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

Bill Date: November 16, 2017



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

Account Summary

Previous Period		
Previous Balance	552.23	
Payment Received - Thank You	-552.23	10/31
Adjustments and Credits	-62.23	
Balance Forward	-\$62.23	
Charges		
Fios Internet, TV & Phone Bundle	134.99	11/17 - 12/16
Services & Equipment	35.97	11/17 - 12/16
Your One-Time Activities	16.79	
Requested Change in Service	-24.32	
Fees & Other Charges	53.58	
Charges	\$217.01	
Total Due by December 11	\$154.78	



Take action

 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.



What changed?

- · 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

New exclusive offer

We have reviewed your account and you are eligible for a limited-time offer available only for our best customers. You could save on faster speeds, TV packages, and Multi-Room DVR service. Call 1.888.343.0683 or go to verizon.com/newdeal

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. 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 Total Due: \$154.78 111617

Make check payable to Verizon

CHERYL UZAMERE 1209 LORING AVE BROOKLYN NY 11208-5054

VERIZON PO BOX 15124 ALBANY NY 12212-5124 laalladaladaadladaladalaadladallaal

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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
Bundle Discounts			>
Fios Gigabit Connection	100.00	-80.00	20.00
Fios TV Ultimate HD	89.99	-5.00	84.99
Movie Package Ultimate HD	.00		.00
НВО	.00		.00
Fios Digital Voice Unlimited	30.00		30.00
Bundle Price	\$219.99	-\$85.00	\$134.99
Discounts This Month		-\$85.00	

Internet discount expires 10/27/19. TV discount expires 10/27/19.

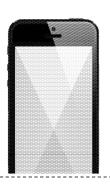
Discounts have been applied to the Total Due shown on page 1.

Fios Fast Facts

My Fios app

Use the My Fios app for help with common service issues:

- Troubleshoot problems with TV reception.
- Fix internet connection and no dial tone issues.
- · Check the status of a Fios repair request.
- · Reset your voicemail passcode.



Get more with Fios

Visit the Verizon Accessories store today for all your connected needs. You'll find smart home devices, routers, network extenders, remote controls, fun & fitness gadgets and more. 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 quoted 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.

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

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Details of Previous Period

Previous Balance

\$552.23

Payments			
Payment	-552.23	10/31	
Adjustments and Credits			
Voice			
Adj Virtual Telephone Number	-3.96	11/1	
Adj Fios Digital Voice Unlimited	-22.21	11/1	
TV			
Adj Fios TV Equipment	-8.48	11/1	
Adj Fios TV Basic Service	-14.18	11/1	
Franchise Fee Adjustment	40	11/1	
Internet			
Adj Fios Monthly Service	-13.00	11/1	
Subtotal	-\$62.23		
Balance Forward	-\$62.23		

Payment activity since last bill date.

Adjustments to previous months' charges. Adjustments can be charges or credits.

Details of Charges

Includes discounts shown on page 2.

Fios Internet, TV & Phone Bundle

Your bundle includes Fios Gigabit Connection, Fios TV Ultimate HD, Movie Package Ultimate HD, HBO and Fios Digital Voice Unlimited

Bundle Price - 30 days \$134.99 11/17 - 12/16

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

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Virtual Telephone Number (718-235-3080) 6.99	
Fios Digital Voice Addl Line (718-827-2652) 9.99	
Virtual Telephone Number (718-827-2652) 6.99	
Equipment	
Rent: HD Set-Top Box 12.00	

Equipment and additional services to personalize your Fios service.

Your One-Time Activities

Subtotal - 30 days

National Directory Assistance 6 @ 2.75		
(718-827-2652)	16.50	11/17 - 12/16
Long Distance Calls	.16	See Usage Detail
Long Distance Calls (718-827-2652)	.13	See Usage Detail
Subtotal	\$16.79	

\$35.97

11/17 - 12/16

Charges that vary monthly based on your account activity.

Requested Change in Service

Cancelled Services

Fios Gigabit Connection removed 10/27 -70.00 10/27 - 11/16
Custom TV Action & Entertainment removed 11/4 -11/16

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

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

Bill Date: November 16, 2017

Requested Change in Service continued		
Rent: 2 TV Equipment Package removed 10/24	-13.78	10/24 - 11/16
Added Services		
Fios Gigabit Connection added 10/27	33.33	10/27 - 11/16
Fios TV Ultimate HD added 11/4	36.83	11/4 - 11/16
Rent: HD Set-Top Box added 10/25	8.80	10/25 - 11/16
Subtotal	-\$24.32	

Fees & Other Charges	
Taxes, Governmental Fees & Sur	charges
Federal Excise Tax	.96
NY State and Local Sales Tax	7.47
911 Surcharge	2.00
Verizon Surcharges & Fees	
NY State and Local Tax Surcharge	s 9.63
Federal Universal Service Fee	6.83
Video Franchise Fee	6.42
Regulatory Recovery Fee - Federa	.08
PEG Grant Fee	2.25
Franchise Related Costs	.82
Regional Sports Network Fee	9.16
Fios TV Broadcast Fee	3.49
FDV Administrative Charge	1.98
NY Municipal Construction Surchar	rge <u>2.49</u>
Subtotal	\$53.58
Charges	\$217.01
Total Due	\$154.78

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

Usage Detail

Sire	Distance	alls			
Date	Time	Place	Number	Minutes	Amount
Line 718	3 235-308	0			
Nov 1	4:39 PN	1 United Kin	441224459798	1.0	.08
Nov 1	4:40 PN	1 United Kin	441224459798	1.0	.08
Total for I	ine 718 23	35-3080			.16
Line 718	827-265	2			
Nov 13	6:15 AN	1 United Kin	442081289785	1.0	.08
Nov 13	6:16 AN	1 Australia	61281034885	1.0	.05
Total for I	ine 718 82	27-2652			.13
Addition	al Calls				\$.29

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WNYJ TV Channel Removal

On October 25, 2017, WNYJ TV programming on channel 29 was removed from the Fios TV channel lineup. This was a provider-driven change.

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.

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.

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 Dec 17, 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.