Primary Phone: 718-235-6836 Account Number: 154-311-864-0001-66

Bill Date: April 16, 2017

S Ways to Pay

- Via the My Fios app
- · Online at verizon.com/PayOnline

Account Summary

226.35	
-126.35	3/30
\$100.00	
169.99	4/17 - 5/16
24.97	4/17 - 5/16
6.50	
35.78	
\$237.24	
\$337.24	
	-126.35 \$100.00 169.99 24.97 6.50 35.78 \$237.24

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, 2017.



 Beginning June 10, 2017, new phone lines in Manhattan may be assigned the new area code of 332. Find out more under Important on the last page of your bill.



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



Fios Quantum TV

Upgrade to Fios Quantum TV for more storage, control & ways to enjoy your shows. Stream your DVR content on selected devices virtually anywhere with the Fios Mobile app. Visit verizon.com/MoreWow. Available in select areas. Fios Internet & Verizon router required.

Instant Internet

Right now you have the opportunity to upgrade to internet speed so fast it will change the way you use the internet. With 750/750 Mbps, go from fast to instant. Call 1.888.485.0875 or visit verizon.com/BreakThrough. Speeds not available in all areas. Taxes, equip. charges and fees apply.

Send this stub with your payment

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

Total Due: \$337.24 041617

Make check payable to Verizon

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

laallaallahillaalalahillaadalaadhillaadilahil

Primary Phone: 718-235-6836 Account Number: 154-311-864-0001-66

Bill Date: April 16, 2017

Hit movies

Rent or buy a movie today. Access them On Demand on Fios TV or almost anywhere on the Fios Mobile app.

Your Discounts

	Price	Your Discounts	Amount You Pay
Bundle Discounts			
Fios Internet 150/150	110.00	-40.00	70.00
Fios TV Ultimate HD	89.99	-20.00	69.99
Movie Package Ultimate HD	.00		.00
НВО	.00		.00
Fios Digital Voice Unlimited	30.00		30.00
Bundle Price	\$229.99	-\$60.00	\$169.99

Internet discount expires 7/16/18. \$20 TV discount includes \$10 discount expiring 7/16/17 and \$10 discount expiring 7/16/18.

Discounts This Month -\$60.00

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

Verizon Fast Facts

My Verizon

Managing your Verizon services is easy with My Verizon. You can add or change services, review and pay your bill, update your email address, create sub-accounts and more. Register at verizon.com/myverizon to get started.



Moving made easy

Set up your new service before you move. Go online anytime 24/7 and in just a few clicks order your internet, TV and phone in your new home. It's quick and convenient. Visit us online at verizon.com/Home/Shop/Moving.

? 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.

What is the balance that I currently owe?

You can review your most current balance information online at verizon.com/billview or you can follow the prompts at 1.800.VERIZON.

Primary Phone: 718-235-6836 Account Number: 154-311-864-0001-66

Bill Date: April 16, 2017

S Ways to Pay

- Via the My Fios app
- · Online at verizon.com/PayOnline

Overdue Balance

Please Pay Now \$100.00

Details of Charges

Includes discounts shown on page 2.

Fios Internet, TV & Phone Bundle

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

\$169.99 **Bundle Price** 4/17 - 5/16 Your monthly price after the discounts shown on page 2 were applied.

Additional Services & Equipment

Services Virtual Telephone Number 6.99 Equipment Rent: 2 TV Equipment Package 17.98 \$24.97 Subtotal 4/17 - 5/16 Equipment and additional services to personalize your Fios service.

Your One-Time Activities

National Directory Assistance 2@ 2.75 5.50 4/17 - 5/16 Long Distance Calls 1.00 See Usage Detail Subtotal \$6.50

Charges that vary monthly based on your account activity.

C

Total Due

\$337.24

Fees & Other Charges

Taxes, Governmental Fees & Surchar	ges
Federal Excise Tax	.38
NY State and Local Sales Tax	5.48
911 Surcharge	1.00
Verizon Surcharges & Fees	
NY State and Local Tax Surcharges	.34
Federal Universal Service Fee	4.29
Video Franchise Fee	5.10
Regulatory Recovery Fee - Federal	.08
PEG Grant Fee	2.25
Regional Sports Network Fee	5.89
Fios TV Broadcast Fee	2.99
FDV Administrative Charge	.99
NY Municipal Construction Surcharge	1.99
Late Payment Charge	5.00
Subtotal	\$35.78
harges	\$237.24

Includes both Verizon fees and governmental taxes and fees. For details, visit verizon.com/taxesandfees.

CHERYL UZAMERE
Primary Phone: 718-235-6836
Account Number: 154-311-864-0001-66
Bill Date: April 16, 2017

Usage Detail

Directi					
Date	Time	Place	Number	Minutes	Amount
Apr 3	6:07 AM	Netherland	31705158515	10.0	1.00
Addition	nal Calls				\$1.00

Primary Phone: 718-235-6836 Account Number: 154-311-864-0001-66

Bill Date: April 16, 2017

S Ways to Pay

- Via the My Fios app
- · Online at verizon.com/PayOnline

(i) Important

Changes to Directory Listing Services

On May 20th, 2017 the monthly price for Non-Published Service is increasing from \$4.90 to \$4.99.

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.

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-servic es-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. Some TRS providers offer Captioned Telephone Service (CTS) which is accessed with a captioned telephone and available for persons with some residual hearing.

FUSF Fee Changes April 1, 2017

Your Federal Universal Service Fund (FUSF) fee may change on April 1, 2017. 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.

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 eaves-dropping 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 a trouble with your Verizon service, report your service issue to Verizon at 1.800. Verizon (1.800.837.4966).

Additional Area Code 332 for Manhattan

The New York Public Service Commission has approved a new overlay area code (332) in the 212/646/917 area of New York City (Manhattan). The change will affect customers seeking new phone lines in this geographical area. Beginning June 10, 2017, new phone lines may be assigned the 332 area code. It will not affect:

- · your existing area code
- your existing phone number
- · how you make calls
- your rates
- your calling areas
- ten digit calling, continue to use 1+10 digits
- how you call 911, 211, 311, 411, 511, 611, 711 and 811 in your community.

Goto

verizon.com/Support/Residential/Areacodes/Index.htm if you have any questions about this notice, or call Verizon at 1.800.Verizon (1.800.837.4966). You can also visit the New York Department of Public Service website at dps.ny.gov for further information.

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.

Primary Phone: 718-235-6836 Account Number: 154-311-864-0001-66

Bill Date: April 16, 2017

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 or call the number listed on your bill

WRGB Programming Change

Attention customers in the Albany viewing area:

On or after February 28, 2017, WRGB replaced This TV on channel 468 with TBD TV, featuring a variety of handpicked lifestyle and entertainment programming.

Z Living SD Channel Removal

On or after June 1, 2017, Z Living on channel 162 (SD) will be removed from Fios TV. Z Living on channel 662 (HD) will remain in the Fios TV channel lineup.

Esquire Channel Removal

On or after July 1, 2017, Esquire on channels $160\,\mathrm{SD}$ / $660\,\mathrm{HD}$ will be removed from the Fios TV channel line up by the content provider.

WNET V-ME Channel Removal

As of March 5, 2017, the content provider removed WNET V-ME programming on channel 474 and the channel was removed from the Fios TV channel lineup.

NY State and Local Surcharges

Based on a careful review of the taxability of our services, some changes to the NY State and Local Surcharges will be made on your invoice on or after June 1, 2017. The change will reflect a recovery of the taxes Verizon pays on your services and the NY State and Local Surcharges line may appear on your bill for the first time.

Customer Notices

Your Choice to Limit Sharing and Use of Information, including Customer Proprietary Network Information, for Marketing

Verizon requests your consent to use and share your information for marketing new services to you that are different from the services you currently purchase from us. Your information includes:

- Customer Proprietary Network Information (CPNI): This is information available to us solely by virtue of our relationship with you. It relates to the type, quantity, destination, technical configuration, location, and amount of use of the telecommunications and interconnected VoIP services you purchase from us, as well as related billing information. You have a right, and we have a duty under federal law, to protect the confidentiality of your CPNI.
- Information about Your Credit: This information includes your account history with us, your credit score, and the type of information found in consumer credit reports and credit applications.

In addition to us using your information for marketing, your information will be shared with our affiliates and agents so they can market new services to you. Verizon Wireless is part of the family of Verizon companies, which includes television, telematics, internet, video, and local and long distance services affiliates. Visit Verizon.com for more information about our affiliates and the products and services they offer.

You can make separate choices for your CPNI and Information about Your Credit. Your decision will not affect the provision of any services you currently have with us.

- If you don't want us to use or share your CPNI with our affiliates and agents to market services to you that are different from the services you currently purchase from us, please let us know by calling 1.866.483.9700 any time.
- If you prefer we not share credit scores or other third-party credit information with our affiliates, or permit our affiliates to use Information about Your Credit to market to you, call 1.844.366.2879 anytime. When you call please have your bill and account number available.

Unless you call us at the numbers above, we may share or use your CPNI or Information about Your Credit beginning 30 days after the first time we notify you of this policy. Your choice will remain valid until you notify us that you wish to change it.

Visit verizon.com for more information about our affiliates and the products and services they offer.

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.

Services

Questions

- Visit verizon.com/support
- 1.800.Verizon
- Customers with disabilities, call 1.800.974.6006 (voice or tty)

More Ways to Pay

- Set up auto pay: verizon.com/autopay
- Pay in person: verizon.com/paymentlocations
- Pay by phone (fee applies): 1.800.837.4966

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 (1.800.837.4966). Written correspondence can be sent by fax to 1.888.806.7026, by email to

Primary Phone: 718-235-6836 Account Number: 154-311-864-0001-66

Bill Date: April 16, 2017

\$ Ways to Pay

Via the My Fios app

· Online at verizon.com/PayOnline

 $videoclosed caption @verizon.com, or \ by \ mail \ to \ Verizon, POBox 4849, Trenton, NJ 08650 \ Attn: Elaine Bucci, Sr. Mgr.$

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.