

**Figure 2.6:**  
**Sample Problem for Mathematical Practice 2—**  
**Verizon Wireless**

Does  $\$0.002 = 0.002\text{¢}$ ?

Diane called Verizon's customer service to question a charge on her bill. She was charged \$71.79 for using 35,896 kilobytes of data. The posted rate was 0.002 cents per kilobyte, so she thought this charge must be wrong or that the rate had changed. When she called, the representative said, "Our rate is still 0.002 cents per kilobyte. That is the rate you were charged. When you multiply the number of kilobytes that you used—35,896—by the rate of 0.002, the answer is 71.792. So, the \$71.79 on your bill is correct." Diane replied, "If the rate is 0.002 cents per kilobyte, my bill is wrong. It should be only \$0.72."

Explain who is correct, Diane or the Verizon representative, and explain to the person who is wrong the error in his or her reasoning.