



Account Number  
845 482 3439 953 24 0

Amount Due  
\$12.72

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### Verizon News

#### First Month Free

Get your 1st month free w/subscription when you sign up for Redbox Instant by Verizon. Get 4 DVD credits a month at any Redbox kiosk, plus stream from our library of hit movies, all for \$8/mo. Sign up at [redboxinstant.com/trynow](http://redboxinstant.com/trynow) New subscribers only. Cancel anytime. Additional terms apply.

#### Get More, Save More

Call 1-888-606-0875 to ensure you're getting the best Verizon services at a great 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

Call Verizon before you move to set up your Internet, TV and phone for your new home. Plus, ask about our great new money-saving bundles. Don't wait. Call ahead! 1-866-VZMOVES. Service availability varies.

### Account Information

Statement Date: 10/1/13  
CLAUDE SIMON  
Phone: 845-482-3439

### Account Summary

Previous Balance	\$19.17
Payments Received	-\$38.34
<b>Balance Forward</b>	<b>-\$19.17</b>

### New Charges

Current Activity	\$20.15
Taxes, Governmental Surcharges and Fees	\$3.43
Verizon Surcharges and Other Charges & Credits	\$8.31
<b>Total New Charges Due by October 28, 2013</b>	<b>\$31.89</b>

**Total Amount Due** **\$12.72**

10/11/13  
of \$358/4

### Want Automatic Payment?

Enroll below or at [Verizon.com](http://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.

### Questions about your bill or service?

View your bills in detail at [verizon.com](http://verizon.com) or call 1-800-VERIZON (1-800-837-4966). Enter your ten digit number 845-482-3439. Use 953 if asked for your customer identification code. Customers with disabilities call 1-800-974-6006 TTY.

Please return remit slip with payment.

### Payments

9/17	Payment	-19.17
9/25	Payment	-19.17
<b>Total Payments</b>		<b>-\$38.34</b>

### Current Activity

#### Current Charges

10/1	10/31 Monthly Charge for Dial Tone	15.80
10/1	10/31 Verizon Local Calls	3.78
	• Plan Calls	3.78
10/1	10/31 Regional Calls	.57
	• Plan Calls	.57
<b>Current Charges Subtotal</b>		<b>\$20.15</b>

<b>Current Activity Total</b>		<b>\$20.15</b>
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### Taxes, Governmental Surcharges and Fees

Federal Excise Tax	.80
NY State and Local Sales Tax	2.28
911 Surcharge	.35

<b>Total Taxes, Governmental Surcharges and Fees</b>		<b>\$3.43</b>
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### Verizon Surcharges and Other Charges & Credits

Federal Universal Service Fee	1.00
NY State and Local Tax Surcharges	.86
Federal Subscriber Line Charge	6.40
NY Universal Service Fund	.05

<b>Total Verizon Surcharges and Other Charges &amp; Credits</b>		<b>\$8.31</b>
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### Legal Notices

#### Restatement of Charges

This chart restates your charges by category. To help you maintain your basic local service when you can't pay your bill in full, Verizon applies your payment as follows: Basic, Regional Calls, Non Basic, All Other. Basic includes local telephone service, applicable taxes, fees, credits, and installation charges. Regional includes interstate toll

#### 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, UAC service and FiOS TV equipment.



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## Call Detail

### Regional Calls

Date	Time	Place	Number	Period	Minutes	Amount
Directly Dialed						
Sep 1	10:50 AM	Narrowsbg NY	845-252-6826	Night	3.0	.36
Sep 11	9:44 AM	Newburgh NY	845-527-7556	Day	1.0	.21
Total Regional Calls						\$5.57

### Verizon Local Calls

Place Called	Charge per Call	Number of Calls	Period	Amount
A	.09	25	Day	
		2	Eve	
		15	Night	
Total Verizon Local Calls				\$3.78

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



## Need-to-Know Information

### Customer Proprietary Network Information (CPNI) Notice

CPNI is information that relates to the type, quantity, destination, technical configuration, location, amount of use, and billing information of your telecommunications or interconnected VoIP services. This information is made available to us solely by virtue of our relationship with you. The protection of your information is important to us. Under federal law, you have a right, and we have a duty, to protect the confidentiality of your CPNI.

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. Verizon offers a full range of services such as video, wireless, Internet, and long distance. Visit [verizon.com](http://verizon.com) for a complete listing of our services and companies.

You may choose not to have your CPNI used for the marketing purposes described above by calling us anytime at 1-866-483-9700. When you call, please have your bill and account number available. Your decision about use of your CPNI doesn't affect our provision of services to you nor eliminate all Verizon marketing contacts.

Unless you call us at the number above, Verizon may use your CPNI to market different types of services beginning 30 days after the first time we notify you of the CPNI policy described above. You may elect at any time to add or remove a restriction on the use of your CPNI. Your choice remains valid until you change your election by calling the number above.

### Federal Subscriber Line Charge

Effective on or about October 1, 2013, the Federal Subscriber Line Charge may change on your main phone line and on any additional phone line. This charge helps pay for the costs of providing and maintaining the local network.

### Verizon Surcharges

Verizon's Surcharges include:

- (i) a Federal Subscriber Line and Access Recovery Charge applicable to interstate and international 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;
- (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;
- (iv) a Long Distance Administrative Charge applicable to long distance customers to help defray account servicing costs for state to state and international calling; and
- (v) a Federal Regulatory Fee applicable to recover the annual per video subscriber fee payment made to the FCC.

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.

### FUSF Surcharge Changes October 1, 2013

Your Federal Universal Service Fund (FUSF) surcharge may change on October 1, 2013. 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.

### Large Print Bills from Verizon

Verizon can provide you your bill in large print. Large print bills are in 16 point font and on oversized paper. If you need a large print bill, call or write us at the number and address listed for Verizon on your bill.

### Call Before You Dig – It's the Law

Whether you're laying a foundation for a building or planting a tree, you must first check for the existence of underground utility lines and cables. If you or your contractor disrupts any of these lines, the results can be dangerous – and costly – to everyone.

Call before you dig, toll-free, 1-800-272-4480 (in New York City and Long Island) or 1-800-962-7962 (in all other areas of the state) or 811 from anywhere in the state.

### 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 served through our fiber network, your service will not function in a power outage without a back-up power source. A battery back-up unit is available for use with your Verizon equipment, which will power standard voice services for up to eight hours if a fully-charged battery (or batteries) is inserted in the unit.

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.

### "Freeze" or "Un-Freeze" Your Regional Toll or Long Distance Carrier Choices

Freezing your selection means that the carrier you selected for your regional toll and/or long distance calls cannot be changed unless you first remove the freeze. This provides additional protection against unauthorized changes to your selected carrier—also known as "slamming."

There is no cost to freeze or unfreeze your choice of carrier—just use Verizon's automated system and follow the prompts to "freeze" or "unfreeze" the telephone company you chose.

You can access the toll-free automated system at 1-800-305-4838. When you use the system, you will need to enter your ten-digit telephone number and your three digit customer ID code.

Your three digit customer ID code is the three digits within the box following your telephone number on page one of your Verizon bill or at [verizon.com](http://verizon.com). This three digit ID customer code should not be known to anyone who does not have access to your bill. We ask you to provide your customer code to prevent anyone other than you from using the system to freeze or unfreeze your choice of carrier. You can call from any telephone.

Customers with more than one telephone line have the option to freeze or unfreeze by individual line or by account (an account can include billing for multiple lines). You can separately freeze or unfreeze your choice of regional and long distance carrier as often as you choose. Through voice prompts, the automated system will guide you through the available options.



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Once a year, Verizon details the telephone number(s) associated with your account on which you have placed a regional and/or long distance freeze. If you have a freeze on your line(s), you will receive a separate mailing with the freeze status of your line(s).

### **Bundle Today & Start Saving**

Call 1-888-897-6966 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.

### **Technical Support or Questions?**

Go to [verizon.com/liveagent](http://verizon.com/liveagent) to get fast convenient answers or technical support for your services.

### **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 Do Not Call registry prevents prerecorded sales calls but does not prevent live 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 for which the calling party has received the called party's prior expressed written consent. 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 Directory.