



**RAYMOND GEHRING**

Primary Phone: [REDACTED]-6317

Account Number: [REDACTED]-543-0001-47

**Bill Date: September 30, 2023**

**Your Discounts**

	<b>Price</b>	<b>Your Discounts</b>	<b>Amount You Pay</b>
USA Lifeline Plan		-9.00	
			\$9 Phone discount has no current expiration.
<b>Discounts This Month</b>		<b>-\$9.00</b>	

Discounts have been applied to the Total Due shown on page 1.

**What is a "Requested Change in Service"?**

This is the amount of charges or credits as a result of adding, removing or changing your services prior to your bill date. Monthly charges for the first full 30 day period are shown separately.

**Why is my bill amount different than the amount I was quoted?**

Your bill amount may vary from the amount you were quoted due to a Requested Change in Service, Taxes, Fees and Sur charges and One- Time Charges.

**What are the Taxes, Surcharges, and Fees on my bill?**

Your bill includes federal, state and local taxes, governmental surcharges and fees as well as Verizon surcharges and fees. These charges vary depending on what products and services you have and in which state you use these products and services. For more information go to [verizon.com/TaxesAndFees](http://verizon.com/TaxesAndFees).

**RAYMOND GEHRING**

Primary Phone: [REDACTED]-6317

Account Number: [REDACTED]-543-0001-47

**Bill Date: September 30, 2023****Details of Payments**

Payment activity since last bill date.

Previous Balance	49.68	
Payment Received - Thank You	-16.56	9/28
<b>Past Due Pay Immediately</b>	<b>\$33.12</b>	

**Details of Charges**

Includes discounts shown on page 2.

Equipment and additional services to personalize your Verizon service.

<b>Services</b>		
Flat Rate Unlimited Service	6.87	
Dial Tone Line	9.58	
<b>Discounts</b>		
USA Lifeline Plan	-9.00	
<b>Subtotal</b>	<b>\$7.45</b>	10/1-10/31

Trace Call 1 @ 3.00	3.00	
Charge for Restoral of Denied SVC	11.00	9/27
<b>Subtotal</b>	<b>\$14.00</b>	

Charges that vary monthly based on your account activity.

**Requested Change in Service**

Partial month charge or refund for services added or removed prior to the bill date.

<b>Removed Services</b>		
Flat Rate Unlimited Service removed 9/27 (\$6.87/mo. for 1 day refund)	-23	
Dial Tone Line removed 9/27 (\$9.58/mo. for 1 day refund)	-32	
USA Lifeline Plan removed 9/27 (\$8.72/mo. for 1 day)	.29	
<b>Subtotal - 1 day</b>	<b>-\$26</b>	9/27 - 9/27

**Fees & Other Charges**Includes both Verizon fees and governmental taxes and fees. For details, visit [verizon.com/taxesandfees](http://verizon.com/taxesandfees).

<b>Taxes, Governmental Fees &amp; Surcharges</b>		
PA State and Local Sales Tax	.87	
Federal Excise Tax	.42	
E911	1.65	
<b>Verizon Surcharges &amp; Fees</b>		
PA Gross Receipts Tax Surcharge	.49	
Federal Subscriber Line Charge	6.29	
Late Payment Charge	.40	
<b>Subtotal</b>	<b>\$10.12</b>	

**Charges \$31.31****Total Due \$64.43**

## RAYMOND GEHRING

Primary Phone: [REDACTED]-6317

Account Number: [REDACTED]-543-0001-47

**Bill Date: September 30, 2023**

### Telephone Sales Calls - Know the Facts

Telemarketers are prohibited from making unsolicited sales calls to residential telephone subscribers between the hours of 9 PM and 8 AM. The federal law requires that telemarketers identify the individual or business they represent and the purpose of the call.

Residential customers may reduce unwanted telemarketing calls by placing their home and personal mobile numbers on the federal do-not-call registry. To register your number, call 1.888.382.1222 from the phone you want to register (TTY: 1.866.290.4236), or visit the website [donotcall.gov](http://donotcall.gov). Placing your number on the federal do-not-call registry prohibits sales calls, but you still may receive political, charitable, debt collection, informational, and telephone survey calls, or calls from a company you have given written permission to call you.

Even if a number is on the federal do-not-call registry, companies are permitted to place sales calls to their existing customers who have provided permission. From time to time, Verizon calls its customers to inform them about special promotions or new products and services. If you do not wish to receive sales calls from Verizon, you can request to be added to Verizon's do-not-call list by calling 1.800.Verizon (1.800.837.4966) and speaking to a customer service representative.

### FUSF Fee Changes October 1, 2023

Your Federal Universal Service Fund (FUSF) fee may change on October 1, 2023. Authorized and reviewed quarterly by the Federal Communications Commission (FCC), the FUSF funds programs to keep local telephone rates affordable for all customers and provides discounts to schools, libraries, rural health care providers, and low-income families.

### Surcharges May Include

Surcharges May Include:

- a Federal Subscriber Line and Access Recovery Charge applicable to state-to-state and international services that helps pay for the costs of providing and maintaining the local phone network;
- a Federal Universal Service Charge applicable to state-to-state and international services to recover fees imposed on us by the government to support universal service;
- a Carrier Cost Recovery Charge applicable to long distance customers that helps defray our costs for terminating calls on other networks, fees paid to support government programs such as Telecommunications Relay Service and local number portability, and other Federal Communications Commission-assessed charges;
- a Long Distance Administrative Charge applicable to long distance customers to help defray account servicing costs for state-to-state and international calling;
- a Federal Regulatory Fee applicable to recover the annual per video subscriber fee payment made to the FCC; and,
- a FDV Administrative Charge applicable per Fios Digital Voice line to help defray account-servicing costs associated with providing voice services.

Please note that the surcharges are charges, not taxes. These charges, and what is included in these charges, are subject to change from time to time. For additional information regarding the charges on your Verizon bill, please visit [verizon.com](http://verizon.com) or call the number listed on your bill.

### Stay Connected with a Lifeline Discount on Your Home Phone or Internet Service

Verizon Pennsylvania LLC offers three Lifeline programs to help Pennsylvania's qualified low-income customers stay connected with their telephone or internet service. Only eligible consumers may enroll in the Lifeline program for voice or a qualifying internet service. Each household can receive only one program discount, and the service is non-transferable. When you enroll, you must certify that no other member of the household is receiving the Lifeline discount from Verizon or any other communications provider. Consumers who willfully make false statements to obtain the benefit can be barred from the program or be punished by fine or imprisonment.

Discounts provided for the Lifeline service are:

- With Voice Lifeline, you receive a monthly credit of \$8.22 on one telephone line per household.
- With Voice Lifeline 135, you receive a monthly credit of \$6.22 on one telephone line per household. You may choose to purchase additional features such as Home Voice Mail or Call Waiting or purchase calling plans with features such as Verizon Local Package, Regional Essentials or Verizon Freedom Essentials.
- With Internet Lifeline, you receive a monthly credit of \$9.25 for qualifying internet service. You may also choose to purchase any voice product including Fios Digital Voice and any packages or bundles.

To qualify for Voice Lifeline, you must have:

- Documentation that your annual income is at or below 100% of the federal poverty guidelines or
- Documentation that you are in Supplemental Security Income.

To qualify for Voice Lifeline 135 or Internet service, you must have:

- Documentation that your annual income is at or below 135% of federal poverty guidelines or
- Documentation that you are in one of these programs: Supplemental Security Income, Supplemental Nutrition Assistance Program (SNAP), Medicaid, Federal Public Housing Assistance, Veterans Pension Benefit or Veterans Survivor Pension Benefit.

Verizon Pennsylvania LLC also offers UTAP funds to pay some or all of customers' basic charges. To qualify for UTAP funds, you must be an existing or approved Voice Lifeline customer. Qualified applicants can receive up to \$200 (first time) and up to \$100 every six months thereafter.

For fastest results, go to [verizon.com/lifeline](http://verizon.com/lifeline) for an application for Lifeline service or call 1.800.Verizon (1.800.837.4966). Lifeline is a government assistance program supported by the PA PUC and the FCC. Additional information is available from the Universal Service Administrative Company, which manages Lifeline for the FCC, at [LifelineSupport.org](http://LifelineSupport.org) or by calling 1.800.234.9473.

### Lifeline Customer Information

If your toll balance is higher than \$20.00 and you do not pay it within 5 days of the due date, your toll service may be shut off. We may shut off your toll service without further notice.

## RAYMOND GEHRING

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Bill Date: September 30, 2023

### Application of Lifeline Partial Payments

Lifeline customers may purchase optional calling features separately or in a package. If you make a partial payment, Verizon first applies your payment toward your local phone service and related charges.

## Customer Notices

### Your Choices to Limit Use and Sharing of Information for Marketing

You have choices about Verizon's use and sharing of certain information for the purpose of marketing new services to you. Verizon offers a full range of services, such as television, telematics, high-speed internet, video, and local and long distance services.

Unless you notify us as explained below, we may use or share your information beginning 30 days after the first time we notify you of this policy. Your choice will remain valid until you notify us that you wish to change it, which you have the right to do at any time. Verizon protects your information and your choices won't affect the provision of any services you currently have with us.

- Customer Proprietary Network Information

Customer Proprietary Network Information (CPNI) is information 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.

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. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

- Information about Your Credit

Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

### Electronic Fund Transfer (EFT)

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1.888.500.5358.

### Late Payment Charge

To avoid a late payment charge, pay the total due by Oct 31, 2023. For TV, internet and wireless services, the late payment charge is \$5 or 1.5% of your total due, whichever is greater. For all other services, the late payment charge is 1.25%.

### Service Providers

Verizon PA provides regional, local calling and related features, other voice services, and Fios TV service, unless otherwise indicated. Verizon Long Distance provides long distance calling and other services identified by "VLD" in the applicable billed line item. Verizon Online provides Internet service and

Fios TV equipment. Fios is a registered mark of Verizon Trademark Services LLC.

### Restatement of Charges

This chart restates your charges by category. To help you maintain your basic telephone service when you can't pay your bill in full, Verizon applies your payment first to Basic and then to Non Basic. Basic includes charges for local calling, applicable taxes and fees. If you don't pay the Past Due Basic amount Verizon could disconnect your local telephone service. If you don't pay Non Basic, Verizon won't disconnect your local telephone service but these Non Basic services may be suspended.

Category	Past Due	New	Total
Basic	32.52	27.26	59.78
Non Basic	.60	4.05	4.65
Total	33.12	31.31	64.43

Includes approximately \$2.94 for PA taxes on utilities

## Services

### Blocking of Third Party Charges Available

You can block third party charges to your Verizon bill. Visit [verizon.com/Blocking](http://verizon.com/Blocking) or call 1.800.Verizon (1.800.837.4966).

### Questions

- Visit [verizon.com/Support](http://verizon.com/Support)
- 1.800.Verizon (1.800.837.4966)
- Customers with disabilities, call 1.800.974.6006 (voice or tty)

### More Ways to Pay

- Set up auto pay: [verizon.com/AutoPay](http://verizon.com/AutoPay)
- Pay in person: [verizon.com/PaymentLocations](http://verizon.com/PaymentLocations)
- Pay by phone (fee applies): 1.800.837.4966

### Bankruptcy Information

If you are or were in bankruptcy, this bill may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts; they are for your information only. Mail bankruptcy-related correspondence to 500 Technology Drive, Suite 550, Weldon Spring, MO 63304.

### Questions and Correspondence

If you have a bill problem or complaint, please call or write us before your bill is due. You may also obtain a rate schedule, get an explanation of charges on your bill, and learn how to verify the accuracy of your bill by contacting us at [verizon.com/ContactUs](http://verizon.com/ContactUs), 1.800.VERIZON (1.800.837.4966) or at PO Box 16804 Newark, NJ 07101-6804.





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**Bill Date: October 31, 2023**

**Your Discounts**

	<b>Price</b>	<b>Your Discounts</b>	<b>Amount You Pay</b>
USA Lifeline Plan		-9.00	
		<hr/>	
<b>Discounts This Month</b>		<b>-\$9.00</b>	

Discounts have been applied to the Total Due shown on page 1.

\$9 Phone discount has no current expiration.

**How can I make a payment arrangement?**

You can use the My Fios app or [verizon.com/PayBill](http://verizon.com/PayBill).

**How do I verify and update my email address?**

You can verify or update your email address by visiting us at [verizon.com/MyVerizon](http://verizon.com/MyVerizon). Select 'Profile' then 'My Profile'.

**What are the Taxes, Surcharges, and Fees on my bill?**

Your bill includes federal, state and local taxes, governmental surcharges and fees as well as Verizon surcharges and fees. These charges vary depending on what products and services you have and in which state you use these products and services. For more information go to [verizon.com/TaxesAndFees](http://verizon.com/TaxesAndFees).

**RAYMOND GEHRING**

Primary Phone: [REDACTED]-6317

Account Number: [REDACTED]-543-0001-47

**Bill Date: October 31, 2023****Details of Payments**

Payment activity since last bill date.

Previous Balance	64.43	
Payment Received- Thank You	-16.56	10/27
<b>Past Due Pay Immediately</b>	<b>\$47.87</b>	

**Details of Charges**

Includes discounts shown on page 2.

Equipment and additional services to personalize your Verizon service.

<b>Services</b>		
Flat Rate Unlimited Service	6.87	
Dial Tone Line	9.58	
<b>Discounts</b>		
USA Lifeline Plan	-9.00	
<b>Subtotal</b>	<b>\$7.45</b>	11/1 - 11/30

Includes both Verizon fees and governmental taxes and fees. For details, visit [verizon.com/taxesandfees](http://verizon.com/taxesandfees).

<b>Taxes, Governmental Fees &amp; Surcharges</b>		
Federal Excise Tax	.43	
E911	1.65	
<b>Verizon Surcharges &amp; Fees</b>		
PA Gross Receipts Tax Surcharge	.34	
Federal Subscriber Line Charge	6.50	
Late Payment Charge	.40	
<b>Subtotal</b>	<b>\$9.32</b>	

**Charges** **\$16.77****Total Due** **\$64.64**

## RAYMOND GEHRING

Primary Phone: [REDACTED]-6317

Account Number: [REDACTED]-543-0001-47

Bill Date: October 31, 2023

### Lifeline Customer Information

If your toll balance is higher than \$20.00 and you do not pay it within 5 days of the due date, your toll service may be shut off. We may shut off your toll service without further notice.

### Application of Lifeline Partial Payments

Lifeline customers may purchase optional calling features separately or in a package. If you make a partial payment, Verizon first applies your payment toward your local phone service and related charges.

## Customer Notices

### Your Choices to Limit Use and Sharing of Information for Marketing

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Unless you notify us as explained below, we may use or share your information beginning 30 days after the first time we notify you of this policy. Your choice will remain valid until you notify us that you wish to change it, which you have the right to do at any time. Verizon protects your information and your choices won't affect the provision of any services you currently have with us.

- Customer Proprietary Network Information

Customer Proprietary Network Information (CPNI) is information 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.

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. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

- Information about Your Credit

Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

### Electronic Fund Transfer (EFT)

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1.888.500.5358.

### Late Payment Charge

To avoid a late payment charge, pay the total due by Dec 2, 2023. For TV, internet and wireless services, the late payment

charge is \$5 or 1.5% of your total due, whichever is greater. For all other services, the late payment charge is 1.25%.

### Service Providers

Verizon PA provides regional, local calling and related features, other voice services, and Fios TV service, unless otherwise indicated. Verizon Long Distance provides long distance calling and other services identified by "VLD" in the applicable billed line item. Verizon Online provides Internet service and Fios TV equipment. Fios is a registered mark of Verizon Trademark Services LLC.

### Restatement of Charges

This chart restates your charges by category. To help you maintain your basic telephone service when you can't pay your bill in full, Verizon applies your payment first to Basic and then to Non Basic. Basic includes charges for local calling, applicable taxes and fees. If you don't pay the Past Due Basic amount Verizon could disconnect your local telephone service. If you don't pay Non Basic, Verizon won't disconnect your local telephone service but these Non Basic services may be suspended.

Category	Past Due	New	Total
Basic	43.42	16.37	59.79
Non Basic	4.45	.40	4.85
Total	47.87	16.77	64.64

Includes approximately \$2.08 for PA taxes on utilities

## Services

### Blocking of Third Party Charges Available

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- Pay by phone (fee applies): 1.800.837.4966

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**RAYMOND GEHRING**

Primary Phone: [REDACTED]-6317  
Account Number: [REDACTED]-543-0001-47  
Bill Date: **November 30, 2023**

**Exhibit 10**

**Past due:** **\$64.64** + **This month's charges:** **\$20.30** = **Total due:** **\$84.94**

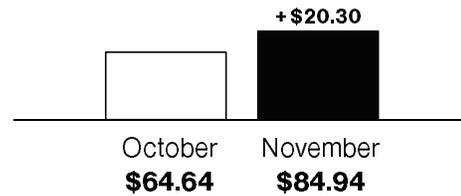
Please pay immediately to keep enjoying your service.

Due by December 27.

- You have an overdue balance so your bill is higher than normal. If you haven't already, please pay the overdue balance, via one of our easy Ways to Pay.
- A Late Payment Charge of \$.58 was added.

Services, Equipment & Discounts	\$7.45
Your One-Time Activities	\$3.00
Fees & Other Charges	\$9.85
<b>Charges Due by December 27</b>	<b>\$20.30</b>
<b>Past Due Pay Immediately</b>	<b>\$64.64</b>
<b>Total Due</b>	<b>\$84.94</b>

**Changes from last month**



**Here's why**

- Unpaid balance from your previous bill increased \$16.77.
- Miscellaneous Charges \$3.00.
- Some taxes and fees increased along with the amount of your bill \$0.35.
- A Late Payment Charge was added to your bill \$0.18.
- Visit [verizon.com/viewbill](http://verizon.com/viewbill) for more information.

Return only this stub with your payment. We will not review or honor other written notifications. Visit [verizon.com](http://verizon.com).

Account Number: [REDACTED]-543-0001-47  
Pay online at [verizon.com/PayOnline](http://verizon.com/PayOnline)

<b>Charges Due by Dec 27, 2023:</b>	\$20.30
<b>Past Due Pay Immediately:</b>	\$64.64
<b>Total Due:</b>	<b>\$84.94 113023</b>

Make check payable to Verizon

\$ \_\_\_\_\_

00028633 01 AV 0.498 KB120011 0120 XX  
RAYMOND GEHRING

[REDACTED]

|||||

|||||

VERIZON  
PO BOX 16800  
NEWARK NJ 07101-6800

V5 [REDACTED]543000147 00000006464 000000084947

**RAYMOND GEHRING**

Primary Phone: [REDACTED]-6317

Account Number: [REDACTED]-543-0001-47

**Bill Date: November 30, 2023**

## Your Discounts

	Price	Your Discounts	Amount You Pay
USA Lifeline Plan		-9.00	\$9 Phone discount has no current expiration.
<b>Discounts This Month</b>		<b>-\$9.00</b>	

Discounts have been applied to the Total Due shown on page 1.

**How can I review my bill in more detail?**

Review your bill at [verizon.com/billview](http://verizon.com/billview). Select 'View Details'.

**How do I sign up for paper free billing?**

You can enroll in paper free billing at [verizon.com/PaperFree](http://verizon.com/PaperFree).

**If a credit or adjustment is applied, where do I find this on my bill?**

Credits and Adjustments are located on page 3 of your bill. It may take up to two billing cycles for credits to be applied to your account and appear on your bill. You can also visit [verizon.com/BillView](http://verizon.com/BillView). Select 'History' and then 'Payment History'. You will see options for active investigations and any credits granted.

**RAYMOND GEHRING**

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**Bill Date: November 30, 2023****Details of Payments**

Payment activity since last bill date.

Previous Balance	64.64
No Payment Received	.00
<b>Past Due Pay Immediately</b>	<b>\$64.64</b>

**Details of Charges**

Includes discounts shown on page 2.

Equipment and additional services to personalize your Verizon service.

<b>Services</b>	
Flat Rate Unlimited Service	6.87
Dial Tone Line	9.58
<b>Discounts</b>	
USA Lifeline Plan	-9.00
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Trace Call 1 @ 3.00	3.00
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Charges that vary monthly based on your account activity.

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Federal Excise Tax	.43
PA State and Local Sales Tax	.19
E911	1.65
<b>Verizon Surcharges &amp; Fees</b>	
PA Gross Receipts Tax Surcharge	.50
Federal Subscriber Line Charge	6.50
Late Payment Charge	.58
<b>Subtotal</b>	<b>\$9.85</b>

**Charges** **\$20.30****Total Due** **\$84.94**

## RAYMOND GEHRING

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### Late Payment Charge

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charge is \$5 or 1.5% of your total due, whichever is greater. For all other services, the late payment charge is 1.25%.

### Service Providers

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### Restatement of Charges

This chart restates your charges by category. To help you maintain your basic telephone service when you can't pay your bill in full, Verizon applies your payment first to Basic and then to Non Basic. Basic includes charges for local calling, applicable taxes and fees. If you don't pay the Past Due Basic amount Verizon could disconnect your local telephone service. If you don't pay Non Basic, Verizon won't disconnect your local telephone service but these Non Basic services may be suspended.

Category	Past Due	New	Total
Basic	59.79	16.37	76.16
Non Basic	4.85	3.93	8.78
Total	64.64	20.30	84.94

Includes approximately \$2.27 for PA taxes on utilities

## Services

### Blocking of Third Party Charges Available

You can block third party charges to your Verizon bill. Visit [verizon.com/Blocking](http://verizon.com/Blocking) or call 1.800.Verizon (1.800.837.4966).

### Questions

- Visit [verizon.com/Support](http://verizon.com/Support)
- 1.800.Verizon (1.800.837.4966)
- Customers with disabilities, call 1.800.974.6006 (voice or tty)

### More Ways to Pay

- Set up auto pay: [verizon.com/AutoPay](http://verizon.com/AutoPay)
- Pay in person: [verizon.com/PaymentLocations](http://verizon.com/PaymentLocations)
- Pay by phone (fee applies): 1.800.837.4966

### Bankruptcy Information

If you are or were in bankruptcy, this bill may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts; they are for your information only. Mail bankruptcy-related correspondence to 500 Technology Drive, Suite 550, Weldon Spring, MO 63304.

### Questions and Correspondence

If you have a bill problem or complaint, please call or write us before your bill is due. You may also obtain a rate schedule, get an explanation of charges on your bill, and learn how to verify the accuracy of your bill by contacting us at [verizon.com/ContactUs](http://verizon.com/ContactUs), 1.800.VERIZON (1.800.837.4966) or at PO Box 16804 Newark, NJ 07101-6804.

RAYMOND GEHRING

Account Number: [REDACTED]-543-0001-47

Bill Date: April 30, 2024

Exhibit 11

Past due:		This month's charges:		Total due:
<b>\$107.50</b>	<b>+</b>	<b>\$0.00</b>	<b>=</b>	<b>\$107.50</b>
				Please pay immediately.

Thank you in advance for your payment. Over due balances are subject to collection action. Pay your over due charges today at [verizon.com/paybill](http://verizon.com/paybill).

Past Due	<u>\$107.50</u>
Total Due Pay Immediately	\$107.50

**Moving?**

We want to come with you. If Fios is available in your new area, Verizon makes it easy for you to take your services with you. So don't leave without us. To find out more, go to [verizon.com/move](http://verizon.com/move)

Return only this stub with your payment. We will not review or honor other written notifications. Visit [verizon.com](http://verizon.com).

Account Number: [REDACTED]-543-0001-47  
Pay online at [verizon.com/PayOnline](http://verizon.com/PayOnline)

**Total Due Pay Immediately:** \$107.50 043024

Make check payable to Verizon

\$ \_\_\_\_\_.

00026038 01 AV 0.507 KB050011 0109 XX  
RAYMOND GEHRING

[REDACTED]  
[REDACTED]



VERIZON  
PO BOX 16800  
NEWARK NJ 07101-6800

V5 [REDACTED]543000147 00000010750 000000107508

**RAYMOND GEHRING**

Account Number: [REDACTED]-543-0001-47

**Bill Date: April 30, 2024**

**Details of Payments**

Payment activity since last bill date.

Previous Balance	107.50
No Payment Received	<u>.00</u>
<b>Past Due</b>	<b>\$107.50</b>

## Customer Notices

### Your Choices to Limit Use and Sharing of Information for Marketing

You have choices about Verizon's use and sharing of certain information for the purpose of marketing new services to you. Verizon offers a full range of services, such as television, telematics, high-speed internet, video, and local and long distance services.

Unless you notify us as explained below, we may use or share your information beginning 30 days after the first time we notify you of this policy. Your choice will remain valid until you notify us that you wish to change it, which you have the right to do at any time. Verizon protects your information and your choices won't affect the provision of any services you currently have with us.

- Customer Proprietary Network Information

Customer Proprietary Network Information (CPNI) is information 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.

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. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

- Information about Your Credit

Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

### Electronic Fund Transfer (EFT)

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1.888.500.5358.

### Service Providers

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### Credit Reporting

If you fail to pay your bill, Verizon may submit a negative credit report to a credit reporting agency, which will negatively affect your credit report.

## Restatement of Charges

This chart restates your charges by category. To help you maintain your basic telephone service when you can't pay your bill in full, Verizon applies your payment first to Basic and then to Non Basic. Basic includes charges for local calling, applicable taxes and fees. If you don't pay the Past Due Basic amount Verizon could disconnect your local telephone service. If you don't pay Non Basic, Verizon won't disconnect your local telephone service but these Non Basic services may be suspended.

Category	Past Due	New	Total
Basic	76.59	.00	76.59
Non Basic	30.91	.00	30.91
Total	107.50	.00	107.50

Includes approximately \$.00 for PA taxes on utilities

## Services

### Questions

### More Ways to Pay

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- Pay in person: [verizon.com/PaymentLocations](http://verizon.com/PaymentLocations)
- Pay by phone (fee applies): 1.800.837.4966



RAYMOND GEHRING

Account Number: [REDACTED]-543-0001-47

Bill Date: May 31, 2024

Exhibit 12

This month's charges:

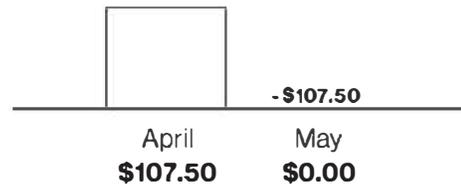
**\$.00**

Total Due

\$ .00



Changes from last month



Here's why

- Unpaid balance has been paid - \$107.50.
- Visit [verizon.com/viewbill](http://verizon.com/viewbill) for more information.

Account Number: [REDACTED] 543-0001-47  
Pay online at [verizon.com/PayOnline](http://verizon.com/PayOnline)

**Total Due:** \$ .00 053124

Memo Bill DONOTPAY

RAYMOND GEHRING



V5 [REDACTED] 543000147 000000000000 000000000000

**RAYMOND GEHRING**

Account Number: [REDACTED]-543-0001-47

**Bill Date: May 31, 2024**

## Details of Previous Period

**Previous Balance** **\$107.50**

**Voice**

Local service billing adjustment -107.50 5/29

**Balance Forward** **\$0.00**

Adjustments to previous months' charges.  
Adjustments can be charges or credits.

## Customer Notices

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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. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

- Information about Your Credit

Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

### Electronic Fund Transfer (EFT)

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1.888.500.5358.

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Category	Past Due	New	Total
Basic	.00	.00	.00
Non Basic	.00	.00	.00
Total	.00	.00	.00

Includes approximately \$.00 for PA taxes on utilities

## Services

### Questions

### More Ways to Pay

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- Pay in person: [verizon.com/PaymentLocations](http://verizon.com/PaymentLocations)
- Pay by phone (fee applies): 1.800.837.4966



## Exhibit 13

### Contact History

Date	Owner	Attempt	Notes
10/24/2023 12:23:54 MST	Andrew [redacted]	Spoke With Customer-Account Not Safeguarded	Spoke to the customer [redacted] -6317 confirmed that they had lifeline are trying to confirm whether lifeline covers copper service. Told customer I would follow up with them on 10/26/23
10/26/2023 11:35:21 MST	Andrew [redacted]	Spoke With Customer-Account Not Safeguarded	called -6317 spoke to customer and said that I will check in with them on 10/31/23 when I hear back about lifeline
10/31/2023 09:34:27 MST	Andrew [redacted]	Left Message - Voice Mail-Account Not Safeguarded	called -6317 left message that I would contact on 11/2 once I got a response from our team.
11/02/2023 10:43:38 MST	Andrew [redacted]	Spoke With Customer-Account Not Safeguarded	called -6317 spoke to customer and told them that ACP credit is only available for internet customer refused to accept that told customer that there is no other answer for this, customer just wanted to argue, I apologized that they were misinformed by the first verizon rep that they talked to. Also read to the customer off of the fcc and acp website that this only applies to devices that have internet. Customer still refused , kept repeating himself. Told customer their is no additional change I can give.

## Contact History

Date	Owner	Attempt	Notes
11/27/2023 16:12:43 MST	Anjellica	Left Message - Voice Mail-Account Not Safeguarded	Attempted to reach cx at BTN 36317. Left vm letting them know Andrew will get this case in the morning.
12/01/2023 08:35:33 MST	Andrew	No Contact Required-Account Not Safeguarded	The duplicate case to 3013668 will be updated as I get more information
12/08/2023 14:16:50 MST	Andrew	No Contact Required-Account Not Safeguarded	Closed duplicate, will close this on 12/11/23
12/11/2023 13:07:58 MST	Andrew	No Contact Required-Account Not Safeguarded	POC to RMCC to unsuspend so I can contact customer about setting up a payment arrangement
12/13/2023 10:12:23 MST	Andrew	No Contact Required-Account Not Safeguarded	No way to contact customer due to line being disconnected
12/13/2023 10:12:56 MST	Andrew	No Contact Required-Account Not Safeguarded	poc response from RMCC Good Afternoon Team, I reviewed the account and Mr. Raymond is snipped for non-payment. He has not made a payment on the account since 10-27-2023 he paid \$16.56 but his bill was \$64.43 & yes he has lpc on the account. There is a lpc \$0.58, \$0.40, \$0.40. His account does have lifeline, but he is not paying his bills every month. Sometimes he goes months without payments so the lpc are going to stay on the account. Thank You
12/15/2023 09:57:03 MST	Andrew	No Contact Required-Account Not Safeguarded	Poc to RMCC to ask if we can reconnect service just to inform the customer.
12/18/2023 12:27:16 MST	Andrew	Ring-No Answer-No Voicemail	called -6317 ring no answer
12/19/2023 12:51:05 MST	Andrew	Ring-No Answer-No Voicemail	called -6317 ring no answer
12/20/2023 13:30:26 MST	Andrew	Ring-No Answer-No Voicemail	called -6317 1-833-888-6121 Option 2, Then Option 1, Ext 4440157
12/21/2023 14:08:05 MST	Andrew	Left Message - Voice Mail-Account Not Safeguarded	called -6317 left message to call 1-833-888-6121 Option 2, Then Option 1, Ext 4440157

Contact History

Date	Owner	Attempt	Notes
02/22/2024 09:35:17 MST	Isaac [redacted]	Ring-No Answer-No Voicemail	Called Raymond on [redacted]-6317 on temporary disconnection, unable to call or leave message.
02/22/2024 11:55:43 MST	Isaac	Sent Email-Account Not Safeguarded	Sent email response to PA PUC Good afternoon Jessica, Andrew is currently out of the office and as such I have researched your questions. On 12/15/23 we restored the customer's service to reach out to the customer and set up a payment arrangement. We left messages for the Customer on December 18th, 19th, 20th, and 21st in an attempt to set up a payment arrangement with the customer. The customer did not respond to any of these messages. Additionally, there are no records showing the customer has made any attempt to contact Verizon since we issued the report. The customer's service is currently on temporary suspension due to non-payment. The customer's current balance is \$129.22 as of 1/31/24 when the last billing statement was generated. The last payment we received from this customer was 10/27/2023 for \$16.56. Our records indicate that this customer has never had a PUC payment arrangement, and I have confirmed this with our billing department. Please advise if you have any further questions regarding this concern. Thank you,

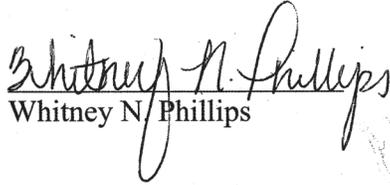
# Exhibit 14

CreatorFName	CreatorLName	Contact	PhoneNbr	CustomerName	NoteText
System	Generated	8/21/23 9:54	NULL		User Authenticated in VP by PIN
Cynthia		8/21/23 10:48	6317		Account DOCC - YES
Cynthia		8/21/23 11:01	6317	RAYMOND GEHRING	customer ? cost to change phone # and if that would stop robo cals advised \$22 t3el# change charge but advised robo calls very random also discussed non pub no longer charged customer currently not non pub no changes just information

**VERIFICATION**

I, Whitney N. Phillips, state that I am Senior Analyst of Executive Relations for Verizon, and that as such I am authorized to make this verification on behalf of Verizon Pennsylvania LLC. I have reviewed Verizon Late Filed Exhibits 8 through 14 submitted by Verizon Pennsylvania LLC and verify that these documents are true and correct copies of Verizon's records, to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa. C. S. § 4904, relating to unsworn falsification to authorities.

Date: January 6, 2026

  
Whitney N. Phillips