

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

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

Account Summary

Previous Period			
Previous Balance	478.33		
Payment Received - Thank You	-160.00	7/6	
Overdue - Please Pay Now	\$318.33		
Current Charges			
Fios TV, Internet & Phone Bundle	169.99	7/17 - 8/16	
Additional Services & Equipment	24.97	7/17 - 8/16	
Fees & Other Charges	32.78		
Current Charges Due by August 10	\$227.74		
Total Due	\$546.07		

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before Aug 16, 2016.

What changed?

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

Offers & benefits

Supercharge your 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/fios/1zg](https://www.verizon.com/fios/1zg). 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: \$546.07071616

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 00000031833 000000546077

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

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	-20.00	69.99
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	-\$60.00	\$169.99

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

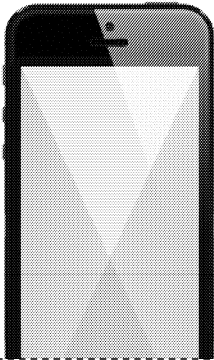
Discounts This Month - \$60.00

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 for details.



Moving made easy

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

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.

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

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

Overdue Balance
Please Pay Now **\$318.33**

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 **\$169.99** 7/17 - 8/16

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** 7/17 - 8/16

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 4.97

Federal Excise Tax .21

911 Surcharge 1.00

Verizon Surcharges & Fees

Federal Universal Service Fee 4.41

Video Franchise Fee 5.00

Regulatory Recovery Fee - Federal .08

PEG Grant Fee 2.15

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 **\$32.78**

Current Charges **\$227.74**

Total Due **\$546.07**



Battery Backup Information for Home Phone Service Provided through Fiber-Optic Network

Your home phone service is provided through the Verizon state-of-the-art fiber optic network and requires electric power to operate. During a power outage you won't be able to make or receive calls, including emergency 911 calls, unless you have a backup power source.

There may be commercially available sources of backup power for your voice service such as a generator or uninterruptible power source. Please consult manufacturers of those types of devices for more information about their functions and capabilities.

Battery backup power is also available from Verizon. Depending on your Verizon equipment, you have one of two backup battery options available for your Verizon home phone service-either the:

- PowerReserve or
- Battery Backup Unit (BBU).

To identify which Verizon unit will work with your equipment and how to purchase from Verizon visit verizon.com/battery. The site provides pictures of the units and a quick video on how to replace batteries. Or call us at 1.800.VERIZON (1.800.837.4966).

You are responsible for monitoring and maintaining the batteries. Battery age, usage and temperature will impact battery life and performance. During a power outage, preserve your battery power by using your voice service only for emergency calls. The battery backup doesn't power cordless phones, your Fios Internet or TV service, or other devices such as home security systems or devices that assist customers with disabilities.

Whether you have the BBU or the Power Reserve, please dispose of your old batteries properly. For recycling information and drop off locations, call 1.877.RECYCLE (1.877.273.2925) or visit call2recycle.org. The EPA provides instructions at epa.gov/osw or 202.272.0167. Your local municipality may also have information about proper disposal of batteries.

Battery Backup Unit (BBU)

Typically the BBU is installed in your office, home or garage close to the optical network terminal (ONT) and where it can be easily monitored. When a fully charged 12-volt battery is installed, you'll have up to 8 hours of backup power for basic voice service, including emergency calls to 911.

If a battery is installed and fails, an audible chirp will sound once every 15 minutes. This will be repeated until you press the Alarm Silence button.

Lights on the battery unit indicate its status:

- System Status- if green, normal operation; if blinking green, system fault.
- Auxiliary Power Source - if red- auxiliary power not available
- Replace Battery - if red, battery needs to be replaced
- Battery Power-if red, no commercial power available; if blinking red, low battery power.

Batteries should be purchased just prior to replacement, as 12-volt batteries may not maintain their shelf life when stored. Only 12-volt 7.2Ah sealed lead acid batteries should be used.

You can purchase batteries from Verizon or a home improvement store.

Certain Verizon Device Protection Plans may cover replacement batteries for the BBU. Verizon does not install new batteries for customers initiating new service in a location with an existing BBU. Batteries not installed or provided by Verizon are not covered by this warranty. However, if a battery that Verizon installed or provided fails within the first year of your service, contact us for a no-cost replacement at 1.800.Verizon (1.800.837.4966).

PowerReserve Device

The Verizon PowerReserve device, which plugs into the ONT power adapter, is typically placed nearby on a flat surface or wall. When 12 fresh D cell alkaline batteries are inserted into the PowerReserve device, you will have up to 20 hours of backup power for basic voice service, including calls to 911. The Verizon Device Protection Plan does not cover the PowerReserve device, but if it fails within the first year, contact us for a no-cost replacement at 1.800.VERIZON (1.800.837.4966).

The PowerReserve device has an on/off switch. Keep the switch in the off position to maintain battery life until it is needed. Remember to turn the switch on in the event of a power outage.

The device comes with a test strip that may be used to determine when your D cell alkaline batteries should be replaced. Simply remove and test each battery. Replace any batteries that fail the test with new D cell alkaline batteries. Replacement batteries are available from many retail sources. Store and handle all D cell alkaline batteries in accordance with manufacturers' instructions.

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 August 31, 2016, WRNN Arise News on channel 481 will be removed from the Fios TV channel line-up. This is a provider-driven change.

Caller ID Blocking and Automatic Number Identification

Caller ID Blocking - You can prevent the display of your telephone number on a Caller ID phone with these options:

- Per-Call Blocking - To block your number on a per call basis, press *67 before making a call (1167 on a rotary phone). There is no charge for this using this option.

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

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

- Line Blocking - You may order per line blocking in states where available to block your number on all outgoing calls. You can press *82 before a call to allow your number to display on that call (1182 on a rotary phone).

Automatic Number Identification - When you call 911, or dial 800, 888, 877, 855, 866 and other toll free numbers, the party you call can identify your telephone number using a network technology called Automatic Number Identification (ANI). Caller ID blocking may not prevent the people who answer such calls from seeing your phone number and name. FCC rules, however, prevent parties that are assigned toll free numbers from reusing or selling the telephone numbers identified through ANI without the subscriber's consent.

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](https://www.verizon.com) or call the number listed on your bill.

FUSF Fee Changes July 1, 2016

Your Federal Universal Service Fund (FUSF) fee may change on July 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://www.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.

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

Correspondence

Go to [verizon.com/contactus](https://www.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

CHERYL UZAMERE

Primary Phone: 718-235-6836

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

Bill Date: July 16, 2016

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.