

XXX XXX
Primary Phone: XXX-XXX-XXX
Account Number: XXX
Bill Date: December 24, 2018



Ways to pay

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

You're enrolled in auto pay:

\$201.05

Auto pay date Jan 7



This month's charges

Fios Internet, TV & Phone Bundle	\$134.99
Services & Equipment	\$34.99
Fees & Other Charges	\$31.07
Total Due by January 18	\$201.05



Offers & benefits

TechSure

Get help keeping your digital life safer & more secure. With 24/7 premium technical support, identity theft protection from LifeLock, multi-device security from McAfee and more. Call 1.888.484.0875 or visit verizon.com/gettechsure to learn more and order. Taxes apply.

TV on your terms

Record the shows you love at home and enjoy them virtually anywhere with Fios Multi-Room DVR Enhanced Service and the Fios TV app. Plus, you get more storage to enjoy your shows. Visit verizon.com/morewow to upgrade. Available in select areas. Fios Internet & Verizon router required.

Account Number: XXX
Pay online at verizon.com/PayOnline

Auto Pay Amount \$201.05 **122418**

Auto Pay Scheduled - Do Not Send Payment

XXX XXX
XXX XXX
N READING MA 01864- 1704



V5 150015485000174 000000000000 000000201053

XXX XXX
 Primary Phone: XXX-XXX-XXXX
 Account Number: XXX
 Bill Date: December 24, 2018

Holiday Favorites

Buy or rent movies the family loves. Go to On Demand, select & enjoy on your TV, PC or Fios TV app.

Your Discounts

	Price	Your Discounts	Amount You Pay
Bundle Discounts			
Fios Internet 50/50	50.00	-20.00	30.00
Fios TV Ultimate HD	89.99	-15.00	74.99
Fios Digital Voice Unlimited	30.00		30.00
Bundle Price	\$169.99	-\$35.00	\$134.99

Discount Details

\$20 discount has no current expiration.
 \$15 discount has no current expiration.

Discounts This Month

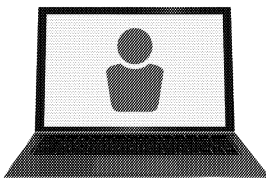
-\$35.00

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

Verizon Fast Facts

My Verizon

Managing your Verizon services is easy with My Verizon. You can add or change services, review and pay your bill, update your email address, create sub-accounts and more. Register at verizon.com/myverizon to get started.



TV on the go

Travelling during the holidays? Take your TV virtually anywhere with the Fios TV app. Watch hundreds of live TV channels, or thousands of movies and shows On Demand. It's included with your Fios TV subscription.

How can I review my bill in more detail?

Review your bill at verizon.com/billview. Select 'View Details'.

How do I sign up for paper free billing?

You can enroll in paper free billing at verizon.com/PaperFree.

If a credit or adjustment is applied, where do I find this on my bill?

Credits and Adjustments are located on page 3 of your bill. It may take up to two billing cycles for credits to be applied to your account and appear on your bill. You can also visit verizon.com/BillView. Select 'History' and then 'Payment History'. You will see options for active investigations and any credits granted.

XXX XXX
 Primary Phone: XXX-XXX-XXXX
 Account Number: XXX
 Bill Date: December 24, 2018



Ways to pay

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

Details of Payments

Payments

Previous Balance	201.07	
Payment Received - Thank You	-201.07	12/7
Balance Forward	\$0.00	

Payment activity since last bill date.

Details of Charges

Includes discounts shown on page 2.

Fios Internet, TV & Phone Bundle

Your bundle includes Fios Internet 50/50, Fios TV Ultimate HD and Fios Digital Voice Unlimited

Bundle Price **\$134.99** 12/25 - 1/24

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

Services & Equipment

Equipment

Rent: Set-Top Box Package - 4 Room 34.99 12/25 - 1/24

Equipment and additional services to personalize your Fios service.

Fees & Other Charges

Taxes, Governmental Fees & Surcharges

MA State Sales Tax 2.65

911/Disability Access Fee 1.00

Verizon Surcharges & Fees

PEG Grant Fee 6.87

Federal Universal Service Fee 4.04

Regulatory Recovery Fee - Federal .06

Franchise Related Costs .79

Verizon Property Tax Recovery Charge 2.29

Regional Sports Network Fee 7.89

Fios TV Broadcast Fee 4.49

FDV Administrative Charge .99

Subtotal **\$31.07**

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

Total Due **\$201.05**

XXX XXX
Primary Phone: XXX-XXX-XXXX
Account Number: XXX
Bill Date: December 24, 2018

Important

It's Easy to Pay Your Verizon Bill with Your Fios TV Remote Control

You just need to be registered on myverizon.com and have a saved payment method

Follow these easy steps:

Set up a Parental/Purchase Control PIN by pressing Menu, Settings, System and Parental/Purchase Control

- Press Menu, Customer Support then My Account.
- Select Billing and Payment then View Account or Make A Payment and enter your Parental Control Pin
- Select Continue to view Account Summary
- Select Continue from Account Summary, then OK again to Pay Your Bill
- Select Payment Account, from your Payment Account, then press OK to submit
- A confirmation of your payment will display once the transaction is complete

Annual Privacy Policy Notice

Each year, Verizon provides its privacy policy to our Fios customers.

To view the current policy, visit verizon.com/about/privacy/fios-privacy-policy.

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.

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 Jan 26, 2019.

Service Providers

Verizon MA 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: MA0375

Services

Questions

- Visit verizon.com/Support
- 1.800.Verizon (1.800.837.4966)
- 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.