

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

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

Account Summary

Previous Period			
Previous Balance	400.40		
Payment Received - Thank You	-400.40	5/31	
Balance Forward	\$ .00		
Charges			
Fios Internet, TV & Phone Bundle	194.99	6/17 - 7/16	
Additional Services, Equipment & Discounts	46.95		
Your One-Time Activities	103.60		
Requested Change in Service	3.73	6/1 - 6/16	
Fees & Other Charges	46.97		
Total Due by July 11	\$396.24		

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before Jul 17, 2017.

What changed?

- 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 Multi-Room DVR Enhanced service and the Fios Mobile app. Plus, you get more storage to enjoy your shows. Visit [verizon.com/MoreWow](https://www.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.

Return only this stub with your payment. We will not review or honor other written notifications. Visit [verizon.com](https://www.verizon.com).

Account Number: 154-311-864-0001-66  
Total Due: \$396.24 061617  
Make check payable to Verizon  
\$ .

CHERYL UZAMERE  
1209 LORING AVE  
BROOKLYN NY 11208- 5054  
[Barcode]

VERIZON  
PO BOX 15124  
ALBANY NY 12212-5124  
[Barcode]

V5 154311864000166 000000000000 000000396242

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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 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](http://verizon.com/Home/Shop/Moving).

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.

What are the Taxes, Surcharges, and Fees on my bill?

Your bill includes federal, state and local taxes, governmental surcharges and fees as well as Verizon surcharges and fees. These charges vary depending on what products and services you have and in which state you use these products and services. For more information go to [verizon.com/taxesandfees](http://verizon.com/taxesandfees).

## 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 - 30 days

\$194.99

6/17 - 7/16

Additional Services, Equipment & Discounts

Equipment and additional services to personalize your Fios service.

Services		
Tech Support Pro	10.00	6/15 - 7/14
Virtual Telephone Number (718-235-6836)	6.99	6/17 - 7/16
Fios Digital Voice Addl Line (718-827-2652)	9.99	6/17 - 7/16
Virtual Telephone Number (718-827-2652)	6.99	6/17 - 7/16
Equipment		
Rent: 2 TV Equipment Package	17.98	6/17 - 7/16
Discounts		
Tech Support Pro Discount	-5.00	6/15 - 7/14
Subtotal	\$46.95	

Your One-Time Activities

Charges that vary monthly based on your account activity.

Long Distance Calls	2.90	See Usage Detail
First Jack Install @ 190.00 Payment 2 of 2	95.00	5/15
Long Distance Calls (718-827-2652)	5.70	See Usage Detail
Subtotal	\$103.60	

Requested Change in Service

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

Added Services		
Virtual Telephone Number added 6/1 (718-827-2652) (\$6.99/mo. for 16 days)	3.73	6/1 - 6/16

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		
NY State and Local Sales Tax	7.65	
Federal Excise Tax	.57	
911 Surcharge	2.00	
Verizon Surcharges & Fees		
Federal Universal Service Fee	6.74	
NY State and Local Tax Surcharges	7.39	
Video Franchise Fee	5.94	
Regulatory Recovery Fee - Federal	.08	
PEG Grant Fee	2.25	
Regional Sports Network Fee	6.39	
Fios TV Broadcast Fee	3.49	

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Fees & Other Charges continued		
FDV Administrative Charge	1.98	
NY Municipal Construction Surcharge	<u>2.49</u>	
Subtotal	\$46.97	
Total Due	<u>\$396.24</u>	

Usage Detail

Direct Dialed Calls					
Date	Time	Place	Number	Minutes	Amount
Line 718 235-6836					
May 30	11:14 AM	France	33472447163	1.0	.10
May 30	11:20 AM	France	33472447163	1.0	.10
May 30	11:40 AM	France	33472447163	27.0	2.70
Total for Line 718 235-6836					2.90
Line 718 827-2652					
May 25	4:16 PM	France	33472447163	1.0	.10
May 25	4:21 PM	France	33472447163	1.0	.10
May 26	10:40 AM	Sweden	4686795555	2.0	.20
May 26	10:41 AM	Sweden	4686795555	2.0	.20
May 30	4:43 AM	France	33472447163	16.0	1.60
May 30	5:02 AM	France	33472447163	35.0	3.50
Total for Line 718 827-2652					5.70
Additional Calls					\$8.60

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## 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.

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

