

**VERATEX INC**

Primary Phone: 212-683-9300

Account Number: 853-076-602-0001-25

Bill Date: July 1, 2023**Get answers fast**• Visit verizon.com/business

• Call 1.800.Verizon (1.800.837.4966)

Your payment is due:**\$350.75****Total Due by July 26****🔔 What changed?**

- Your recent changes are detailed on page 3 in Requested Change in Service.

⬆ This month's charges

Internet & Phone Bundle	\$244.99
Services & Equipment	\$62.69
Requested Change in Service	\$.01
Fees & Other Charges	\$43.06
Total Due by July 26	\$350.75

Return only this stub with your payment. We will not review or honor other written notifications. Visit verizon.com.

Account Number: 853-076-602-0001-25

Total Due by Jul 26, 2023:**\$350.75 070123**

Make check payable to Verizon

\$ _____

00010727 01 AB 0.507 KY070111 0052 XX
VERATEX INC
PO BOX 682
NEW YORK NY 10108-0682



VERIZON
PO BOX 15124
ALBANY NY 12212-5124

V5 853076602000125 000000000000 000000350751

Your Bundle

Bundle	Price
Fios Internet 75M/75M - 2YR	119.99
Solutions Bundle Line 2 Yr	65.00
Additional Line Basic 2Yr 3 @ \$20	60.00
Bundle Price	\$244.99

FAQ Frequently Asked Questions

What is a "Requested Change in Service"?

This is the amount of charges or credits as a result of adding, removing or changing your services prior to your bill date. Monthly charges for the first full 30 day period are shown separately.

Why is my bill amount different than the amount I was quoted?

Your bill amount may vary from the amount you were quoted due to a Requested Change in Service, Taxes, Fees and Surcharges and One-Time Activities.

What are the Taxes, Surcharges, and Fees on my bill?

Your bill includes federal, state and local taxes, governmental surcharges and fees as well as Verizon surcharges and fees. These charges vary depending on what products and services you have and in which state you use these products and services. For more information go to verizon.com/taxesandfees.



Details of Payments

Payments

Previous Balance	350.15	
Payment Received- Thank You	<u>-350.15</u>	6/16
Balance Forward	\$0.00	

Payment activity since last bill date.

Details of Charges

Internet & Phone Bundle

Your Solutions for Business bundle includes:

Fios Internet 75M/75M -2YR
Solutions Bundle Line 2 Yr
3 Additional Line Basic 2Yr

Bundle Price **\$244.99** 7/2 - 8/1

Your monthly price.

Services & Equipment**Services**

NY Municipal Construction Surcharge	1.99	7/2 - 8/1
Verizon Cloud 25 GB	2.99	6/28 - 7/27
Centrex Exchange Access 4 @ 1.61	6.44	7/2 - 8/1
NY Universal Service Fund 4 @ .28	1.12	7/2 - 8/1
Federal Subscriber Line Charge 4 @ 7.02	28.08	7/2 - 8/1
Federal Access Recovery 4 @ 1.08	4.32	7/2 - 8/1
VLD Long Distance Access Charge 4 @ 1.85	7.40	6/26 - 7/25
VLD Carrier Cost Recovery Charge 4 @ .36	1.44	6/26 - 7/25
VLD Long Distance Administrative Charge 4 @ .74	2.96	6/26 - 7/25
VLD Talk To The World (212-683-9300)	<u>5.95</u>	6/26 - 7/25

Equipment and additional services to personalize your Fios service.

Subtotal**\$62.69****Requested Change in Service**

Federal Subscriber Line Charge 7/1 (212-683-9300) .01 7/1 - 7/1

Partial month charge or refund for services added or removed prior to the bill date.

Fees & Other Charges**Taxes, Governmental Fees & Surcharges**

NY State and Local Sales Tax	16.91
Federal Excise Tax	1.46
911 Surcharge	4.00

Includes both Verizon fees and governmental taxes and fees. For details, visit verizon.com/taxesandfees.**Verizon Surcharges & Fees**

NY State and Local Tax Surcharges	10.26
Federal Universal Service Fee	<u>10.43</u>

Subtotal**\$43.06****Total Due****\$350.75**

Important

FUSF Fee Changes July 1, 2023

Your Federal Universal Service Fund (FUSF) fee may change on July 1, 2023. Authorized and reviewed quarterly by the Federal Communications Commission (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.

Notice Regarding Disclosure of Billing Name and Address to Third Parties

If you accept any collect or bill-to-third party calls to your local telephone number, Federal Communications Commission (FCC) rules and regulations require that Verizon disclose your billing name and address (BNA) to other telecommunications providers and their authorized billing and collection agents. You have the right to request that Verizon not disclose your BNA. You may make this request by contacting Verizon at 1.800.Verizon (1.800.837.4966). Even if you have an unlisted or non-published telephone number, you must still contact Verizon to make a request to withhold disclosure of your BNA. If you do not contact Verizon within 30 days after the first time you receive this notice, Verizon will presume that you consent to the disclosure of your BNA to other telecommunications providers and their authorized billing and collection agents.

Caller ID Blocking and Automatic Number Identification

Caller ID Blocking - You can prevent the display of your telephone number on a Caller ID phone with these options:

- Per-Call Blocking - To block your number on a per call basis, press *67 before making a call (1167 on a rotary phone). There is no charge for this using this option.
- Line Blocking - You may order per line blocking in states where it's available to block your number for all outgoing calls. You can press *82 before a call to allow your number to display on that call (1182 on a rotary phone).

Automatic Number Identification - When you call 911, or dial 800, 888, 877, 866, 855, 844, 833 and other toll free numbers, the party you call can identify your telephone number using a network technology called Automatic Number Identification (ANI). Caller ID blocking may not prevent the people who answer such calls from seeing your phone number and name. Federal Communications Commission (FCC) rules do prevent parties that are assigned toll free numbers from reusing or selling the telephone numbers identified through ANI without the subscriber's consent.

Battery Backup Information for Phone Service Provided through Fiber-Optic Network

We provide your business phone service through our fiber network and your service requires electricity to operate. During a power outage, unless you have backup power (e.g., a generator), you won't be able to make or receive calls, including emergency 911 calls, unless you have a backup power source. If you have a fire or security alarm system and there's a power outage, it may not be able to contact its central monitoring station unless you have backup power for the voice service. Some alarm companies offer their own cellular connection service for customers, which avoids the need for backup power.

Verizon offers battery backup power for your business voice service. The option available to you depends on the Verizon equipment used to provide service to you. Visit verizon.com/battery to identify and to learn how to purchase the option available to you. The site provides pictures of the

units and a quick video on how to replace batteries. Or call us at 1.800.Verizon (1.800.837.4966).

If you will use Verizon's voice service with backup power to connect your alarm or fire system to a central monitoring station, we will notify you in the event of a power outage if you provide us with a mobile number or email. Call us at 1.800.Verizon (1.800.837.4966) to update your account with this information.

General Information

The battery backups we offer provide power for your voice services and do not power cordless phones, Fios Internet or TV service, or any other devices, including alarm systems or devices that assist customers with disabilities.

You are responsible for battery monitoring, maintenance and replacement. Replacement batteries can be purchased from many retail stores or from us. Battery age, use and temperature impact battery life and performance. During a power outage, you can preserve battery power by making only emergency calls. Store and handle all batteries in accordance with the manufacturer's instructions and dispose of your batteries properly. For recycling information, call 1.877.Recycle (1.877.273.2925) or visit call2recycle.org. The U.S. EPA provides instructions at epa.gov/osw or 202.272.0167. Your town may also provide instructions for battery disposal.

If your Verizon backup power solution or a 12-volt battery provided by Verizon fails within the first year, contact us for a no-cost replacement. After the first year, if you have a device protection plan from Verizon, check its terms for whether it provides coverage.

PowerReserve

The Verizon PowerReserve plugs into the optical network terminal's (ONT) power adapter and may be installed by a customer. With 12 fresh D cell alkaline batteries, it provides a minimum of 24 hours of backup power for basic voice service. Leaving the PowerReserve's switch in the "off" position until needed to make or receive calls will maximize battery life. If you leave it in the "on" position, periodically check the batteries using the PowerReserve's test strip to determine when your D cell batteries should be replaced. Replace any batteries that fail the test.

Battery Backup Unit (BBU)

Verizon no longer offers the BBU to new business phone service customers. The BBU provides up to 8 hours of backup power for basic voice service with a fully charged 12-volt battery installed. If an installed battery fails, an audible chirp may sound once every 15 minutes, depending on equipment type. The chirp will repeat until you press the Alarm Silence button.

Lights on the BBU indicate its status:

- System Status - if green, normal operation; if blinking green, system fault.
- Auxiliary Power Source - if red, auxiliary power not available.
- Replace Battery - if red, battery needs to be replaced.
- Battery Power - if red, no commercial power available; if blinking red, low battery power.

Batteries should be purchased just prior to replacement, as 12-volt batteries do not maintain shelf life when stored. Only 12-volt 7.2Ah sealed lead acid batteries should be used.

Battery Storage Unit (BSU)

The BSU works with ONTs used to provide service to customers with 3 or more voice lines. The BSU houses

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between 2 and 4 12-volt batteries. It is wired to a UPS device also supplied by Verizon and is installed by a Verizon technician. With fully charged 12-volt batteries, the BSU provides a minimum of 20 hours of backup power for basic voice service.

Like the BBU, if a battery is installed and fails, an audible chirp will sound once every 15 minutes until you press the Alarm Silence button. The lights on the BSU have the same meanings as explained above for the BBU. The BSU uses the same type of battery as the BBU, and the instructions provided above for when to purchase replacement batteries and the type of battery to use apply also to the BSU.

Verizon Maintained Backup Power

Verizon provides business phone service to some customers by using an ONT that serves multiple customers. In this situation, the ONT and backup power device may not be accessible to a customer. Verizon maintains backup power for basic voice service for customers served by this type of ONT. If this applies to you, you will receive either 24 hours or 8 hours of standby power for basic voice service depending on the access that your building has provided to us to install the equipment used to provide back-up power.

Customer Notices**Your Choices to Limit Use and Sharing of Information for Marketing**

You have choices about Verizon's use and sharing of certain information for the purpose of marketing new services to you. Verizon offers a full range of services, such as television, telematics, high-speed internet, video, and local and long distance services.

Unless you notify us as explained below, we may use or share your information beginning 30 days after the first time we notify you of this policy. Your choice will remain valid until you notify us that you wish to change it, which you have the right to do at any time. Verizon protects your information and your choices won't affect the provision of any services you currently have with us.

- Customer Proprietary Network Information

Customer Proprietary Network Information (CPNI) is information available to us solely by virtue of our relationship with you that relates to the type, quantity, destination, technical configuration, location, and amount of use of the telecommunications and interconnected VoIP services you purchase from us, as well as related billing information.

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. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

- Information about Your Credit

Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

Electronic Fund Transfer (EFT)

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1.888.500.5358.

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 and Fios TV equipment. Fios is a registered mark of Verizon Trademark Services LLC.

Late Payment Charges

To avoid a late payment charge of \$5 or 1.5% of your total due, whichever is greater, full payment must be received before Aug 1, 2023.

Ways to Pay

- Use the My Fios app (works for non-Fios customers too)
- Go online - verizon.com/businesspayonline
- Set up Auto Pay - verizon.com/smbautopay
- Pay in person: verizon.com/paymentlocations
- Call us at 1.800.Verizon (1.800.837.4966) - fee applies

Restatement of Charges

This chart restates your charges by category. Basic includes local telephone service, related taxes, fees and installation charges. To help you maintain your local service when you can't pay your bill in full, Verizon applies your payment first to Basic. If you don't pay your Basic New Charges each month Verizon could disconnect your local telephone service. If you don't pay Non Basic New Charges, Verizon won't disconnect your local telephone service but these services may be suspended.

Category	Past Due	New	Total
Basic	.00	43.27	43.27
Non Basic	.00	307.48	307.48
Total	.00	350.75	350.75

Services**Bankruptcy Information**

If you are or were in bankruptcy, this bill may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts; they are for your information only. Mail bankruptcy-related correspondence to 500 Technology Drive, Suite 550, Weldon Spring, MO 63304.

Blocking of Third Party Charges Available

You can block third party charges to your Verizon bill. Visit verizon.com/blocking or call 1.800.VERIZON (1.800.837.4966).

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