

**VERATEX INC**

Primary Phone: 212-683-9300

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

**Bill Date: January 1, 2024****Get answers fast**

- Visit [verizon.com/business](http://verizon.com/business)
- Call 1.800.Verizon (1.800.837.4966)

**Past due:****\$357.83****This month's charges:****\$294.72****Total due:****\$652.55**Please pay immediately to keep enjoying  
your service.

Due by January 26.

**◇ Take action**

- You have an overdue balance so your bill is higher than normal. If you haven't already, please pay the overdue balance, via one of our easy ways to pay.

**🔔 What changed?**

- A Late Payment Charge of \$5.37 was added.
- Your recent changes are detailed on page 3 in Requested Change in Service.

**↑ This month's charges**

Internet & Phone Bundle	\$224.99
Services & Equipment	\$52.63
Requested Change in Service	-\$22.76
Fees & Other Charges	\$39.86
<b>Charges Due by January 26</b>	<b>\$294.72</b>
<b>Past Due Pay Immediately</b>	<b>\$357.83</b>
<b>Total Due</b>	<b>\$652.55</b>

Return only this stub with your payment. We will not review or honor other written notifications. Visit [verizon.com](http://verizon.com).

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010124

Make check payable to Verizon

\$

00009299 01 AB 0.537 KY010111 0042 XX  
VERATEX INC  
PO BOX 682  
NEW YORK NY 10108-0682VERIZON  
PO BOX 15124  
ALBANY NY 12212-5124

V5 853076602000125 00000035783 000000652552

## Your Bundle

	<b>Price</b>
<b>Bundle</b>	
Fios Internet 75M/75M - 2YR	119.99
Solutions Bundle Line 2 Yr	65.00
Additional Line Basic 2Yr 2 @ \$20	40.00
<b>Bundle Price</b>	<b>\$224.99</b>

## Bundle Price

**224.99**

## 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](http://verizon.com/taxesandfees).



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## Details of Payments

### Payments

Previous Balance	357.83
No Payment Received	.00
<b>Past Due Pay Immediately</b>	<b>\$357.83</b>

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  
 2 Additional Line Basic 2Yr

<b>Bundle Price</b>	<b>\$224.99</b>	1/2-2/1
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Your monthly price.

### Services & Equipment

#### Services

NY Municipal Construction Surcharge	1.99	1/2-2/1
Verizon Cloud 25 GB	2.99	12/28-1/27
Centrex Exchange Access 3 @ 1.61	4.83	1/2-2/1
NY Universal Service Fund 3 @ .28	.84	1/2-2/1
Federal Subscriber Line Charge 3 @ 7.88	23.64	1/2-2/1
Federal Access Recovery 3 @ 1.18	3.54	1/2-2/1
VLD Long Distance Access Charge 3 @ 1.85	5.55	12/26-1/25
VLD Carrier Cost Recovery Charge 3 @ .36	1.08	12/26-1/25
VLD Long Distance Administrative Charge 3 @ .74	2.22	12/26-1/25
VLD Talk To The World (212-683-9300)	5.95	12/26-1/25
<b>Subtotal</b>	<b>\$52.63</b>	

Equipment and additional services to personalize your Fios service.

### Requested Change in Service

#### Removed Services

Centrex Exchange Access removed 12/12 (212-683-9300)	-1.13	12/12-1/1
Service Request:C1VQ3873U		
PON BWC0004849141		
NY Universal Service Fund removed 12/12	-.20	12/12-1/1
Service Request:C1VQ3873U		
PON BWC0004849141		
Federal Subscriber Line Charge removed 12/12	-5.52	12/12-1/1
Service Request:C1VQ3873U		
PON BWC0004849141		
Federal Access Recovery removed 12/12	-.83	12/12-1/1
Service Request:C1VQ3873U		
PON BWC0004849141		

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

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**Bill Date: January 1, 2024****Requested Change in Service continued**

Additional Line Basic 2Yr removed 12/12 (212-683-9301)	-14.00	12/12 - 1/1
Service Request:C1VQ3873U PON BWCO004849141		
VLD Long Distance Access Charge removed 12/15 (212-683-9301)	-.68	12/15 - 12/25
Service Request:665230954		
VLD Carrier Cost Recovery Charge removed 12/15 (212-683-9301)	-.13	12/15 - 12/25
Service Request:665230954		
VLD Long Distance Administrative Charge removed 12/15 (212-683-9301)	-.27	12/15 - 12/25
Service Request:665230954		
<b>Subtotal</b>	<b><u>-\$22.76</u></b>	

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

NY State and Local Sales Tax	12.02
Federal Excise Tax	.94
911 Surcharge	3.00

**Verizon Surcharges & Fees**

NY State and Local Tax Surcharges	7.26
Federal Universal Service Fee	11.27
Late Payment Charge	<u>5.37</u>

<b>Subtotal</b>	<b><u>\$39.86</u></b>
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Includes both Verizon fees and  
governmental taxes and fees. For details,  
visit [verizon.com/taxesandfees](http://verizon.com/taxesandfees).

<b>Charges</b>	<b><u>\$294.72</u></b>
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<b>Total Due</b>	<b><u>\$652.55</u></b>
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## Important

### **FUSF Fee Changes January 1, 2024**

Your Federal Universal Service Fund (FUSF) fee may change on January 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.

### **Important Voicemail Change**

As part of our ongoing commitment to provide quality service, we're upgrading our voicemail system over the next few months. Just before the change, you'll receive a message in your current voice mailbox to let you know when your new mailbox will be available.

After the upgrade please note the following:

- Your existing voicemail access number will remain the same.
- Use your existing voicemail PIN to login into the new voice mailbox.
- Then, you will be prompted to change your PIN
- You can record a new voicemail greeting or choose a default
- All new messages will go to your new voice mailbox.
- Wakeup and Reminder messages will need to be set up in the new voice mailbox.

**NOTE:** You'll be able to access your old voice mailbox by pressing [7] at the main menu of your new voice mailbox. All messages in your old voice mailbox will NOT be moved to your new voice mailbox and deleted after 30 days.

For additional information about the upgrade or for Frequently Asked Questions, please visit [verizon.com/voicemailupgrade](http://verizon.com/voicemailupgrade).

## **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 Feb 1, 2024.

### **Ways to Pay**

- Use the My Fios app (works for non-Fios customers too)
- Go online - [verizon.com/businesspayonline](http://verizon.com/businesspayonline)
- Set up Auto Pay - [verizon.com/smbautopay](http://verizon.com/smbautopay)
- Pay in person: [verizon.com/paymentlocations](http://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	48.85	30.42	79.27
Non Basic	308.98	264.30	573.28
Total	357.83	294.72	652.55

## **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.



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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](http://verizon.com/blocking) or call 1.800.VERIZON (1.800.837.4966).