

From: Verizon Notification <verizon-notification@verizon.com>
Sent: Monday, January 08, 2018 8:32 AM
To: cheryl.uzamere1@verizon.net
Subject: Your immediate response is needed



Hi,

We received your request and are in the process of disconnecting your Verizon services. We apologize for anything we may have done (or didn't do) to cause you to consider disconnecting your services. We want to make things right. We want you to stay with Verizon and continue to enjoy your Fios®. Before your disconnect completes, we would like to save you the hassle of returning your equipment and making other arrangements by extending our very best offer to you:

Contact us before 9:00 p.m. ET on 01/10/2018
and SAVE \$25 each month for a year!

Stay with Verizon >

If you're interested in taking advantage of this limited time offer:

- Visit the [Stay with Verizon](#) site to automatically take advantage of our Easy Stay Credit offer for 12 months. In doing so, your disconnection request will be canceled.
- Or, call us at 1.866.614.8680 to take advantage of this offer and resolve any outstanding issues you may be having.

We hope you choose to stay with us.

Thanks,

Your Verizon Team

Advertising

The Easy Stay Credit will be applied for a 12 month period for qualifying customers who cancel a pending disconnect order, provided that the customer maintains their existing services during the 12 month period.

Such services will continue to be subject to all existing terms and conditions, including any applicable term requirements and early termination fees. The underlying price of the services is not guaranteed during the Easy Stay Credit period, if services are outside of a term plan period. You may review the Terms of Service applicable to your services at

verizon.com/terms