

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

- \$ Ways to Pay**
- Via the My Fios app
  - Online at [verizon.com/PayOnline](http://verizon.com/PayOnline)

Account Summary

Previous Period			
Previous Balance	337.24		
Payment Received - Thank You	-337.24	4/28	
Balance Forward	\$ .00		
Charges			
Fios Internet, TV & Phone Bundle	194.99	5/17 - 6/16	
Additional Services, Equipment & Discounts	39.96		
Your One-Time Activities	105.38		
Requested Change in Service	4.66		
Fees & Other Charges	55.41		
Total Due by June 10	\$400.40		

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before Jun 16, 2017.

What changed?

- Discounts were added to your account this month. See Your Discounts on page 2.
- Your recent changes are detailed on page 3 in Requested Change in Service.

Offers & benefits

TV on your terms

Record the shows you love at home and enjoy them virtually anywhere with Fios Enhanced Multi-Room DVR Service and the Fios Mobile app. Plus, you get more storage to enjoy your shows. Visit [verizon.com/MoreWow](http://verizon.com/MoreWow) to upgrade. Available in select areas. Fios Internet & Verizon router required.

MLB EXTRA INNINGS

See up to 80 out-of-market baseball games a week with the MLB EXTRA INNINGS (SM) package. Order now and MLB.TV® is included so you can watch from any device. Order on channels 1475 - 1488. Availability varies and restrictions apply.

Send this stub with your payment

Account Number: 154-311-864-0001-66  
Total Due: \$400.40 051617

Make check payable to Verizon

\$ .

CHERYL UZAMERE  
1209 LORING AVE  
BROOKLYN NY 11208- 5054



VERIZON  
PO BOX 15124  
ALBANY NY 12212-5124



V5 154311864000166 000000000000 000000400408

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New movies

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

Your Discounts

	Price	Your Discounts	Amount You Pay
Bundle Discounts			
Fios Gigabit Connection	160.00	-80.00	80.00
Fios TV Ultimate HD	89.99	-5.00	84.99
Movie Package Ultimate HD	.00		.00
HBO	.00		.00
Fios Digital Voice Unlimited	30.00		30.00
Bundle Price	\$279.99	-\$85.00	\$194.99
Additional Services & Equipment Discounts			
Tech Support Pro Discount		-5.00	
Discounts This Month		-\$90.00	

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

\$80 Internet discount includes \$20 discount expiring 5/4/19 and \$60 discount that does not expire. TV discount expires 5/16/19.

Internet discount expires 5/14/19.

Moving made easy

Set up your new service before you move.  
Go to [verizon.com/Move](http://verizon.com/Move).

Frequently Asked Questions

What is a "Requested Change in Service"?

This is the amount of charges or credits as a result of adding, removing or changing your services prior to your bill date. Monthly charges for the first full 30 day period are shown separately.

Why is my bill amount different than the amount I was quoted?

Your bill amount may vary from the amount you were quoted due to a Requested Change in Service, Taxes, Fees and Surcharges and One-Time Charges.

Where do I find the discounts I was promised at installation?

You can see your discounts on page 2 of the bill under the section 'Your Discounts'. You can also visit [verizon.com/billview](http://verizon.com/billview).

Details of Charges

Includes discounts shown on page 2.

Fios Internet, TV & Phone Bundle

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

Your bundle includes Fios Gigabit Connection, Fios TV Ultimate HD, Movie Package Ultimate HD, HBO and Fios Digital Voice Unlimited

Bundle Price	\$194.99	5/17 - 6/16
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Additional Services, Equipment & Discounts

Equipment and additional services to personalize your Fios service.

Services		
Tech Support Pro	10.00	5/15 - 6/14
Virtual Telephone Number (718-235-6836)	6.99	5/17 - 6/16
Fios Digital Voice Addl Line (718-827-2652)	9.99	5/17 - 6/16
Equipment		
Rent: 2 TV Equipment Package	17.98	5/17 - 6/16
Discounts		
Tech Support Pro Discount	-5.00	5/15 - 6/14
Subtotal	\$39.96	

Your One-Time Activities

Charges that vary monthly based on your account activity.

National Directory Assistance 2 @ 2.75 (718-235-6836)	5.50	5/17 - 6/16
Long Distance Calls	4.88	See Usage Detail
First Jack Install @ 190.00 Payment 1 of 2	95.00	5/15
Subtotal	\$105.38	

Requested Change in Service

Partial month charge or refund for services added or removed prior to the bill date.

Cancelled Services		
Fios Internet 150/150 removed 5/4 (70.00 per month for 13 day refund)	-30.33	5/4 - 5/16
Added Services		
Fios Gigabit Connection added 5/4 (80.00 per month for 13 days)	34.66	5/4 - 5/16
Fios Digital Voice Addl Line added 5/16 (718-827-2652) (9.99 per month for 1 day)	.33	5/16 - 5/16
Subtotal	\$4.66	

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	.38
NY State and Local Sales Tax	23.80
911 Surcharge	2.00
Verizon Surcharges & Fees	
NY State and Local Tax Surcharges	.34
Federal Universal Service Fee	5.57
Video Franchise Fee	5.96
Regulatory Recovery Fee - Federal	.08
PEG Grant Fee	2.25
Regional Sports Network Fee	6.61

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Fees & Other Charges continued	
Fios TV Broadcast Fee	3.70
FDV Administrative Charge	2.01
NY Municipal Construction Surcharge	<u>2.71</u>
Subtotal	\$55.41

Total Due \$400.40

Usage Detail

Direct Dialed Calls					
Date	Time	Place	Number	Minutes	Amount
Line 718 235-6836					
Apr 21	11:52 AM	Ghana	233264335026	1.0	.46
Apr 23	11:45 PM	France	33472447163	1.0	.10
Apr 24	12:33 PM	Kenya	254204927500	1.0	.66
Apr 25	2:41 AM	South Afri	27114477344	2.0	.72
Apr 25	2:42 AM	South Afri	27114477344	1.0	.36
Apr 25	2:44 AM	South Afri	27114477344	1.0	.36
Apr 25	11:03 AM	Germany	492289650510	3.0	.30
Apr 25	5:09 PM	Beijing	861085313600	2.0	.30
Apr 26	5:22 AM	South Afri	27114477344	2.0	.72
May 5	9:44 AM	Switzerlan	41229179220	8.0	.40
May 5	10:00 AM	Switzerlan	41229179220	3.0	.15
May 5	12:05 PM	Switzerlan	41229179220	1.0	.05
May 5	1:18 PM	Switzerlan	41229179000	5.0	.25
May 5	6:19 PM	Switzerlan	41432227777	1.0	.05
Total for Line 718 235-6836					4.88
Additional Calls					\$4.88

 **Important**

**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.

**Great American Country Channel Move**

On or after July 15, 2017, Great American Country on channels 223 SD / 723 HD will move to channels 160 SD / 660 HD in the Fios TV channel lineup.

**State of New York Public Service Commission  
Statement of Significant Subscriber Rights:**

As a Fios® TV customer:

You are entitled to notice of all programming and other Fios TV services offered by Verizon and the rates and charges therefore.

This notice must be given to you:

- At the time you first subscribe to Fios TV;
- At the time you request any change in service;
- At the time you make a request for any such information; and
- Semiannually.

You are also entitled to notice whenever a network or channel is removed from a service tier to which you are subscribing. You are also entitled to notice of certain other changes in programming.

We will give you notice of these significant changes thirty days prior to the effective date of the change if we know about the change sufficiently in advance, or we will give you notice within thirty days of the date upon which we first learn of the change. Upon receipt of the notice, you may elect to terminate your service or downgrade your service to a less expensive tier at no charge, provided that you tell us your decision within forty-five days of the receipt of the notice.

In addition to the foregoing, if a network or channel is moved from one service tier to another or is removed from the system altogether and you first subscribed to our service during the nine months preceding the date of the change or upgraded your service during the six months preceding the date of the change, you may be entitled to a refund of installation, upgrade or other one-time charges paid to us if you choose to terminate or downgrade your subscription after the change.

If a network is moved from our basic service tier to a more expensive tier, you may also have the opportunity to upgrade to the more expensive tier at no charge and to receive the more expensive tier, also at no charge, for a period of six months. If a network is removed from the basic cable service tier and is not available on any Fios TV service tier, you may be entitled to a credit for a portion of your monthly service payment for a fixed period of time after the network is removed from the system.

The specific criteria for determining your eligibility for one or more of these opportunities will be explained to you in detail when it becomes necessary for us to give you notice of a change in programming.

**WUTV Programming Changes - Buffalo**

Attention customers in the Buffalo viewing area:

On or after June 1, 2017, WUTV will make the following programming changes. Grit TV, channel 461, will change to Charge TV featuring action packed films and shows. Zuus Country, channel 466, will become TBD TV featuring a variety of handpicked lifestyle and entertainment programming.

**Universal HD Channel Removal**

On or after July 14, 2017, Universal HD on channel 567 will be removed from the Fios TV channel lineup by the content provider. Similar programming may be found on USA, Syfy and NBC SportsNet.

**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](http://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.

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### 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](http://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](http://verizon.com/autopay)
- Pay in person: [verizon.com/paymentlocations](http://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 [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.