

CHERYL UZAMERE
Primary Phone: 718-235-6836
Account Number: 154-311-864-0001-66
Bill Date: March 16, 2016

- Get answers fast**
- Click to chat at verizon.com/liveagent
 - Call 1.800.Verizon (1.800.837.4966)
 - Customers with disabilities call 1.800.974.6006 (voice or TTY)

Account Summary

Previous Period		
Previous Balance	437.56	
Payment Received - Thank You	-220.00	2/28
Overdue - Please Pay Now	\$217.56	
Current Charges		
Fios TV, Internet & Phone Bundle	159.99	3/17 - 4/16
Additional Services & Equipment	24.97	3/17 - 4/16
Fees & Other Charges	34.13	
Current Charges Due by April 10	\$219.09	
Total Due	\$436.65	

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before Apr 16, 2016.

What changed?

- A Late Payment Charge of \$5 was added.

Offers & benefits

Fios Quantum TV
Upgrade to record, store and enjoy your favorite shows like never before. Stream your DVR content on selected devices almost anywhere with Fios Quantum TV and the Fios Mobile app. Call 1.888.363.4494. Avail. in select areas. Fios Internet & Verizon router req'd.

Premium channels
Check out new and returning series for the best in entertainment at home or on the go, like Black Sails on STARZ®, Billions on SHOWTIME® and more. Call us at 1.888.381.7288, or go to channel 860 to check out our offers. Availability varies and restrictions apply.

\$

More ways to pay

Never be late again! Auto Pay at verizon.com/autopay and you're always on time, or use:

- verizon.com/payonline to make a single online payment
- My Fios app
- 1.800.837.4966 to pay by phone
- verizon.com/paymentlocations to pay in person

Send this stub with your payment

Account Number: 154-311-864-0001-66

Total Due: \$436.65031616

Make check payable to Verizon

\$

CHERYL UZAMERE
1209 LORING AVE
APT 6B
BROOKLYN NY 11208- 5051

VERIZON
PO BOX 15124
ALBANY NY 12212-5124

V5 154311864000166 00000021756 000000436659

Optimize speed
Get faster Wi-Fi speeds and maximize your entertainment with Fios at verizon.com/speedoptimizer.

Your Discounts

	Price	Your Discounts	Amount You Pay
Bundle Discounts			
Fios TV Ultimate HD	89.99	-30.00	59.99
Movie Package Ultimate HD	.00		.00
HBO	.00		.00
Fios Internet 150/150	110.00	-40.00	70.00
Fios Digital Voice Unlimited	30.00		30.00
Bundle Price	\$229.99	-\$70.00	\$159.99

\$30 TV discount includes \$10 discount expiring 7/16/16, \$10 discount expiring 7/16/17 and \$10 discount expiring 7/16/18. Internet discount expires 7/16/18.

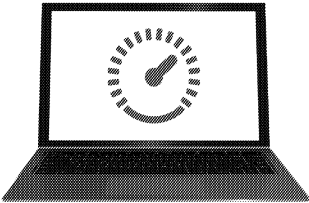
Discounts This Month **-\$70.00**

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

Fios Fast Facts

Test Your Internet Speed

Put your Fios Internet connection to the test! Learn about the speed range of your Fios service by visiting verizon.com/checkyourspeed.



My Rewards+

Get My Rewards+ points when:

- A friend you refer to Verizon Fios signs up for qualifying service online
- You pay your bill online
- You rent a Fios On Demand title Learn more at verizon.com/getrewards.

Frequently Asked Questions

How can I review my bill in more detail?
Review your bill at 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.

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. Simply click Payment/Adjustment History on left navigation.

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Overdue Balance
Please Pay Now \$217.56

Details of Current Charges

Includes discounts shown on page 2.

Fios TV, Internet & Phone Bundle

Your monthly price after the discounts shown on page 2 were applied.

Your bundle includes Fios TV Ultimate HD, Movie Package Ultimate HD, HBO, Fios Internet 150/150 and Fios Digital Voice Unlimited

Bundle Price \$159.99 3/17 - 4/16

Additional Services & Equipment

Equipment and additional services to personalize your Fios service.

Services

Virtual Telephone Number 6.99

Equipment

(Rent): 2 TV Equipment Package 17.98

Subtotal \$24.97 3/17 - 4/16

Fees & Other Charges

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

Taxes, Governmental Fees & Surcharges

Federal Excise Tax .21

NY State and Local Sales Tax 4.97

911 Surcharge 1.00

Verizon Surcharges & Fees

Federal Universal Service Fee 4.49

Video Franchise Fee 4.47

Regulatory Recovery Fee - Federal .08

PEG Grant Fee 2.15

Franchise Related Costs 1.80

Fios TV Broadcast Fee 1.99

Regional Sports Network Fee 4.99

FDV Administrative Charge .99

NY Municipal Construction Surcharge 1.99

Late Payment Charge 5.00

Subtotal \$34.13

Current Charges \$219.09

Total Due \$436.65



Important

Fios TV Programming Change

On or after March 15, 2016, WBQM LA TV on channel 480 will be removed from the Fios TV channel lineup. This is a content provider driven change.

Fios TV Programming Change

On or after April 20, 2016, Estrella TV will move from channel 462 to channel 8.

Fios TV Programming Change - Buffalo

Attention Buffalo Customers:

On or around January 31, 2016, the content provider replaced WNYO GetTV on channel 480 with WNYO ASN (American Sports Network), a multi-platform, college sports and lifestyle network featuring exclusive NCAA Division I live sporting events, studio and highlight programming.

Fios TV Programming Change

On or around February 29, 2016, A&E Networks changed H2 programming on channel 127 to VICELAND.

Fios TV Programming Change - Albany

Attention Fios TV Customers in Albany:

On or around February 1, 2016, the content provider replaced WTEN D2 local weather on channel 462 with WTEN D2 getTV, featuring classic award winning films with legendary actors.

Fios TV Programming Change

On or after April 12, 2016, Al Jazeera America on channels 114 SD / 614 HD will be removed from the Fios TV channel line-up. This is a content provider driven change.

Customer Notices

Customer Proprietary Network Information (CPNI) Notice for Residential, Small and Medium Business Customers

CPNI is information that relates to the type, quantity, destination, technical configuration, location, amount of use, and billing information of your telecommunications or interconnected VoIP services. This information is made available to us solely by virtue of our relationship with you. The protection of your information is important to us. Under federal law, you have a right, and we have a duty, to protect the confidentiality of your CPNI.

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. Verizon offers a full range of services such as video, wireless, Internet, and long distance. Visit verizon.com for a complete listing of our services and companies.

For residential, small and medium business customers, you may choose not to have your CPNI used for marketing purposes described above by calling us anytime at 1-866-483-9700. When you call, please have your bill and account number available. Your decision about use of your CPNI doesn't affect our provision of services to you nor eliminate all Verizon marketing contacts.

Unless you call us at the number above, Verizon may use your CPNI to market different types of services beginning 30 days after the first time we notify you of the CPNI policy described

above. You may elect at any time to add or remove a restriction on the use of your CPNI. Your choice remains valid until you change your election by calling the number above.

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

Verizon NY 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.

Local Franchise Authority - Fios TV

Your FCC Community ID is: NY1893

After contacting Verizon for Fios TV issues, you may call NYS Public Service Commission at 1-800-342-3377 for unresolved inquiries.

Special Services

Correspondence

Go to verizon.com/contactus or mail to PO Box 4846 Trenton, NJ 08650-4846.

Closed Captioning Questions and Concerns?

If you have a concern or complaint with closed captioning on a program, please call Verizon at 1.800.VERIZON. Written correspondence can be sent by fax to 1.888.806.7026, by email to videoclosedcaption@verizon.com, or by mail to Verizon, PO Box 5166, Tampa, FL 33675 Attn: Carinne Turney, Manager.

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.