

CHERYL UZAMERE  
Primary Phone: 718-235-6836  
Account Number: 154-311-864-0001-66  
Bill Date: July 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	396.24		
Payment Received - Thank You	-301.00	6/27	
Overdue - Please Pay Now	\$95.24		
Charges			
Fios Internet, TV & Phone Bundle	194.99	7/17 - 8/16	
Additional Services, Equipment & Discounts	46.95		
Your One-Time Activities	.30		
Fees & Other Charges	45.93		
Charges Due by August 10	\$288.17		
Total Due	\$383.41		

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, 2017.

★ Offers & benefits

**Supercharge your TV**  
Get Fios Multi-Room DVR Enhanced Service for more storage and ways to enjoy your shows. Stream your DVR content on selected devices virtually anywhere with the Fios Mobile app. Visit [verizon.com/MoreWow](https://www.verizon.com/MoreWow). 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.

**Get 10,000 points**  
My Rewards+ just got even better. Refer a Friend who orders a qualifying Fios Triple Play bundle online & get 10,000 My Rewards+ points. Log on to [verizon.com/referral](https://www.verizon.com/referral), and Refer a Friend today.

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

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Total Due: \$383.41 071617

Make check payable to Verizon  
\$ \_\_\_\_\_.

CHERYL UZAMERE  
1209 LORING AVE  
BROOKLYN NY 11208- 5054



VERIZON  
PO BOX 15124  
ALBANY NY 12212-5124

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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.

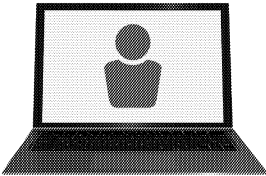
\$80 Internet discount includes \$20 discount expiring 5/4/19 and \$60 discount that does not expire. TV discount expires 5/16/19.

Internet discount expires 5/14/19.

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](http://verizon.com/myverizon) to get started.



Moving made easy

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

What is the balance that I currently owe?

You can review your most current balance information online at [verizon.com/billview](http://verizon.com/billview) or you can follow the prompts at 1.800.VERIZON.

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Overdue Balance

Please Pay Now

\$95.24

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	7/17 - 8/16
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Additional Services, Equipment & Discounts

Equipment and additional services to personalize your Fios service.

Services

Tech Support Pro	10.00	7/15 - 8/14
Virtual Telephone Number (718-235-6836)	6.99	7/17 - 8/16
Fios Digital Voice Addl Line (718-827-2652)	9.99	7/17 - 8/16
Virtual Telephone Number (718-827-2652)	6.99	7/17 - 8/16

Equipment

Rent: 2 TV Equipment Package	17.98	7/17 - 8/16
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Discounts

Tech Support Pro Discount	-5.00	7/15 - 8/14
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Subtotal	\$46.95
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Your One-Time Activities

Charges that vary monthly based on your account activity.

Long Distance Calls	.30	See Usage Detail
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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	.46
NY State and Local Sales Tax	7.29
911 Surcharge	2.00

Verizon Surcharges & Fees

NY State and Local Tax Surcharges	7.35
Federal Universal Service Fee	6.21
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
FDV Administrative Charge	1.98
NY Municipal Construction Surcharge	2.49

Subtotal	\$45.93
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Charges	\$288.17
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Total Due	\$383.41
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## Usage Detail

Direct Dialed Calls					
Date	Time	Place	Number	Minutes	Amount
Line 718 235-6836					
Jun 24	1:47 AM	Switzerlan	41229289191	6.0	.30
Total for Line 718 235-6836					.30
Additional Calls					\$ .30

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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.

### WJNU Programming Changes

Prior to January 1, 2017, WJNU changed Exitos TV programming on channel 464, to Telexitos, featuring favorite action and adventure television series and movies from the 1970s to 2000s in Spanish and without subtitles.

### Boomerang Channel Removal

On or after June 2, 2017, Boomerang programming was removed from channel 1724, but remains available on channels 258 / 1725 in the Fios TV channel lineup.

### 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.
- Line Blocking - You may order per line blocking in states where it's available to block your number for 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 do prevent parties that are assigned toll free numbers from reusing or selling the telephone numbers identified through ANI without the subscriber's consent.

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

You just need to be registered on [MyVerizon.com](http://MyVerizon.com) and have a saved payment method

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 Account and Payment then View Account or Make A Payment and enter your Parental Control Pin
- Select Continue to view Account Summary
- Select Continue 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

### FUSF Fee Changes July 1, 2017

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

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

### 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](http://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 PowerReserve, 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](http://call2recycle.org). The EPA provides instructions at [epa.gov/osw](http://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.

## 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.

Visit [verizon.com](http://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.

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

