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### Verizon News

#### DIRECTV + Phone \$54.99/mo.

For a limited time, get new DIRECTV® service and unlimited local calling for \$54.99 per month for 1 year after TV rebate with 24-month DIRECTV agreement. Call 1-888-251-9583 today to sign up. Subject to taxes and fees. Terms and restrictions apply.

#### Get More, Save More

Call 1-888-296-7527 or visit verizon.com/supreme to ensure you're getting the best Verizon services at the best value – from phone, Internet and TV, to money saving bundles, international plans and fun add-ons. Together we'll find ways to save you even more.

#### MOVING? Call 1-866-VZMOVES

Before you move, call Verizon to set up your Internet, TV and phone for your new home, hassle free and in no time. Ask about our great new money-saving bundle offers. Don't wait. Call ahead! 1-866-VZMOVES. Service availability varies.

#### Want Automatic Payment?

Enroll below or at Verizon.com to authorize your financial institution to deduct the amount of your monthly bill from the account associated with your enclosed check and send payment directly to Verizon. To discontinue Automatic Payment, call Verizon. Please keep a copy of this authorization.

Account Number  
845 482 3439 953 24 0

Due Date  
4/26/12

Amount Due  
\$29.58

### Account Information

Statement Date: 4/1/12  
CLAUDE SIMON  
Phone: 845-482-3439

### Account Summary

Previous Balance	\$29.69
Payment Received Mar 19	-\$29.69
<b>Balance Forward</b>	<b>\$0.00</b>
<b>New Charges</b>	
Current Activity	\$18.05
Taxes, Fees and Other Charges	\$11.53
<b>Total New Charges due by April 26, 2012</b>	<b>\$29.58</b>
<b>Amount Due by April 26, 2012</b>	<b>\$29.58</b>

#### Questions about your bill or service?

View your bills in detail at verizon.com or call 1-800-VERIZON (1-800-837-4966). Enter your ten digit number 845-482-3439. Use 953 if asked for the three digits following your account number. Customers with disabilities can reach us by TTY at 1-800-974-6006.

Please return remit slip with payment.



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## Current Activity

### Current Charges

4/1 4/30 Monthly Charge for Dial Tone	15.80
4/1 4/30 Verizon Local Calls	2.25
<b>Current Charges Subtotal</b>	<b>\$18.05</b>

<b>Current Activity Total</b>	<b>\$18.05</b>
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## Taxes, Fees and Other Charges

### Taxes, Governmental Surcharges and Fees

Federal Excise Tax	.76
NY State and Local Sales Tax	2.11
911 Surcharge	.35

### Verizon Surcharges and Other Charges and Credits

Federal Universal Service Fee	1.14
NY State and Local Tax Surcharges	.79
FCC Line Charge	6.38

<b>Total Taxes, Fees and Other Charges</b>	<b>\$11.53</b>
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## Restatement of Charges

The Restatement of Charges chart displays your charges by category. If you do not pay your bill in full each month, your payment will be applied to your account as follows: Basic, Regional Calls, Non-Basic, and All Other. This payment order helps you to maintain your basic local service if you cannot pay your bill in full.

Charge Type	New Charges
Basic	29.58
Regional Calls	.00
Non-Basic	.00
All Other	.00
<b>Total</b>	<b>29.58</b>

Basic includes local telephone service, associated order and installation charges, subscriber line charge, non-published service and applicable tax and fees.

Regional Calls include Intralata toll and Inter-regional calling, Directory Assistance and applicable tax and fees.

Non-Basic includes, but is not limited to, Caller ID Freedom packages, Home Voice Mail, Inside Wire Maintenance plans and applicable tax and fees.

All Other includes long distance services, services provided by other companies, and applicable tax and fees.

### Correspondence

Go to [verizon.com/contactus](http://verizon.com/contactus) or mail to  
PO Box 33078, St. Petersburg, FL 33733



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## Call Detail

### Verizon Local Calls

Place called	Charge per call	Number of calls	Period	Amount
A	.09	18	day	
		2	eve	
		5	ngt	
<b>Total</b>				<b>\$2.25</b>

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

Verizon's message rate service makes it easy to make local calls. You pay a flat rate for each call you make, no matter how long you talk. It's a great way to keep your costs down and make more calls.

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## Next-Door-Know-It-All

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## Need-to-Know Information

### 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 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.)

### Telephone Sales Calls. Know The Facts

Under the Federal Telephone Consumer Protection Act, telemarketers must identify the individual or business they represent and the purpose of the call. Telemarketers are prohibited from making unsolicited sales calls between the hours of 9 pm and 8 am.

From time to time, Verizon calls its customers to inform them about special promotions or new products and services. For those customers who indicate that they do not wish to receive sales calls, you can request to be added to Verizon's do-not-call list. Being on the federal list does not prevent sales calls to existing customers.

Certain organizations (such as political groups, not-for-profits and telephone surveys) are exempt from the do-not-call registry. In addition, federal law exempts calls made to parties with whom the caller has an established business relationship, and calls for which the calling party has received the called party's prior express invitation or permission. Consumers may follow the same procedure to revoke their registration for the federal do-not-call list.

To place your number on the Federal do-not-call registry, call 1 888 382-1222 (Voice) or 1 866 290-4236 (TTY), or visit the website at [www.donotcall.gov](http://www.donotcall.gov). To learn more about telephone sales calls, see the Protection Tips section of the Customer Guide in your Verizon White Pages Directory.

### Verizon LifeLine Service Discounted Telephone Service For Income-Eligible Customers

So that all Verizon customers in New York State can have telephone service when they need it – even when money is tight – Verizon offers a special discounted service called LifeLine. With Verizon LifeLine Service, you can have phone service for as little as \$1.00 a month. This provides you with basic dial tone service to make and receive calls. If you are a new customer, you also can receive a discounted rate as low as \$5.00 for installation of a telephone line. Regular rates apply for each call you make and any optional services you request. Your Verizon LifeLine service is separate from your long distance service.

You qualify for Verizon LifeLine service if you are enrolled in or are income-eligible for any one of the following government programs: Family Assistance, Food Stamps, Home Energy Assistance Program (HEAP), Medicaid, Safety Net Assistance, Supplemental Security Income (SSI), Veteran's Disability Pension (non-service related) and Veteran's Surviving Spouse Pension (non-service related).

Applications for Verizon LifeLine Service are available by calling, toll-free, 1-800-VERIZON.

### LifeLine Service for Residents on Tribal Lands

If you are a resident on Tribal Lands and qualify for LifeLine, you may receive basic telephone service for as low \$1.00 a month plus local usage. Call your Verizon service representative for details. Residents of federally recognized tribal lands who meet the eligibility criteria also are eligible for federal assistance of up to \$100 in Link-Up installation credits to establish telephone service. Call toll free on 1-800-VERIZON for details and an application.

### 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. Most corded phones get power directly through Verizon telephone lines. If you are a Verizon FiOS (fiber optic service) customer, the backup power is supplied by an on-premise battery back-up unit, which is part of the FiOS installation. Battery back-up provides approximately eight hours of voice service 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'll still be able to make and receive phone calls. And, by the way, 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.

### 711 Relay Service Available in New York

Deaf, hard-of-hearing and speech-disabled users of text telephones (or TTYs) or Voice Carry-Over (VCO) phones as well as hearing customers using standard telephones can dial 711, toll-free, to access the Telecommunications Relay Service Center from anywhere in New York State. The Relay operator then can connect you to your party anywhere in the country. (Customers may also continue to use 1-800-421-1220 (Voice) and 1-800-662-1220 (TTY) to access Relay Service.) Please visit the New York Relay website at [www.nyrelay.com](http://www.nyrelay.com) to see a complete listing of all relay numbers (i.e. Speech-to-Speech, Spanish).

Relay Service enables the deaf, hard-of-hearing or speech-disabled TTY/VCO user to communicate with the hearing person who uses a standard voice telephone. The Relay operator facilitates the conversation between the TTY/VCO user and the hearing person. Relay Service is free and available 24 hours a day, seven days a week. The New York Relay Customer Service number is 1-800-676-3777 (Voice/TTY).

It is important to note that 711 is not an emergency number. Always dial 911 for emergencies. If a TTY user reports an emergency through 711, the call will be directed to 911 emergency services. People who are hard-of-hearing and prefer to hear and speak may use Captioned Telephone Service if they have a CapTel phone. Call 1-800-233-9130 for more information. To learn more about 711 Relay Service and features available to TTY users, call the Relay Inquiry Line, 1-800-664-6349 (Voice) or 1-800-835-5515 (TTY).

### Verizon Customer Proprietary Network Information – Special Notice

Under federal law, you have the right, and we have the duty, to protect the confidentiality of your customer proprietary network information (CPNI). CPNI is information regarding the type, technical arrangement, quantity, destination, location and amount of use of your telecommunications services and the billing for these services.



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We may use and share this information with our affiliates and agents, without further authorization by you, to offer you the full range of communications-related products and services available from Verizon, including services different from the types of services you currently buy from us. In addition to local telephone service, the types of service available from Verizon companies include long distance, wireless, internet access and video services. A more complete description of the Verizon companies and their service offerings is available at [www.verizon.com](http://www.verizon.com). If you wish to restrict the use of your information to offer you other types of services as described above, please call us at any time at 866 483-3885. Please have your bill and account number available. You may call this number at any time to register or remove your restriction. Your decision will remain in effect until you tell us otherwise. If you have previously restricted use of your telecommunications service information, no action on your part is required unless you wish to remove the restriction. Whatever you decide will not affect our provision of services to you and does not eliminate other marketing contacts by Verizon, including offering you the types of services you already buy from us. If you have any questions, please call your service representative or account manager.

### **Important Changes to Residential Services**

Effective June 16, 2012, if allowed by the New York State Public Service Commission, the following services will no longer be available to new customers. Existing customers may retain these services until further notice or until they are removed by the customer or the customer changes their service location.

\*69 (monthly rate), Busy Redial (monthly rate), Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Intercept, Call Manager Package 1 and 2, Call Waiting ID Deluxe, Caller ID – Number Only, Dial-A-Visit Message Detail, Distinctive Ring, Foreign Exchange Service, Gold Number Service, Joint User Services, Speed Dialing 30, Speed Dialing 8, UltraForward, ValuePack, Verizon Five Cents Plan, Verizon Freedom Extra, Verizon Freedom Unlimited, Verizon Freedom, Verizon Local Package Extra, Verizon Local Package, Verizon Regional Package, Verizon Regional Package Extra, Wide Area Telephone Service (WATS) Toll-Free Service.

### **Starz® Play service is being discontinued in June, 2012**

If you subscribe to a Verizon FiOS TV package that includes Starz, such as Showtime Starz Entertainment Pack or Starz a la carte, you will continue to enjoy Starz content via the new "Starz Encore Online with Flex View" service. For more details visit us at [verizon.com/fiostv](http://verizon.com/fiostv), and use the key word "FlexView" to see available premium content.

Starz® Play bundles will also be discontinued so if you subscribe (i) to Starz Play + Unlimited Games, you will be automatically moved to a stand alone Unlimited Games subscription with the same discount for the remainder of any discount period; or (ii) to a Starz Play bundle with Verizon Games on Demand and/or Verizon Internet Security Suite, you will be automatically moved to a stand alone Games and/or Security subscription, and you will continue to receive the same discount for one year. Your new bill will have one line item for each Games and/or Security product and another for any applicable discount. There will be no other impact to your Games and/or Security.