

Verizon Wireless, whom I have been with for 18 years, has recently begun charging existing customers a \$30 upgrade fee when getting a new phone and signing-up for a new two-year term.

The upgrade fee is not disclosed until the contractual paperwork is signed, which comes after the purchase of the new phone is made and the phone is programmed.

Going through the new phone/renewal process can take a substantial amount of time, and salespeople do not mention the new expense.

It is my understanding that most cellular providers are doing the same as Verizon and not disclosing the additional fee until after the transaction is completed.

All fees and costs should be disclosed before the sales process begins, not after the fact.

Here are a few complaints that I found on-line:

<https://community.verizonwireless.com/thread/771728?start=0&tstart=0>