Primary Phone: 718-235-6836 Account Number: 154-311-864-0001-66

Bill Date: August 16, 2016

## **S** Ways to Pay

- · Via the My Fios app
- · Online at verizon.com/PayOnline

# **Account Summary**

Previous Period		
Previous Balance	546.07	
Payment Received - Thank You	-160.00	7/29
Overdue - Please Pay Now	\$386.07	
Current Charges		
Fios TV, Internet & Phone Bundle	169.99	8/17 - 9/16
Additional Services & Equipment	24.97	8/17 - 9/16
Fees & Other Charges	36.84	
Current Charges Due by September		
10	\$231.80	
Total Due	\$617.87	

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



A Late Payment Charge of \$5 was added.



## 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. Available in select areas. Fios Internet & Verizon router required.

#### Entertainment offer

There is always something great on TV with premium channels. Add one for only \$15/mo. or add two for \$25/mo. Enjoy hit series like Power on Starz, Ballers on HBO and Ray Donovan on Showtime. Tune to channel 860 to order. Availability varies and restrictions apply.

Send this stub with your payment

Account Number: 154-311-864-0	0001-66
Total Due: \$617.87	081616

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 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
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	-\$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

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.



-\$60.00

## 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 for your new home. It's quick and convenient. Visit us online at verizon.com/move.



#### Frequently Asked Questions

#### How can I make a payment arrangement?

Please visit us at verizon.com/billpay and select 'Payment Arrangement' under 'Payment Actions'.

### Where do I find Fios Digital Voice options on my Fios TV?

- From the Fios TV Main Menu, click on "Fios Digital Voice" and "OK"
  - View your call logs and listen to voice mail messages
  - Enable features like Caller ID on TV, Simultaneous Ring, Call Forwarding, Incoming Call Block, and Do Not Disturb
- · Refer to your user guide for details at verizon.com/fiosvoice/userguide

# 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.

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Overdue Balance

Please Pay Now \$386.07

# **Details of Current Charges**

Includes discounts shown on page 2.

#### Fios TV, Internet & Phone Bundle

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 8/17 - 9/16

6.99

5.00

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

Additional Services & Equipment

Services

Virtual Telephone Number

Equipment

(Rent): 2 TV Equipment Package 17.98

**Subtotal** \$24.97 8/17 - 9/16

Equipment and additional services to personalize your Fios service.

Fees & Other Charges

Late Payment Charge

Taxes, Governmental Fees & Surcharges

Federal Excise Tax .25

NY State and Local Sales Tax 5.09

911 Surcharge 1.00

Verizon Surcharges & Fees NY State and Local Tax Surcharges 3.80 Federal Universal Service Fee 4.41 Video Franchise Fee 5.00 Regulatory Recovery Fee - Federal 80. **PEG Grant Fee** 2.25 Fios TV Broadcast Fee 1.99 Regional Sports Network Fee 4.99 FDV Administrative Charge .99 NY Municipal Construction Surcharge 1.99

Subtotal \$36.84

Current Charges \$231.80

Total Due \$617.87

Includes both Verizon fees and governmental taxes and fees. For details, visit verizon.com/taxesandfees.

Primary Phone: 718-235-6836 Account Number: 154-311-864-0001-66

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# (f) Important

# 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.

### 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 or call the number listed on your bill.

# Fios TV programming changes - Fuse and FM On or after October 1, 2016:

Fuse on channel 216 SD/716 HD will be removed from the Fios TV channel line-up for customers with the Essentials, Premier, Prime or Legacy Extreme TV Packages. Similar programming can be found on Revolt - channel 726 HD, AXS - channel 569 HD and VH1- channel 217 SD / 717 HD.

FM on channel 276 will be removed from the Fios TV channel line-up for customers with the La Conexion, Mundo, Mundo Total and Spanish Language Programing Packages. Similar programming can be found on MTV Hits - channel 214 and MTV 2 - channel 211 SD / 711 HD. For all other customers, FM on channel 276 will move to channel 228.

## **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.

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
- 1.800.Verizon

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**S** Ways to Pay

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Customers with disabilities, call 1.800.974.6006 (voice or tty)

#### More Ways to Pay

- Set up auto pay: verizon.com/autopay
- Pay in person: verizon.com/paymentlocations
- Pay by phone (fee applies): 1.800.837.4966

## 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.