# Account Summary

| Previous Period                  |          |             |
|----------------------------------|----------|-------------|
| Previous Balance                 | 457.85   |             |
| Payment Received - Thank You     | -200.00  | 5/31        |
| Overdue - Please Pay Now         | \$257.85 |             |
| Current Charges                  |          |             |
| Fios TV, Internet & Phone Bundle | 159.99   | 6/17 - 7/16 |
| Additional Services & Equipment  | 24.97    | 6/17 - 7/16 |
| Your One-Time Activities         | 2.75     |             |
| Fees & Other Charges             | 32.77    |             |
| Current Charges Due by July 11   | \$220.48 |             |
| Total Due                        | \$478.33 |             |

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



 The Fios TV Semi-Annual Notice is now available at verizon.com/notice. If you prefer to receive this by mail contact us at 1.800.837.4966. Specific information on the NY Public Service Commission Statement of Significant Subscriber Rights is on the last page of this bill.



A Late Payment Charge of \$5 was added.
Discounts ended on your account this month. Find expiration dates in Your Discounts on page 2.



## 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.

# **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.

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: \$478.33 በሀገሪ ይታይታይ

Make check payable to Verizon

\$

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

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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<br>Discounts | Amount<br>You Pay |
|------------------------------|----------|-------------------|-------------------|
| Bundle Discounts             |          |                   |                   |
| Fios TV Ultimate HD          | 89.99    | -30.00            | 59.99             |
| Movie Package Ultimate HD    | .00      |                   | .00               |
| НВО                          | .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          |
| <b>Discounts This Month</b>  | -        | ·\$70.00          |                   |

\$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 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.



# 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

## 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.

### **Get answers fast**

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- Call 1.800.Verizon (1.800.837.4966) · Customers with disabilities call
- 1.800.974.6006 (voice or TTY)

# **Overdue Balance Please Pay Now**

Subtotal

**Total Due** 

**Current Charges** 

\$257.85

# **Details of Current Charges**

Includes discounts shown on page 2.

| Your bundle includes Fios TV Ultimate HD<br>HBO, Fios Internet 150/150 and Fios Digita  | al Voice Unlim  |             |   |
|---|---|-------------|---|
| Bundle Price  | \$159.99  | 6/17 - 7/16 |   |
| dditional Services & Equipment  |   |             | Equipment and additional services to personalize your Fios service. |
| Services  |   |             | F   |
| Virtual Telephone Number  | 6.99  |             |   |
| Equipment   |   |             |   |
| (Rent): 2 TV Equipment Package  | 17.98   |             |   |
| Subtotal  | \$24.97   | 6/17 - 7/16 |   |
| our One-Time Activities   |   |             | Charges that your monthly based on                                  |
|   |   |             | Charges that vary monthly based on y<br>account activity.           |
| National Directory Assistance 1@ 2.75   | 2.75  | 6/17 - 7/16 |   |
| Subtotal  | \$2.75  |             |   |
| ees & Other Charges   |   |             | Includes both Verizon fees and governmental taxes and fees. For det |
|   |   |             |   |
| Taxes, Governmental Fees & Surcharg   | Jes   |             | visit verizon.com/taxesandfees.                                     |
| Taxes, Governmental Fees & Surcharg<br>Federal Excise Tax   | jes<br>.30  |             |   |
| •   |   |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax<br>911 Surcharge   | .30   |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax  | .30<br>5.23   |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax<br>911 Surcharge   | .30<br>5.23   |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax<br>911 Surcharge<br>Verizon Surcharges & Fees  | .30<br>5.23<br>1.00   |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax<br>911 Surcharge<br>Verizon Surcharges & Fees<br>NY State and Local Tax Surcharges   | .30<br>5.23<br>1.00<br>.17  |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax<br>911 Surcharge<br>Verizon Surcharges & Fees<br>NY State and Local Tax Surcharges<br>Federal Universal Service Fee  | .30<br>5.23<br>1.00<br>.17<br>4.41  |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax<br>911 Surcharge<br>Verizon Surcharges & Fees<br>NY State and Local Tax Surcharges<br>Federal Universal Service Fee<br>Video Franchise Fee   | .30<br>5.23<br>1.00<br>.17<br>4.41<br>4.47                                |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax<br>911 Surcharge<br>Verizon Surcharges & Fees<br>NY State and Local Tax Surcharges<br>Federal Universal Service Fee<br>Video Franchise Fee<br>Regulatory Recovery Fee - Federal  | .30<br>5.23<br>1.00<br>.17<br>4.41<br>4.47<br>.08                         |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax<br>911 Surcharge<br>Verizon Surcharges & Fees<br>NY State and Local Tax Surcharges<br>Federal Universal Service Fee<br>Video Franchise Fee<br>Regulatory Recovery Fee - Federal<br>PEG Grant Fee   | .30<br>5.23<br>1.00<br>.17<br>4.41<br>4.47<br>.08<br>2.15                 |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax<br>911 Surcharge<br>Verizon Surcharges & Fees<br>NY State and Local Tax Surcharges<br>Federal Universal Service Fee<br>Video Franchise Fee<br>Regulatory Recovery Fee - Federal<br>PEG Grant Fee<br>Fios TV Broadcast Fee                                | .30<br>5.23<br>1.00<br>.17<br>4.41<br>4.47<br>.08<br>2.15<br>1.99         |             |   |
| Federal Excise Tax<br>NY State and Local Sales Tax<br>911 Surcharge<br>Verizon Surcharges & Fees<br>NY State and Local Tax Surcharges<br>Federal Universal Service Fee<br>Video Franchise Fee<br>Regulatory Recovery Fee - Federal<br>PEG Grant Fee<br>Fios TV Broadcast Fee<br>Regional Sports Network Fee | .30<br>5.23<br>1.00<br>.17<br>4.41<br>4.47<br>.08<br>2.15<br>1.99<br>4.99 |             |   |

\$32.77

\$220.48

\$478.33



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

#### It's Easy to Pay Your Verizon Bill with Your Fios TV Remote Control

You just need to be registered on MyVerizon.com and have a saved payment account.

Follow these easy steps:

- Set up a Parental/Purchase Control PIN by pressing Menu, Settings, System and Parental/Purchase Control
- Press Menu, Customer Support then My Account
- Select Bill and Payment then View my Bill and enter your Parental Control Pin
- Select OK from Account Summary, then OK again to Pay Your Bill
- Select Payment Account, Your Payment Account, then press OK to submit

A confirmation of your payment will display once the transaction is complete.

#### Fios TV Programming Change

On or after May 9, 2016, Rocks TV programming on channel 155 will be replaced with GO 4 IT, a convenient shopping network offering fabulous savings on the hottest products. This is a provider-driven change.

## 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

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.

# **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.

Semiannually.

### 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)

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 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.