good for current 4G device associated with the SIM. If not, change to the appropriate Monthly Line Access.

ELEU/CLEU

CLEU (Corporate Liable End User) and ELEU (Employee Liable End User) discounts apply to Share Everything Monthly Account Access of $34.99 and higher. These discounts do not apply to the Share Everything Monthly Line Access.

Expensing Options

Share Everything customers will no longer be able to expense individual data features (Mobile Hotspot, Mobile Broadband Connect, Active Sync) that are now included in Share Everything.

Here are some options available to customers to share with their employer on how to expense their line:

- Expense the access amount billed at the account level.
- Expense the access and one line level charge.
- Expense the overage displayed at the account level and divide it per line based on the overall usage percentage. This will give the amount of overage for the line, presumably based on business use.

Any option the customer chooses will need to be agreed upon by their employer.

Share Everything Activations – Credit Process

(for channels that activate new lines of service)

Customers can have a total of 10 lines on Share Everything; however, the policy did not change as far as how many lines can be approved at one time for consumer accounts. The limit is still 5 for new lines.

In Store**:**

- Submit credit for 5 lines and process the 5-line order as usual.
- Once the lines are active, pull up the account in InfoDesk and add the additional lines to the existing account in a separate transaction.
- Credit approval is required on the second transaction because it is over the 5-line limit.
- Order is routed to COOS for manual approval.
- After manual approval, complete the second transaction.

DFill (when all devices are sent through Fulfillment):

- Submit credit for 5 lines and process the 5-line order as usual.
- The additional lines can be activated once the customer receives and activates that equipment.
- Contact the customer pull up the account in InfoDesk and add additional lines to the existing account on a separate transaction.
- Credit approval is required on the second transaction because it is over the 5-line limit.
- Order is routed to COOS for manual approval.
- After manual approval, complete the second transaction.

DFill (when at least one device is available in the store and the remaining devices are sent through Fulfillment):

- Submit credit for the number of devices available in the store and process the order as usual.
- Once the line(s) are active, pull up the account in InfoDesk and add additional lines (in 5-line batches) to the existing account in separate transaction(s).
- Credit approval is required on the additional transaction(s) because it is over the 5-line limit.
- Order is routed to COOS for manual approval.
- After manual approval, complete the additional transaction(s).

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Bill Changes

There are differences on the bill with Share Everything plans.

Data Overage on Share Everything is included under **Account Charges and Credits** on page 2 of the bill.

Invoice Number	Account Number	Date Due	Page
9999999999	9999999999–99999	Past Due	2 of 7

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges
Verizon Wireless' Surcharges include charges to recover or help defray costs of taxes and of governmental charges and fees imposed on us, including a Regulatory Charge (which helps defray costs of various regulatory mandates, including government number administration and license fees) and a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover costs imposed on us by the government to support universal service, and may include other charges also related to our governmental costs. It also includes an Administrative Charge, which helps defray certain costs we incur, currently including (i) charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers, (ii) fees and assessments on network facilities and services, and (iii) certain costs and charges associated with proceedings related to new cell site construction. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees
Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information
A late payment applies for unpaid bala
greater of $5 or 1.5% per month, or a

Verizon Wireless' Other Charge
Includes charges for products and ser

Minute and Data overage is billed at the account level.

Payments and Adjustments

Previous Balance	**$741.68**
Payments – Thank you	
Credit/Debit Payment / Authorization Received – 09/12/10	–378.27
Total Payments	**–$378.27**
Adjustments	
Late Fee	–x.xx
Customer Satisfaction	–x.xx
Megabyte / Kilobyte Adjustment for 999–999–1234 on 10/01/10	–2.27
Megabyte / Kilobyte Adjustment for 999–999–1235 on 10/01/10	–6.25
Other Fees and Surcharges	–x.xx
State Tax Adjustment	–x.xx
Local Tax Adjustment	–x.xx
Total Adjustments	**–$8.52**
Balance Forward Due Immediately	**$354.89**

Account Charges and Credits

Late Fee		5.32
Subtotal		**$5.32**
Account Monthly Access Charges		
<Unl Tlk, Unl TXT + Data Share 3GB … final TBD >	10/11 – 11/10	20.00
Subtotal		**$20.00**
Account Usage Charges		
Unbilled Minutes from Prior Months		5.00
Minutes Over Allowance		1.00
Data Over Allowance – GB		4.00
Subtotal		**$10.00**
Total Account Charges and Credits		**$35.32**

Overview of Lines section displays the Unlimited Talk, Text, and 3GB plan shared usage.

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Invoice Number	Account Number	Date Due	Page
9999999999	9999999999–99999	Past Due	5 of 7

Overview of Lines

Your Account's Plan

<PLAID Unlimited Talk & Messaging + 3 GB >
monthly access charge
Unlimited monthly minutes
Unlimited messaging
3 monthly gigabyte allowance
$ per GB after allowance

Breakdown of Charges

Account Charges & Credits	pg 2	$135.33
999–999–1234 Susan	pg 4	$31.76
999–999–1235 Priscilla	pg 5	$19.78
999–999–1236 William	pg 6	$27.37
Total Current Charges		**$214.24**

Breakdown of shared usage on an Unlimited Talk, Text, and 3GB plan

Breakdown of Shared Usage

		SharePlan Minutes Used	SharePlan Messaging Used	SharePlan Data GB Used
999–999–1234	pg 4	152	1695	1.222
999–999–1235	pg 5	25	354	.000
999–999–1236	pg 6	98	709	.100
Total Used		**275**	**2757**	**1.322**
Shared Allowance		**unlimited**	**unlimited**	**3.000**
Overage		**0**	**0**	**0**
Total Shared Usage Charges		**$.00**	**$.00**	**$.00**

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Overview of Lines section displays shared usage for Data Share Plan only.

Your Account's Plan

<PLAID – 3 GB Data only >
monthly access charge
6 monthly gigabyte allowance
$1 GB after allowance

Breakdown of Charges

Account Charges & Credits	*pg 2*	$135.33
999–999–7777	*pg 4*	$31.76
Susan		
999–999–8888	*pg 5*	$19.78
Priscilla		
Total Current Charges		**$186.87**

Breakdown of usage for a Data only plan.

Breakdown of Shared Usage

		SharePlan Data GB Used
999–999–7777	*pg 4*	1.222
999–999–8888	*pg 5*	1.555
Total Used		**2.777**
Shared Allowance		**6.000**
Overage		**0**
Total Shared Usage Charges		**$.00**

Overview of Lines for On Demand plan change from Unlimited Talk and Text to Unlimited Talk and Text with 3GB data allowance example.

Your Account's Plan

Plan from 10/11 – 10/25
<PLAID Unl Talk & Unl Messaging>
monthly access charge
Unlimited monthly minutes
Unlimited messaging

Plan from 10/26 –11/10
<PLAID UNL Talk & UNL Messaging + 3 GB >
monthly access charge
Unlimited monthly minutes
Unlimited messaging
3 monthly gigabyte allowance
per GB after allowance

Breakdown of Charges

Account Charges & Credits	*pg 2*	$405.32
999–999–1234	*pg 4*	$31.76
Susan		
999–999–1235	*pg 5*	$19.78
Priscilla		
999–999–1236	*pg 6*	$27.37
William		
Total Current Charges		**$484.23**

Minutes and messaging are not prorated when changing from an unlimited to unlimited plan.

Breakdown of Shared Usage

		SharePlan Minutes Used	SharePlan Messaging Used
999–999–1234	*pg 4*	1152	2695
999–999–1235	*pg 5*	200	604
999–999–1236	*pg 6*	323	1009
Total Used		**1510**	**4308**
Shared Allowance		**unlimited**	**unlimited**
Overage		**.000**	**0**
Total Shared Usage Charges		**$.00**	**$.00**

Prorate dates

Data allowance is prorated with plan changes

		SharePlan Data GB Used 10/26 – 11/10
999–999–1234	*pg 4*	.001
999–999–1235	*pg 5*	
999–999–1236	*pg 6*	2.001
Total Used		**2.002**
Shared Allowance – Partial Month		**1.548**
Overage		**.454**
Total Shared Usage Charges		**$10.00**

Data overage is billed at the account level

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Monthly Line Access prorate example.

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Invoice Number	Account Number	Date Due	Page
9999999999	999999999–99991	08/07/10	4 of 6

Summary for Susan : 999–999–1234 (Includes Plan Change)

Your Plan

Plan from 10/11 – 10/25
<PLAID Unl Talk & Unl Messaging>
(see pg 3)

Plan from 10/26 –11/10
<PLAID UNL Talk & UNL Messaging + 3 GB >
(see pg 3)

Have more questions about your charges? Get details for all your Usage Charges at www.verizonwireless.com.

Sign into My Verizon and go to My Bill and click on Usage Details.

Charges

Monthly Access Charges

Line Access - Final Description TBD 10/26 – 11/10 $30.00/mo / 16 days refunded	–15.48
Line Access 10/26 – 11/10 $50.00 /mo / 16 days on new plan	25.81
Line Access in advance 11/11 – 12/10	50.00
TEC Advanced Devices – **Asurion** 10/11 – 11/10	7.99
	$68.32

Usage Charges

Voice		Allowance	Used	Billable	Cost
SharePlan	*minutes*	unlimited	1152	--	--
Mobile to Mobile	*minutes*	unlimited	296	--	--
Night/Weekend	*minutes*	unlimited	222	--	--
411 Search	*calls*	--	1	1	1.99
Total Voice					$1.99
Messaging					
Text, Picture & Video	*messages*	unlimited	200	--	--
Total Messaging					$.00
Data					
Get IT Now Downloads	*dowloads*	--	1	--	--
GFT Ringback Tones	*purchases*	--	1	1	1.99
Gigabyte Usage 10/26 – 11/10	*gigabytes*	1.500 (shared)	.001	--	--
Total Data					$1.99
Total Usage Charges					**$3.98**

Monthly Line Access is prorated when changing device type.

Data allowance is prorated.

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