



Account Number  
845 482 3439 953 24 0

Due Date  
4/26/11

Amount Due  
\$.26

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Autopay \* Paperless Bill \* Repair

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**verizon.com/myverizon**

### Verizon News

#### TV and Phone Only \$55.99/mo

Get a great deal on DIRECTV® service & unlimited local & regional toll calling for \$55.99/mo for 1-yr with a 2-yr TV agmt. Call 1-888-794-2303 by 7/20 to order. Subj. to taxes and fees. Terms and restrictions apply.

#### Get More, Save More

Call 1-888-721-7502 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 TV, Internet and phone for your new home, hassle-free and in no time. Plus, ask about our great new money saving bundle offers. Don't wait. Call ahead! 1-866-VZMOVES. Service availability varies.

### Account Information

Statement Date: 4/1/11  
CLAUDE SIMON  
Phone: 845-482-3439

### Account Summary

Previous Balance	-\$29.59
No Payment Received	\$0.00
<b>Credit Balance</b>	<b>-\$29.59</b>

#### New Charges

Current Activity	\$18.50
Taxes, Fees and Other Charges	\$11.35
<b>Total New Charges due by April 26, 2011</b>	<b>\$29.85</b>

**Amount Due by April 26, 2011** **\$ .26**

These monthly charges are for your service from April 1 to April 30.

### 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 the three digits following your account number.

**Use Quick Codes!** – Enter **4PAY** (4729) to pay bill, Enter **4BAL** (4225) for balance. Customers with disabilities can reach us by TTY at 1-800-974-6006.

Please return remit slip with payment.

To enroll in Automatic Payment (Sign and date below)



By signing above I verify that I have reviewed and accepted the terms and conditions at [verizon.com/autopayterms](http://verizon.com/autopayterms) for automatic bill payment

00017155 01 AT 0.357 V2406511 0075 XX  
CLAUDE SIMON V11  
% VERATEX  
160 MADISON AV  
NEW YORK NY 10016-5412



Account Number: 845 482 3439 953 24 0

New Charges Due:

Apr 26, 2011

Amount Due: \$.26

040111

Make check payable to Verizon

\$



VERIZON  
PO BOX 1100  
ALBANY NY 12250-0001

020084548234399530241109 1112500000029591000000002606



Phone Number  
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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	2.70
<b>Current Charges Subtotal</b>			<b>\$18.50</b>

**Current Activity Total** **\$18.50**

## Taxes, Fees and Other Charges

### Taxes, Governmental Surcharges and Fees

Federal Excise Tax	.77
NY State and Local Sales Tax	2.13
911 Surcharge	.35

### Verizon Surcharges and Other Charges and Credits

Federal Universal Service Fee	.95
NY State and Local Tax Surcharges	.80
FCC Line Charge	6.35

**Total Taxes, Fees and Other Charges** **\$11.35**

## 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	29.85
Regional Calls	.00
Non-Basic	.00
All Other	.00
<b>Total</b>	<b>29.85</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

## Payment by Check

When you pay by check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from the electronic fund transfer process, please call 1-888-500-5358.

## Consumer Information

For important consumer information see the Customer Info Guide in your Verizon white pages directory.

## Late Payment Charges

For balances over \$5, the charge is the greater of \$5 or 1.5%. Balances of \$5 or less is 1.5%. To avoid this charge, payments must be received by Apr 26, 2011. FIOS TV and basic service are assessed a charge when they are 60 days past due.

## Bankruptcy Information

If you are or were subject to a bankruptcy proceeding, this statement may include amounts for pre-bankruptcy service. Any such pre-bankruptcy balances are for your information only and you should not pay any pre-bankruptcy amounts. Please direct all correspondence concerning bankruptcy to PO Box 3037, Bloomington, IL 61702.

## Service Providers

Verizon NY provides local, regional calling and other voice services, unless otherwise indicated. FIOS is a registered mark of Verizon Trademark Services LLC.





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## Call Detail

### Verizon Local Calls

Place called	Charge per call	Number of calls	Period	Amount
A	.09	25	day	
		5	ngt	
<b>Total</b>				<b>\$2.70</b>

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

### 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 800-421-1220 [Voice] and 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, 800-664-6349 (Voice) or 800-835-5515 (TTY).

### 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)  
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.

### 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.)

### Important Changes to the New York White Pages Directory

Beginning with the 2011 directories, the majority of the Verizon telephone directories delivered in New York will not include residence White Page listings. Directories will still include the business and government White Pages, information pages, and the Yellow Pages. The primary purpose of this change is to reduce the environmental impact of printed directories. Customers will still be able to get White Page listings information at NO CHARGE in the following ways:

- 1 – Call 1-800-888-8448 and request a paper copy of the residence White Page listings, or a copy of the listings on a CD-ROM;
- 2 – Access the White Page listings at [www.verizon.com/whitepages](http://www.verizon.com/whitepages)

### 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.

### Important Customer Information

Changes in Federal Charges Beginning on or about April 1, 2011 Your Federal Universal Service Fund (FUSF) surcharge may change effective on or about April 1, 2011. The FUSF surcharge, which is authorized by the FCC and reviewed quarterly, provides funding for programs to keep local telephone rates affordable for all customers and to provide discounts to schools, libraries, rural health care providers and low-income families.

### How to Reach Us

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.