Primary Phone: 718-277-2162 Account Number: 154-311-864-0001-66

Bill Date: December 16, 2017



· Via the My Fios app

Online at verizon.com/PayOnline

Balance forward:

This month's charges:

Total due:

-\$35.22

4

\$228.06

\$192.84

Due by January 10.



Take action

If you have not already returned the Verizon-owned equipment, please do so to avoid charges of up to \$375 per unit. Find
out more in Important messages at the end of this bill.

↑ This month's charges

Fios Internet, TV & Phone Bundle	\$134.99
Services & Equipment	\$40.96
Your One-Time Activities	\$.10
Requested Change in Service	\$4.16
Fees & Other Charges	\$47.85
Charges Due	\$228.06
Balance Forward	-\$35.22
Total Due by January 10	\$192.84

igcap L What changed?

 Your recent changes are detailed on page 3 in Requested Change in Service.

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 ChargesDue: \$228.06
Balance Forward: -\$35.22

Total Dueby Jan 10, 2018: \$192.84 121617

Make check payable to Verizon

00000846 01 AV 0.370 KY121611 0006 XX CHERYL UZAMERE 1209 LORING AVE BROOKLYN NY 11208- 5054

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VERIZON PO BOX 15124 ALBANY NY 12212-5124

Primary Phone: 718-277-2162 Account Number: 154-311-864-0001-66

Bill Date: December 16, 2017

More protection

Digital Security Pro helps keep you & your devices protected. Visit

verizon.com/DigitalSecurtyPro to learn

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.

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.

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.

Primary Phone: 718-277-2162 Account Number: 154-311-864-0001-66

Bill Date: December 16, 2017



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

Details of Payments

Payments			
Previous Balance	154.78		
Payment Received - Thank You	-190.00	12/5	
Balance Forward	-\$35.22		

Payments activity since last bill date.

Details of Charges

Includes discounts shown on page 2.

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

12/17 - 1/16

Bundle Price \$134.99

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

Services & Equipment

Services		
Virtual Telephone Number (718-277-2162)	6.99	
Nonpublished Listing (718-277-2162)	4.99	
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	
Subtotal	\$40.96	12/17 - 1/16

Equipment and additional services to personalize your Fios service.

Your One-Time Activities

Long Distance Calls

.10 See Usage Detail

Charges that vary monthly based on your account activity.

Requested Change in Service

Added Services

Nonpublished Listing added 11/22 (718-277-2162)

(\$4.99/mo. for 25 days) 4.16 11/22 - 12/16

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

Fees & Other Charges

		Ø
Taxes, Governmental Fees & Surcharges		
Federal Excise Tax	.74	
NY State and Local Sales Tax	7.19	
911 Surcharge	2.00	
Verizon Surcharges & Fees		
NY State and Local Tax Surcharges	7.96	
Federal Universal Service Fee	6.83	
Video Franchise Fee	5.63	
Regulatory Recovery Fee - Federal	.08	
PEG Grant Fee	2.25	
Franchise Related Costs	.82	
Regional Sports Network Fee	6.39	
Fios TV Broadcast Fee	3.49	
FDV Administrative Charge	1.98	

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

CHERYL UZAMERE
Primary Phone: 718-277-2162
Account Number: 154-311-864-0001-66
Bill Date: December 16, 2017

Fees & Other Charges continued		
NY Municipal Construction Surcharg	e <u>2.49</u>	
Subtotal	\$47.85	
Charges	\$228.06	
Total Due	\$192.84	

Primary Phone: 718-277-2162 Account Number: 154-311-864-0001-66

Bill Date: December 16, 2017



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

Usage Detail

Direct	DYAY EVA	alls			
Date	Time	Place	Number	Minutes	Amount
Line 71	3 277-216	52			
Dec 2	1:27 PN	√ France	33553481155	1.0	.10
Total for	Line 718 2	77-2162			.10
Addition	al Calls				\$.10

Primary Phone: 718-277-2162 Account Number: 154-311-864-0001-66

ACCOUNT NUMBER 134-311-004-

Bill Date: December 16, 2017



WNYA Program Change

Attention customers in the Albany viewing area: On or after November 1, 2017, WNYA replaced Antenna TV programming on channel 482 with Light TV, featuring family-friendly and faith based programming.

Game Show Network Information

On or after January 31, 2018, Game Show Network (GSN) on channels 184 SD /684 HD will be removed from the following Fios TV packages:

Fios TV Extreme HD TV Fios TV La Conexion Fios TV Mundo Fios TV Mundo Total

Fios Custom TV - Action & Entertainment

Fios Custom TV - Home & Family

Fios Custom TV Fios TV Essentials

If you would like to continue having GSN available in your lineup, please visit verizon,com/fiostv to see which packages it's still included in.

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 Billing 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, from your Payment Account, then press OK to submit
- A confirmation of your payment will display once the transaction is complete

You Are Responsible for Returning Verizon Fios Equipment

You must return the following undamaged equipment within 30 days or you will be charged as follows:

 Fios Quantum Gateway Router \$100.00 Serial # G1A115051309819

Returning equipment is free and easy! To learn how:

- Visit verizon.com/ReturnFiosEquipment
- Call one of our Equipment Return Specialists at 1.866.486.9758

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 Jan 16, 2018.

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

Primary Phone: 718-277-2162 Account Number: 154-311-864-0001-66

ACCOUNT NUMBER. 134-311-004-0

Bill Date: December 16, 2017



· Via the My Fios app

· Online at verizon.com/PayOnline

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.