Account Number: 354-360-135-0001-72

\$103.88

Bill Date: January 13, 2017

### **S** Ways to Pay

- · Via the My Fios app
- · Online at verizon.com/PayOnline

### **Account Summary**

Previous Period		
Previous Balance	103.88	
Payment Received - Thank You	-103.88	12/27
Balance Forward	\$.00	
Charges		
Fios Internet & TV Bundle	80.00	1/14 - 2/13
Additional Services & Equipment	16.98	1/14 - 2/13
Fees & Other Charges	6.90	
Fees & Other Charges	6.90	

### \$103.88 will be charged to your credit card on 1/26/2017.

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 15, 2017.

### You're Enrolled in Auto Pay

Total Due by February 7

If you need to make changes to your account information, visit verizon.com/MyVerizon.



### TV on your terms

Record the shows you love at home and enjoy them virtually anywhere with Fios Quantum TV and the Fios Mobile app. Plus, you get more storage, control & ways to enjoy your shows. Visit verizon.com/MoreWow to upgrade. Available in select areas. Fios Internet & Verizon router required.

#### Premium channels

There is always something great on TV with premium channels. Enjoy The Young Pope premiering on HBO®, Black Sails on Starz® and Homeland on Showtime®. Get one for \$15/mo, two for \$25/mo or all 3 for \$30/mo. Order on channel 860. Availability varies and restrictions apply.

### Basketball fans

Be a part of the action. Score a courtside seat to up to 40 out-of-market games per week with NBA LEAGUE PASS on Verizon Fios. Order from channels 1450 in HD or 1490 in SD today.

Account Number: 354-360-135-0001-72 **Auto Pay Amount:** \$103.88

Auto Pay Scheduled - Do Not Send Payment

RAJENDRA VALLURU 24054 ASHBY OAK CT ASHBURN VA 20148- 1746

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Account Number: 354-360-135-0001-72

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### New movies

Rent or buy new releases instantly. Access them On Demand on Fios TV & on-the-go on the Fios Mobile app.

### **Your Discounts**

	Price	Your Discounts	Amount You Pay
Bundle Discounts			<b>&gt;</b>
Fios Internet 75/75	70.00		70.00
Fios TV Local Service	12.99	-2.99	10.00
Bundle Price	\$82.99	-\$2.99	\$80.00
Discounts This Month		-\$2.99	

TV discount expires 4/13/17.

Discounts have been applied to the Total Due shown on page 1.

### Moving made easy

Set up your new service before you move. Go online anytime 24/7 and in just a few clicks check to see if Fios is available at your new address. It's quick & convenient. Visit us online at verizon.com/Move.

### Frequently Asked Questions

### Why does my bill fluctuate?

Your bill amount fluctuates when you:

- · Request a change to your service
- · Purchase or rent movies
- · Use directory assistance
- · Make calls outside of your calling plan
- · Receive a promotional credit
- · Lose a promotional credit
- · Receive a price change

### How can I request a duplicate bill?

Duplicate bills can be downloaded and printed at verizon.com/billview.

# What is the balance that I currently owe?

You can review your most current balance information online at verizon.com/billview or you can follow the prompts at 1.800.VERIZON.

Account Number: 354-360-135-0001-72

Bill Date: January 13, 2017

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## **Details of Charges**

Flos Internets STV Bundle

Includes discounts shown on page 2.

Your bundle includes Fios Internet 75/	75 and Fios TV Lo	cal Service	
Bundle Price	\$80.00	1/14 - 2/13	
Additional Services & Equipment			
Equipment			
Rent: Wireless Router	4.99		
Rent:1TV Equipment Package	11.99		
Subtotal	\$16.98	1/14 - 2/13	

Your monthly price after the discounts shown on page 2 were applied.

Equipment and additional services to personalize your Fios service.

Fees & Other Charges

Taxes, Governmental Fees & Surcharges

VA State Sales Tax 1.02

VA Communications Sales Tax .70

Cable Rights-of-Way Use Fee 1.11

Verizon Surcharges & Fees

Regulatory Recovery Fee - Federal .08

PEG Grant Fee 1.00

Fios TV Broadcast Fee 2.99

\$6.90

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

Total Due \$103.88

Subtotal

Account Number: 354-360-135-0001-72

Bill Date: January 13, 2017



### New Local Business License Tax Surcharge

Effective February 1, 2017, Verizon will begin collecting a surcharge of up to .5% on applicable charges. This surcharge recovers the cost of a local business license tax imposed on Verizon and, if applicable, will appear in the Verizon Surcharges section of your bill as "Local Business License Tax Surcharge". This surcharge is subject to change.

### New Gross Receipts Tax Surcharge

Effective February 1, 2017, Verizon will begin collecting a surcharge of .16% on applicable telecommunications charges to recover the cost of a state imposed gross receipts tax on Verizon. It will appear in the Verizon Surcharges section of your bill and will be labeled "VA Gross Receipts Tax Surcharge". This surcharge is subject to change.

#### **Broadcast Fee**

Effective on or after 60 days from the date of this message, you will receive a Fios TV Broadcast fee of \$3.49/month. If you currently have a Broadcast Fee on your bill, this will be increased to \$3.49/month. This monthly fee helps cover a portion of the costs local TV stations charge Verizon for their programming and is subject to change.

### **Customer Notices**

### Customer Proprietary Network Information (CPNI) Notice for Residential, Small and Medium Business Customers

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 for a complete listing of our services and companies.

For residential, small and medium business customers, you may choose not to have your CPNI used for 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.

#### 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 VA 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.

### Local Franchise Authority - Fios TV Your FCC Community ID is: VA0659

### Services

#### Questions

- Visit verizon.com/support
- 1.800.Verizon
- Customers with disabilities, call 1.800.974.6006 (voice or tty)

### Closed Captioning Questions and Concerns?

If you have a concern or complaint with closed captioning on a program, please call Verizon at 1.800.VERIZON (1.800.837.4966). Written correspondence can be sent by fax to 1.888.806.7026, by email to videoclosedcaption@verizon.com, or by mail to Verizon, PO

Box 4849, Trenton, NJ 08650 Attn: Elaine Bucci, Sr. Mgr.

### **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.