

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

- Get answers fast**
- Click to chat at [verizon.com/liveagent](https://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	436.65		
Payment Received - Thank You	-236.65	3/29	
Overdue - Please Pay Now	\$200.00		
Current Charges			
Fios TV, Internet & Phone Bundle	159.99	4/17 - 5/16	
Additional Services & Equipment	24.97	4/17 - 5/16	
Fees & Other Charges	34.05		
Current Charges Due by May 11	\$219.01		
Total Due	\$419.01		

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before May 17, 2016.

What changed?

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

Offers & benefits

**Fios customer offer**  
Switch to Verizon Wireless & get double the data for life w/an XL or XXL plan. Limited-time offer. New smartphone activation & port-in req'd. Double data applied per month within 1-2 cycles & as long as line remains active on XL 12GB or XXL 18GB Verizon plan. Call 1.888.924.7935.

**Supercharge your TV**  
Upgrade to Fios Quantum TV for more storage, control & ways to enjoy your shows like never before. Stream your DVR content on selected devices virtually anywhere with the Fios Mobile app. Call 1.888.363.4494. Available in select areas. Fios Internet & Verizon router required.

\$

More ways to pay

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

- [verizon.com/payonline](https://verizon.com/payonline) to make a single online payment
- My Fios app
- 1.800.837.4966 to pay by phone
- [verizon.com/paymentlocations](https://verizon.com/paymentlocations) to pay in person

Send this stub with your payment

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

Total Due: \$419.01041616

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 00000020000 000000419010

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New movies

Rent or buy new releases instantly.  
Access them On Demand on Fios TV &  
on-the-go on the free Fios Mobile app.

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

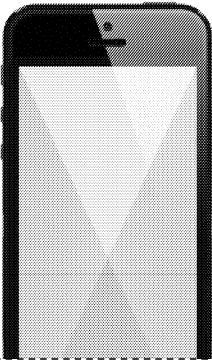
-\$70.00

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

Verizon Fast Facts

Visual 411 App

Get local business listings,  
coupons, reviews, maps, directions  
and much, much more! Search by  
category, business name, keyword  
or coupon. Visit [verizon.com/visual411](http://verizon.com/visual411) for details.



Get Fios TV

As a Fios TV customer, you can catch  
great shows at home or on the go with the  
free Fios Mobile app. Watch over 200  
channels in home and over 125 channels  
on the go. Call us at 1.888.456.4988 to  
order Fios TV today.

Frequently Asked Questions

Why does my bill fluctuate?

Your bill amount fluctuates when you:

- Request a change to your service
- Purchase or rent movies
- Use directory assistance
- Make calls outside of your calling plan
- Receive a promotional credit
- Lose a promotional credit
- Receive a price change

How can I request a duplicate bill?

Duplicate bills can be downloaded and printed at [verizon.com/billview](http://verizon.com/billview).

What is the balance that I currently owe?

You can review your most current balance  
information online at [verizon.com/billview](http://verizon.com/billview)  
or you can follow the prompts at  
1.800.VERIZON.

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Overdue Balance  
Please Pay Now \$200.00

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 4/17 - 5/16

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 4/17 - 5/16

Fees & Other Charges

Includes both Verizon fees and governmental taxes and fees. For details, visit [verizon.com/taxesandfees](https://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 4.41

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 \$34.05

Current Charges \$219.01

Total Due \$419.01



## Important

### Important Information Regarding Telecommunications Relay Service (TRS)

TRS provides an operator to telephone users who use text telephones (TTY) or web capable devices (WCD) because they are deaf, hard of hearing, or speech disabled. From payphones, TRS local calls are free; toll calls must be billed to calling cards, prepaid cards (PPC), collect or third party billing. PPC information is available online at [fcc.gov/consumers/guides/prepaid-phone-cards-what-consumers-should-know](http://fcc.gov/consumers/guides/prepaid-phone-cards-what-consumers-should-know).

TRS is provided 24 hours a day, 365 days per year with no time limits. For further information call your state TRS Provider, visit the FCC's TRS web site at [fcc.gov/consumers/guides/telecommunications-relay-service-e-trs](http://fcc.gov/consumers/guides/telecommunications-relay-service-e-trs), or read the explanation available in telephone books. Available TRS methods are explained below.

To call a TTY user, dial TRS at 711. A Communications Assistant (CA) will place your call and type your spoken words for the TTY user. The CA will read to you the messages the TTY user sends you. Calls are private, confidential and uncensored. While there is no charge to TRS users for TTY, regular phone charges do apply.

Speech-to-Speech Service (STS) is another form of TRS available by calling 711. The CA can assume an active or passive role in repeating the conversation and follows the same guidelines as with TTY calls.

IP Relay Service is a form of TRS which relays calls from a WCD. A CA follows the TTY call guidelines. To use IP Relay:

- connect a WCD to an Internet Service Provider
- type in your TRS IP Internet address
- enter your 10 digit presubscribed number
- select your preferred relay operator's icon

Video Relay Service (VRS) relays calls for those using sign language. VRS information is available at [fcc.gov/consumers/guides/video-relay-services](http://fcc.gov/consumers/guides/video-relay-services). Some TRS providers offer Captioned Telephone Service (CTS) which is accessed with a captioned telephone and available for persons with some residual hearing.

### Be Prepared for a Power Outage

It pays to use a corded phone. Did you know that during a power outage, a corded telephone can continue to provide phone service where a cordless phone might not? (A corded phone has a handset that is directly wired to the base.) That's because a corded phone doesn't usually need to be plugged into an electrical outlet in order to work. Depending on the service you subscribe to, your corded phones may get power directly through Verizon telephone lines. If you are a Verizon Fios (fiber optic service) customer or a Verizon Voice Link (utilizes wireless technology) customer and have an on-premise battery back-up unit, your unit will provide power for a period of time in the event of a power outage.

It's a smart idea to keep at least one corded phone in your home and business. That way, if electrical power is lost, you may still be able to make and receive phone calls. A corded phone is also the better choice to protect your privacy when providing credit card information or other sensitive data over the telephone. It's technically possible to intercept conversations or information entered on a cordless phone by using anything from a sophisticated eavesdropping device to a simple baby monitor. Using a corded phone can help protect your financial information and reduce the risk of identity fraud.

If you have trouble with your Verizon service, report your service issue to Verizon at 1.800.VERIZON (1.800.837.4966).

### Surcharges

Surcharges include:

- a Federal Subscriber Line and Access Recovery Charge applicable to state-to-state and international services that helps pay for the costs of providing and maintaining the local phone network;
- a Federal Universal Service Charge applicable to state-to-state and international services to recover fees imposed on us by the government to support universal service;
- a Carrier Cost Recovery Charge applicable to long distance customers that helps defray our costs for terminating calls on other networks, fees paid to support government programs such as Telecommunications Relay Service and local number portability, and other Federal Communications Commission-assessed charges;
- a Long Distance Administrative Charge applicable to long distance customers to help defray account servicing costs for state-to-state and international calling;
- a Federal Regulatory Fee applicable to recover the annual per video subscriber fee payment made to the FCC; and,
- a FDV Administrative Charge applicable per Fios Digital Voice line to help defray account-servicing costs associated with providing voice services.

Please note that the surcharges are charges, not taxes. These charges, and what is included in these charges, are subject to change from time to time. For additional information regarding the charges on your Verizon bill, please visit [verizon.com](http://verizon.com) or call the number listed on your bill.

### Discontinuance of Certain Services

Subject to applicable regulatory approvals, on or after July 8, 2016, your Verizon local exchange company\*, Verizon Long Distance LLC and Verizon Select Services Inc. (collectively "Verizon") will no longer offer domestic or international Person-to-Person, 3rd Number Billing, or Collect Call operator services anywhere in the United States or elsewhere. The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the section 63.71 Application of Verizon. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

\*The Verizon local exchange companies are Verizon Delaware LLC, Verizon Maryland LLC, Verizon New England Inc., Verizon New Jersey Inc., Verizon New York Inc., Verizon North LLC,

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Verizon Pennsylvania LLC, Verizon South Inc., Verizon Washington, DC Inc., and Verizon Virginia LLC.

### FUSF Fee Changes April 1, 2016

Your Federal Universal Service Fund (FUSF) fee may change on April 1, 2016. Authorized and reviewed quarterly by the FCC, the FUSF funds programs to keep local telephone rates affordable for all customers and provides discounts to schools, libraries, rural health care providers, and low-income families.

## 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](https://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](https://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](mailto:videoclosedcaption@verizon.com), or by mail to Verizon, PO Box 4849, Trenton, NJ 08650 Attn: Elaine Bucci, Sr. Mgr.

### 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.

