

CLAUDE SIMON  
Primary Phone: 845-482-3439  
Account Number: 845 482 3439 953 240  
Bill Date: April 1, 2017

## Account Summary

### Previous Period

Previous Balance	27.45	
Payment Received - Thank You	-27.45	3/15
<b>Balance Forward</b>	<b>\$0.00</b>	

## Charges

Services & Equipment	15.80	4/1 - 4/30
Your One-Time Activities	54.39	
Fees & Other Charges	19.23	

Total Due by April 26 **\$89.42**

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before April 26, 2017.

## \$ Ways to Pay

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

## Take action

- Beginning June 10, 2017, new phone lines in Manhattan may be assigned the new area code of 332. Find out more under Important on the last page of your bill.

## ★ Offers & benefits

## Own a small business

We have solutions for you. Verizon products, support and reliability make Verizon the best choice for small business owners. We can help your small business today and well into the future. For more info visit [verizon.com/ForMyBusiness](http://verizon.com/ForMyBusiness).

## Moving?

Give us a call and ask about Fios availability at your new address. We make moving your service easy and convenient to accommodate your busy schedule. Visit [verizon.com/Move](http://verizon.com/Move) or call 1.888.416.9691 for more information.

Send this stub with your payment.

Account Number: 845 482 3439 953 240  
Total Due: \$89.42 040117

Make check payable to Verizon

\$         .

CLAUDE SIMON  
534 W 42ND ST APT 8  
NEW YORK NY 10036- 6221

V11

.....

VERIZON  
PO BOX 15124  
ALBANY NY 12212-5124

CLAUDE SIMON

Primary Phone: 845-482-3439

Account Number: 845 482 3439 953 240

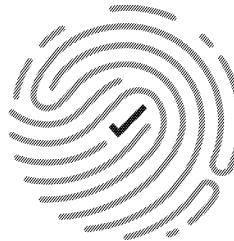
Bill Date: April 1, 2017

## My Verizon

Save time, go online. Pay bills, upgrade, renew services & get account support at [verizon.com/MyVerizon](http://verizon.com/MyVerizon).

# Thanks for being you.

We know you have a choice...and we're happy to be yours.



## Moving made easy

Set up your new service before you move. Go online anytime 24/7 and in just a few clicks order your internet, TV and phone in your new home. It's quick and convenient. Visit us online at [verizon.com/Home/Shop/Moving](http://verizon.com/Home/Shop/Moving).



### 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.

**CLAUDE SIMON**  
Primary Phone: 845-482-3439  
Account Number: 845 482 3439 953 240  
Bill Date: April 1, 2017

### \$ Ways to Pay

- Via the My Fios app
- Online at [verizon.com/PayOnline](http://verizon.com/PayOnline)

## Details of Charges

### Services & Equipment

#### Services

Monthly Charge for Dial Tone 15.80 4/1 - 4/30

### Your One-Time Activities

Verizon Local Calls - Additional Calls	54.27	See Usage Detail
Regional Calls - Additional Calls	.12	See Usage Detail
<b>Subtotal</b>	<b>\$54.39</b>	

Equipment and additional services to personalize your Verizon service.

Charges that vary monthly based on your account activity.

### Fees & Other Charges

#### Taxes, Governmental Fees & Surcharges

Federal Excise Tax	2.37
NY State and Local Sales Tax	6.42
911 Surcharge	.35
<b>Verizon Surcharges &amp; Fees</b>	
NY Universal Service Fund	.10
NY State and Local Tax Surcharges	2.41
Federal Subscriber Line Charge	6.46
Federal Universal Service Fee	<u>.112</u>
<b>Subtotal</b>	<b>\$19.23</b>

Includes both Verizon fees and governmental taxes and fees. For details, visit [verizon.com/taxesandfees](http://verizon.com/taxesandfees).

**Total Due** **\$89.42**

## Usage Detail

### Regional Calls

Date	Time	Place	Number	Period	Minutes	Amount
Directly Dialed						
Mar 13	11:06 PM	Poughkeps NY	914-204-0788	Night	1.0	.12

### Verizon Local Calls

Place Called	Charge per Call	Number of Calls	Period	Amount
A	.09	237	Day	
		52	Eve	
		314	Night	

**Additional Calls** **\$54.27**

With message rate service you pay a set price for each local call you make no matter how long you talk.

**CLAUDE SIMON**

Primary Phone: 845-482-3439

Account Number: 845 482 3439 953 240

Bill Date: April 1, 2017

**Important****Changes to Directory Listing Services**

On or after May 20th, 2017, subject to review by the NY Public Service Commission, the monthly price is changing for the following service:

Non-Published Service from \$4.00 to \$4.50

Verizon values your business and offers many services that can enhance your Internet, TV and phone experience.

**Important Information Regarding****Telecommunications Relay Service (TRS)**

TRS provides an operator to telephone users who use text telephones (TTY) or web capable devices (WCD) because they are deaf, hard of hearing, or speech disabled. From payphones, TRS local calls are free; toll calls must be billed to calling cards, prepaid cards (PPC), collect or third-party billing. PPC information is available online at [fcc.gov/consumers/guides/prepaid-phone-cards-what-consumers-should-know](http://fcc.gov/consumers/guides/prepaid-phone-cards-what-consumers-should-know).

TRS is provided 24 hours a day, 365 days per year with no time limits. For further information call your state TRS Provider, visit the FCC's TRS web site at [fcc.gov/consumers/guides/telecommunications-relay-services-trs](http://fcc.gov/consumers/guides/telecommunications-relay-services-trs), or read the explanation available in telephone books. Available TRS methods are explained below.

To call a TTY user, dial TRS at 711. A Communications Assistant (CA) will place your call and type your spoken words for the TTY user. The CA will read to you the messages the TTY user sends you. Calls are private, confidential and uncensored. While there is no charge to TRS users for TTY, regular phone charges do apply.

Speech-to-Speech Service (STS) is another form of TRS available by calling 711. The CA can assume an active or passive role in repeating the conversation and follows the same guidelines as with TTY calls.

IP Relay Service is a form of TRS which relays calls from a WCD. A CA follows the TTY call guidelines. To use IP Relay:

- connect a WCD to an Internet Service Provider
- type in your TRS IP Internet address
- enter your 10 digit presubscribed number
- select your preferred relay operator's icon

Video Relay Service (VRS) relays calls for those using sign language. VRS information is available at [fcc.gov/consumers/guides/video-relay-services](http://fcc.gov/consumers/guides/video-relay-services). Some TRS providers offer Captioned Telephone Service (CTS) which is accessed with a captioned telephone and available for persons with some residual hearing.

**FUSF Fee Changes April 1, 2017**

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

**Know Your Rights and Responsibilities**

As a telephone consumer in NY State, you have important rights and responsibilities. The Customer Info Guide section of your Verizon directory explains your rights as well as policies and procedures relating to payment of bills, termination of service, service issues and reconnection of service. Also described are services and programs for seniors, customers

with disabilities and persons with medical emergencies. (See this month's Bill Insert to apply for Special Protections.)

**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).

**Verizon Lifeline Service Discounted Telephone Service for Income-Eligible Customers**

Lifeline is a government assistance program that is supported by the New York Public Service Commission and the Federal Communications Commission. Verizon New York Inc. ("Verizon") offers the following Lifeline supported services as an Eligible Telecommunications Carrier:

- Message Rate Service: \$1.00 per month plus regular rates for each call made or optional service requested
- Flat Rate Service: \$2.00 per month plus monthly local usage charge of \$7.20

In addition, Verizon does not impose the Federal Subscriber Line Charge (\$6.46) on Lifeline customers.

Only eligible consumers may enroll in the program. You may qualify for Lifeline service if you have:

- Documentation that you participate in one of the following programs: Bureau of Indian Affairs (BIA) General Assistance, Family Assistance, Food Distribution Program (Tribal Land residents only), Head Start (Tribal Land residents only), Home Energy Assistance Program (HEAP), Medicaid, National School Lunch Program (free lunch program only), Safety Net Assistance, Section 8 - Federal Public Housing Assistance, SNAP (Supplemental Nutrition Assistance Program, formerly known as Food Stamps), Supplemental Security Income (SSI), Temporary Assistance for Needy Families, Veteran's Disability Pension (non-service related), Veteran's Surviving Spouse Pension (non-service related); or
- Documentation that your annual income is at or below 135% of the Federal Poverty Guideline.

Verizon also provides Lifeline Service to residents on federally recognized Tribal lands who meet Native American criteria. Residents on federally recognized Tribal lands who qualify for

**CLAUDE SIMON**

Primary Phone: 845-482-3439

Account Number: 845 482 3439 953 240

Bill Date: April 1, 2017

**Ways to Pay**

- Via the My Fios app
- Online at [verizon.com/PayOnline](http://verizon.com/PayOnline)

Lifeline are eligible for up to \$100 in Link-Up installation credits to establish service.

In addition, Lifeline is limited to one discount per household consisting of wireline or wireless. Therefore, you are required to certify and agree that no other member of the household is receiving Lifeline service from Verizon or another communications provider.

Lifeline service is a non-transferable benefit. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or may be barred from the program.

You must meet certain eligibility requirements in New York in order to qualify for Lifeline Service. An application for Verizon Lifeline Service can be obtained by contacting Verizon at [verizon.com/lifeline](http://verizon.com/lifeline) or by phone at 1.800.Verizon (1.800.837.4966).

To find out more information, you may call the Universal Service Administration Company (USAC), which administers Lifeline for the FCC, by calling 1.888.641.8722 or by accessing their website at [usac.org/li](http://usac.org/li).

All rates, terms and conditions included in this notice are subject to change and are current at the time of printing.

**Additional Area Code 332 for Manhattan**

The New York Public Service Commission has approved a new overlay area code (332) in the 212/646/917 area of New York City (Manhattan). The change will affect customers seeking new phone lines in this geographical area. Beginning June 10, 2017, new phone lines may be assigned the 332 area code. It will not affect:

- your existing area code
- your existing phone number
- how you make calls
- your rates
- your calling areas
- ten digit calling, continue to use 1+10 digits
- how you call 911, 211, 311, 411, 511, 611, 711 and 811 in your community.

Go to [verizon.com/Support/Residential/Areacodes/Index.htm](http://verizon.com/Support/Residential/Areacodes/Index.htm) if you have any questions about this notice, or call Verizon at 1.800.Verizon (1.800.837.4966). You can also visit the New York Department of Public Service website at [dps.ny.gov](http://dps.ny.gov) for further information.

**Change to Demarcation Point**

In most cases, a location at or near the point where our facilities enter your home has been the dividing line, or 'demarcation point,' between Verizon's network, and the "inside wire" that you own. However, as technology evolves and as we change our services to take advantage of new technologies, the location of the demarcation point may need to be changed. Subject to NY Public Service Commission review, we will be making changes to our tariff and product guide provisions relating to the demarcation point to accommodate such new technologies.

**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.

**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

**CLAUDE SIMON**

Primary Phone: 845-482-3439

Account Number: 845 482 3439 953 24 0

Bill Date: April 1, 2017

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.

**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.

**Restatement of Charges**

This chart restates your charges by category. Basic includes local telephone service, related taxes, fees and installation charges. To help you maintain your local service when you can't pay your bill in full, Verizon applies your payment first to Basic. If you don't pay your Basic New Charges each month Verizon could disconnect your local telephone service. If you don't pay Non Basic New Charges, Verizon won't disconnect your local telephone service but these services may be suspended.

Category	New Charges
Basic	89.18
Non Basic	.24
Total	89.42

**Services****Bankruptcy Information**

If you are or were in bankruptcy, this statement 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.

**Questions**

- Visit [verizon.com/Support](http://verizon.com/Support)
- 1.800.Verizon (1.800.837.4966)
- Customers with disabilities, call 1.800.974.6006 (voice or tty)

**More Ways to Pay**

- Set up auto pay: [verizon.com/AutoPay](http://verizon.com/AutoPay)
- Pay in person: [verizon.com/PaymentLocations](http://verizon.com/PaymentLocations)

- Pay by phone (fee applies): 1.800.837.4966

**Consumer Information**

For important consumer information see the Customer Info Guide in your Verizon White Pages Directory.

**Blocking of Third Party Charges Available**

You can block third party charges to your Verizon bill. Visit [verizon.com/blocking](http://verizon.com/blocking) or call 1.800.VERIZON (1.800.837.4966).