



Phone Number  
845-482-3439

Account Number  
845 482 3439 953 24 0

Date Due  
4/26/13

Page  
2 of 5

### Current Activity

#### Current Charges

4/1	4/30	Monthly Charge for Dial Tone	15.80
4/1	4/30	Verizon Local Calls	3.87
4/1	4/30	Regional Calls	.12
<b>Current Charges Subtotal</b>			<b>\$19.79</b>

**Current Activity Total** **\$19.79**

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.

### Taxes, Governmental Surcharges and Fees

Federal Excise Tax	.81
NY State and Local Sales Tax	2.24
911 Surcharge	.35

**Total Taxes, Governmental Surcharges and Fees** **\$3.40**

### Verizon Surcharges and Other Charges & Credits

Federal Universal Service Fee	1.03
Federal Subscriber Line Charge	6.39
NY State and Local Tax Surcharges	.84
Late Payment Charge	5.00

**Total Verizon Surcharges and Other Charges & Credits** **\$13.26**

### 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	31.32
Regional Calls	.13
Non-Basic	5.00
All Other	.00
<b>Total</b>	<b>36.45</b>

### Correspondence

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



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Page  
2 of 5

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Page  
3 of 5

## Call Detail

### Verizon Local Calls

Place Called	Charge per Call	Number of Calls	Period	Amount
A	.09	27	Day	
		1	Eve	
		15	Night	

**Total Verizon Local Calls** **\$3.87**

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

### Regional Calls

Date	Time	Place	Number	Period	Minutes	Amount
Directly Dialed						
Mar 23	8:49 AM	Narrowsbg NY	845-252-3327	Night	1.0	.12
<b>Total Regional Calls</b>						<b>\$1.2</b>





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845-482-3439

Account Number  
845 482 3439 953 24 0

Date Due  
4/26/13

Page  
4 of 5

## Need-to-Know Information

### 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/cgb/consumerfacts/prepaidcards.html](http://fcc.gov/cgb/consumerfacts/prepaidcards.html).

Available TRS methods are explained below. TRS is provided 24 hours a day, 365 days per year with no time limits. For further information call TRS, visit TRS web site, or read the explanation available in telephone books.

1. 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.

2. 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.

3. 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; and
- select your preferred relay operator's icon.

4. Video Relay Service (VRS) relays calls for those using sign language. VRS information is available at [fcc.gov/guides/video-relay-services](http://fcc.gov/guides/video-relay-services) or by calling TRS.

5. Some TRS providers offer Captioned Telephone Service (CTS) which is accessed with a captioned telephone and available for persons with some residual hearing.

### 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.)

### 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.

### 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. 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:

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)

Applications for Verizon LifeLine Service are available by calling, toll-free, 1-800-VERIZON (1-800-837-4966).

### 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 (1-800-837-4966) for details and an application.

### 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



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4/26/13

Page  
5 of 5

Relay Service and features available to TTY users, call the Relay Inquiry Line, 1-800-664-6349 (Voice) or 1-800-835-5515 (TTY).

#### Bundle Today & Start Saving

Call 1-888-803-0933 or visit [verizon.com/savenow](http://verizon.com/savenow) and let us review your account. We can help find the best bundle to meet your entertainment and communication needs. Thank you for being a valued Verizon customer.

#### April is National Safe Digging Month

Call before you dig! 811 is the FREE nationwide number designated to protect diggers from hitting an underground utility line. Call 811 several days before digging to have underground utilities marked to avoid disrupted service, serious injury or possible fines.

#### Verizon Surcharges

Verizon's Surcharges include (i) a Federal Subscriber Line and Access Recovery Charge applicable to local services that helps pay for the costs of providing and maintaining the local phone network; (ii) a Federal Universal Service Charge applicable to interstate and international services to recover fees imposed on us by the government to support universal service, and; (iii) a Carrier Cost Recovery Charge applicable to long distance customers that helps defray various charges we pay for state to state and international calling such as those for government number administration, local number portability, regulatory fees, and charges we or our agents must pay to terminate calls on other networks. Please note that these are Verizon 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.