Primary Phone: 718-235-3080 Account Number: 154-311-864-0001-66

Bill Date: October 16, 2017

Need your current balance or a payment arrangement?

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

Account Summary

Previous Period		
Previous Balance	489.13	
Payment Received - Thank You	-200.00	9/28
Overdue - Please Pay Now	\$289.13	
Charges		
Fios Internet, TV & Phone Bundle	149.99	10/17 - 11/16
Services & Equipment	41.95	10/17 - 11/16
Your One-Time Activities	22.71	
Requested Change in Service	.17	
Fees & Other Charges	48.28	
Charges Due by November 10	\$263.10	
Total Due	\$552.23	

!> Take action

- Your Fios TV Annual Notice is now available and can be found online at verizon.com/Notice. If you prefer to receive this information by mail contact us at 1.800. Verizon (1.800.837.4966).
- Each year, Verizon provides its privacy policy to our customers. Please see the last section of this bill for more details. Our privacy policy is always available at verizon.com/Privacy.

- · A Late Payment Charge of \$5 was added.
- · Discounts were added to your account this month. See Your Discounts on page
- 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 to upgrade. Available in select areas. Fios Internet & Verizon router required.

 $Return \, only \, this \, stub \, with \, your \, payment. \, We \, will \, not \, review \, or \, honor \, other \, written \, notifications. \, Visit \, verizon.com.$

Account Number: 154-311-864-0001-66 Pay online at verizon.com/PayOnline

\$263.10 Charges Due by Nov 10, 2017: \$289.13 Past Due Pay Immediately: \$552.23 101617 **Total Due:**

Make check payable to Verizon

CHERYL UZAMERE 1209 LORING AVE BROOKLYN NY 11208-5054

VFRIZON PO BOX 15124 ALBANY NY 12212-5124 laalladaladaadladaladalaadladallaal

Primary Phone: 718-235-3080 Account Number: 154-311-864-0001-66

Bill Date: October 16, 2017

My Verizon

Save time, go online. Pay bills, upgrade, renew services & get account support at verizon.com/MyVerizon.

Your Discounts

Price	Your Discounts	Amount You Pay
160.00	-85.00	75.00
54.99	-10.00	44.99
30.00		30.00
\$244.99	-\$95.00	\$149.99
	160.00 54.99 30.00	Price Discounts 160.00 -85.00 54.99 -10.00 30.00

\$85 Internet discount includes \$25 discount expiring 5/4/19 and \$60 discount that does not expire. TV discount expires 10/16/19.

Discounts This Month

-\$95.00

Discounts have been applied to the Total Due shown on page 1.

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 to get started.



Get more with Fios

Visit the Verizon Accessories store today for all your connected needs. You'll find smart home devices to help you protect your home and give you peace of mind. You can also get routers, network extenders and remote controls. Visit verizon.com/Accessories.

(2) 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 guoted due to a Requested Change in Service, Taxes, Fees and Surcharges and One-Time Charges.

Where do I find the discounts I was promised at installation?

You can see your discounts on page 2 of the bill under the section 'Your Discounts'. You can also visit verizon.com/billview.

718-235-3080 Primary Phone: Account Number: 154-311-864-0001-66

Bill Date: October 16, 2017

Need your current balance or a payment arrangement?

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

Details of Payments

Overdue Balance

Please Pay Now \$289.13

Details of Charges

Includes discounts shown on page 2.

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Your bundle includes Fios Gigabit Connection, Custom TV Action & Entertainment and Fios Digital Voice Unlimited

Bundle Price \$149.99 10/17 - 11/16 Your monthly price after the discounts shown on page 2 were applied.

Stervices // Entitonient

Services

Subtotal

Virtual Telephone Number 6.99 (718-235-3080) Fios Digital Voice Addl Line (718-827-2652) 9.99 Virtual Telephone Number 6.99 (718-827-2652)Equipment Rent: 2 TV Equipment Package 17.98 Equipment and additional services to personalize your Fios service.

Your One-Time Activities

Long Distance Calls .71 See Usage Detail Telephone Number Change 22.00 10/6 Subtotal \$22.71

\$41.95

\$.17

10/17 - 11/16

Charges that vary monthly based on your account activity.

Requested Change in Service

Cancelled Services

Fios TV Ultimate HD removed 10/16 (\$84.99/mo. for 1 day refund) -2.83 10/16 - 10/16 Nonpublished Listing removed 10/16 (718-235-3080) (\$4.99/mo. for 1 day refund) -.17 10/16 - 10/16 **Added Services** Custom TV Action & Entertainment added 10/16

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

(\$44.99/mo.for1day) 1.51 10/16 - 10/16 Nonpublished Listing added 10/7 (718-235-3080) (\$4.99/mo. for 10 days) 10/7 - 10/16 1.66

Fees & Other Charges

Subtotal

Taxes, Governmental Fees & Surcharges Federal Excise Tax 1.18 9.08 NY State and Local Sales Tax 2.00 911 Surcharge Verizon Surcharges & Fees NY State and Local Tax Surcharges 7.19 Includes both Verizon fees and governmental taxes and fees. For details, visit verizon.com/taxesandfees.

CHERYL UZAMERE
Primary Phone: 718-235-3080
Account Number: 154-311-864-0001-66
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Fees & Other Charges continued	
Federal Universal Service Fee	9.51
Video Franchise Fee	3.42
Regulatory Recovery Fee - Federa	.08
PEG Grant Fee	2.25
Franchise Related Costs	.82
Regional Sports Network Fee	21
Fios TV Broadcast Fee	3.49
FDV Administrative Charge	1.98
NY Municipal Construction Surchar	ge 2.49
Late Payment Charge	5.00
Subtotal	\$48.28
Charges	\$263.10
Total Due	\$552.23

Usage Detail

Date	Time	Place	Number	Minutes	Amount
Line 71	8 235-6836)			
Sep 22	10:38 AM	Switzerlan	41229179220	2.0	.10
Sep 22	11:03 AM	Switzerlan	41229179220	1.0	.05
Sep 25	2:06 PM	India	918322885800	2.0	.56
Total for	Line 718 23	5-6836			.71
A -1 -1'4'	-10-11-				A 74
Addition	nal Calls				\$.71

Primary Phone: 718-235-3080 Account Number: 154-311-864-0001-66

Bill Date: October 16, 2017

Need your current balance or a payment arrangement?

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



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 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

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.

Changes to Directory Assistance

On November 17, 2017, the price for Local Directory Assistance and National Directory Assistance is increasing from \$2.75 to \$2.99 per call. Verizon values your business and offers many services that can enhance your Internet, TV and phone experience.

Telephone Sales Calls - Know the Facts

Telemarketers are prohibited from making unsolicited sales calls to residential telephone subscribers between the hours of 9 PM and 8 AM. The federal law requires that telemarketers identify the individual or business they represent and the purpose of the call.

Residential customers may reduce unwanted telemarketing calls by placing their home and personal mobile numbers on the federal do-not-call registry. To register your number, call 1.888.382.1222 from the phone you want to register (TTY:

1.866.290.4236), or visit the website donotcall.gov. Placing your number on the federal do-not-call registry prohibits sales calls, but you still may receive political, charitable, debt collection, informational, and telephone survey calls, or calls from a company you have given written permission to call you.

Even if a number is on the federal do-not-call registry, companies are permitted to place sales calls to their existing customers who have provided permission. From time to time, Verizon calls its customers to inform them about special promotions or new products and services. If you do not wish to receive sales calls from Verizon, you can request to be added to Verizon's do-not-call list by calling 1.800.Verizon (1.800.837.4966) and speaking to a customer service representative.

Call Before You Dig - It's the Law

Whether you're laying a foundation for a building or planting a tree, you must first check for the existence of underground utility lines and cables. If you or your contractor disrupts any of these lines, the results can be dangerous - and costly - to everyone.

Call before you dig, toll-free, 1.800.272.4480 (in New York City and Long Island) or 1.800.962.7962 (in all other areas of the state) or 811 from anywhere in the state.

Be Prepared for a Power Outage

It pays to use a corded phone. Did you know that during a power outage, a corded telephone can continue to provide phone service where a cordless phone might not? (A corded phone has a handset that is directly wired to the base.) That's because a corded phone doesn't usually need to be plugged into an electrical outlet in order to work. Depending on the service you subscribe to, your corded phones may get power directly through Verizon telephone lines. If you are a Verizon Fios (fiber optic service) customer or a Verizon Voice Link (utilizes wireless technology) customer and have an on-premise battery back-up unit, your unit will provide power for a period of time in the event of a power outage.

It's a smart idea to keep at least one corded phone in your home and business. That way, if electrical power is lost, you may still be able to make and receive phone calls. A corded phone is also the better choice to protect your privacy when providing credit card information or other sensitive data over the telephone. It's technically possible to intercept conversations or information entered on a cordless phone by using anything from a sophisticated eaves-dropping device to a simple baby monitor. Using a corded phone can help protect your financial information and reduce the risk of identity fraud.

If you have a trouble with your Verizon service, report your service issue to Verizon at 1.800. Verizon (1.800.837.4966).

Annual Privacy Policy Notice

Verizon is committed to protecting your privacy. Protecting our customers' privacy is an important priority at Verizon and we are committed to maintaining strong and meaningful privacy protections. The privacy of your information is a significant responsibility and we value the trust you place in us.

Our Privacy Policy is designed to inform you about the information we collect, how we use it, and your options regarding certain uses of this information. This policy also describes privacy rights you have under certain federal laws.

Primary Phone: 718-235-3080 Account Number: 154-311-864-0001-66

Bill Date: October 16, 2017

This policy applies to Fios TV, Internet and Digital Voice customers and to other Verizon customers served over our fiber-to-the-premises network. Our full Privacy Policy is available at verizon.com/Privacy.

Every year, we provide our privacy policy to our customers. Look for an email or a letter coming soon.

Or to request a printed copy, call us at 1.800. Verizon.

PBS Kids Channel Information - Syracuse and Albany

Attention customers in the Syracuse viewing area: On or after December 1, 2017, PBS Kids will move from channel 18 to 473 in your Fios TV channel lineup.

Attention customers in the Albany viewing area: On or after December 1, 2017, PBS Kids will move from channel 12 to 471 in your Fios TV channel lineup.

FUSF Fee Changes October 1, 2017

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

Customer Notices

Your Choices to Limit Use and Sharing of Information for Marketing

You have choices about Verizon's use and sharing of certain information for the purpose of marketing new services to you. Verizon offers a full range of services, such as television, telematics, high-speed internet, video, and local and long distance services.

Unless you notify us as explained below, we may use or share your information 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, which you have the right to do at any time. Verizon protects your information and your choices won't affect the provision of any services you currently have with us.

• Customer Proprietary Network Information

Customer Proprietary Network Information (CPNI) is information available to us solely by virtue of our relationship with you that 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.

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. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

· Information about Your Credit

Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

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.

Late Payment Charges

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before Nov 16, 2017.

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
- 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

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, 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.