**Dear Verizon Business Account User,**

There are a couple changes coming at the end of the year regarding upgrades, so please read the following and let me know if you have any questions.

Our NASPO agreement with Verizon Wireless expires December 31, 2020 and our new agreement goes into effect on January 1, 2021.

**There are two changes with this new agreement:** (more detailed information is in the attached Verizon document)

* **Line Term and Upgrades**: We are being moved from 1 year contracts with 10 month upgrades to 2 year contracts with 24 month upgrades
* **Subsidy Recovery Fee**: Under the old agreement, we didn’t have any device fees if we leave the Verizon plan prior to the end of our contracts. Under the new agreement, if you are still under contract and leave the Verizon plan, you will pay a device fee based on how many months you have left on your contract
	+ Example: If I upgrade my device in January 2020 and leave the plan in June 2020, I would have 18 months left in my contract. If I paid for a device $300 under retail value, the $300 difference would be divided by the 24 month contract ($12.50 per month) then multiplied by the 18 months for a payout fee of $225.

If you have an upgrade available, we recommend using that upgrade before the end of the year. If you upgrade prior to us signing the new agreement, you will fall under the old agreement and have a final 1 year contract with a 10 month upgrade. Any upgrade done after 12/31/20 will fall under the new 2 year contact with 24 month upgrade.

To upgrade, please use the following link: <https://creekhelp.com/ministry-services/verizon/>

**Additional Changes to the Verizon Plan:**

* Due to a decrease in Taxes and Surcharges the cost per line will be $50.25 per Staff and $50.50 per Family. This will go into effect for the November payroll deduction.