



Account Number
845 482 3439 953 24 0

Due Date
10/26/11

Amount Due
\$31.84

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verizon.com/myverizon

Verizon News

Call About Our New Bundles!

Call 1-877-896-9919 to learn about our great, new special bundle offers for Verizon customers. We'll assess your needs and make sure you have the combination of Internet, TV & Phone services at the best value. Don't wait. Call today!

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.

Verizon Fundraising Program!

Enroll 501C nonprofits in Verizon Velocity fundraising program. No direct selling, no inventory. Receive contributions when supporters order qualifying Verizon residential products. Visit verizon.com/velocity for full program details. Enrollment is free and takes just a few minutes!

Account Information

Statement Date: 10/1/11
CLAUDE SIMON
Phone: 845-482-3439

Account Summary

Previous Balance	\$31.42
Payment Received Sep 19	-\$31.42
Balance Forward	\$0.00

New Charges

Current Activity	\$20.18
Taxes, Fees and Other Charges	\$11.66
Total New Charges due by October 26, 2011	\$31.84

Amount Due by October 26, 2011 **\$31.84**

These monthly charges are for your service from October 1 to October 31.

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.

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.

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 for automatic bill payment

Account Number: 845 482 3439 953 24 0
New Charges Due: Oct 26, 2011

Amount Due: \$31.84

100111

Make check payable to Verizon

\$

00015526 01 AT 0.365 V2419311 0063 XX
CLAUDE SIMON
% VERATEX
160 MADISON AV
NEW YORK NY 10016-5412

V11

VERIZON
PO BOX 1100
ALBANY NY 12250-0001

020084548234399530241109 1130800000000000000000318406



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Current Activity

Current Charges

10/1 10/31 Monthly Charge for Dial Tone	15.80
10/1 10/31 Verizon Local Calls	4.14
10/1 10/31 Regional Calls	.24
Current Charges Subtotal	\$20.18
Current Activity Total	\$20.18

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, Fees and Other Charges

Taxes, Governmental Surcharges and Fees

Federal Excise Tax	.82
NY State and Local Sales Tax	2.27
911 Surcharge	.35

Verizon Surcharges and Other Charges and Credits

Federal Universal Service Fee	.98
NY State and Local Tax Surcharges	.86
FCC Line Charge	6.38

Total Taxes, Fees and Other Charges	\$11.66
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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	31.57
Regional Calls	.27
Non-Basic	.00
All Other	.00
Total	31.84

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.

Correspondence

Go to verizon.com/contactus or mail to
PO Box 33078, St. Petersburg, FL 33733

item. Verizon Online provides Internet service and FiOS TV equipment. FiOS is a registered mark of Verizon Trademark Services LLC.

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.

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 Oct 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 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



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Call Detail

Verizon Local Calls

Place called	Charge per call	Number of calls	Period	Amount
A	.09	27	day	
		2	eve	
		17	ngt	
Total				\$4.14

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

Verizon Regional Calls



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Need-to-Know Information

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 disrupt 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 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 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

Federal Universal Service Fund Surcharge

Your Federal Universal Service Fund (FUSF) surcharge may change effective on or about October 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.

Automated System Lets You "Freeze" or "Unfreeze" Your Carrier Choices

By dialling into Verizon's automated system and following the prompts, you can "freeze" or "unfreeze" the telephone company you choose to carry your regional toll and/or long distance calls. Freezing your selection means that your choice of carrier cannot be changed unless you first remove the freeze. This helps provide 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.

You can access the automated system, toll free, by calling 1 800 305-4838, Monday through Saturday from 6 am to 9 pm. When you use the system, you will be requested to enter your ten-digit telephone number and your customer code. Your customer code is the six-digit number that directly follows your telephone number on page one of your Verizon bill. This six-digit code appears only on your bill and should not be known to anyone who does not have access to your bill. We ask you to provide the code in order to prevent anyone other than you from using the system to freeze or unfreeze your choice of carrier. You can call from any telephone.

A touch-tone phone is necessary to use the system (rotary phone customers must speak with a service representative). 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.

Want to Speak to a Verizon Service Rep in Chinese or Korean?

Verizon offers in-language service representative assistance weekdays. Please make a note of the number you may need: Chinese 1-888-878-9188 Mon-Fri 8:00am-6:00pm Korean 1-800-483-7772 Mon-Fri 8:00am-5:00pm

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.