

NIKHIL LAL
Account Number: 554-060-892-0001-12

GET ANSWERS **FAST**
• Click to chat at verizon.com/liveagent
• Call **1.800.VERIZON (1.800.837.4966)**
• Customers with disabilities call
1.800.974.6006 (Voice or TTY)

Bill Date: April 7, 2015

Account Summary

Previous Period		
Previous Balance	50.99	
Payment Received - Thank You	-50.99	3/20
Balance Forward	\$0.00	
Current Charges		
Services & Equipment	49.98	4/8 - 5/7
Fees & Other Charges	.35	
Total Due by May 2	\$50.33	

\$50.33 will be charged to your credit card on 4/20/2015.

To avoid a late payment charge of 1% on your total due, full payment must be received before May 10, 2015.

You're Enrolled in Verizon Auto Pay

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

OFFERS & BENEFITS

Review Your Account

Are you getting the most out of your Verizon service? You could be eligible for savings with Verizon. Give us a call at 1-888-343-0683 for your account review. Our representatives will help you choose the right service at the right price.

Get Maximum Speeds

Enjoy greater signal strength with the new FiOS Quantum Gateway, the router designed to support the demands of your busy household. Maximize your Wi-Fi around your home. To upgrade, tune to channel 682 or visit verizon.com/FiOSQuantumGateway now.

Online Protection

Verizon Multi-Device Security and Cloud Bundle helps protect your online data from cyber threats and allows easy access to your personal cloud virtually anywhere, anytime. For more information on how to protect your digital life plus get file storage, visit Verizon.com/DeviceSecurity.

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Auto Pay Amount: \$50.33 **040715**

Auto Pay Scheduled - Do Not Send Payment

NIKHIL LAL
53 GOVERNOR ST
FL 2
PROVIDENCE RI 02906-3076

V5 554060892000112 000000000000 000000050336

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The Power of FiOS

Experts agree that FiOS network technology is the Gold Standard for Internet and entertainment delivery.

Your Discounts

	Price	Your Discounts	Amount You Pay
Services, Equipment & Discounts			
FiOS Internet 75/75	94.99	-50.00	44.99
Subtotal		<u>-50.00</u>	
Discounts This Month		-50.00	

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

\$50 Internet discount includes \$45 discount expiring 9/2/16 and \$5 discount expiring 3/3/17.



FAST FACTS

Visual 411 App

Get local business listings, coupons, reviews, maps, directions and much, much more! Search by category, business name, keyword or coupon. Visit verizon.com/visual411 for details.



Get FiOS TV!

As a FiOS TV customer, you can catch great shows on the go with the FREE FiOS Mobile App. Watch over 165 channels in home and over 85 channels on the go. Call 1-888-282-5094 to order FiOS TV today.



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.

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Details of Current Charges

Includes discounts shown on page 2.

Services & Equipment

Equipment and additional services to personalize your FIOS service.

Services

FiOS Internet 75/75 44.99

Equipment

(Rent): Wireless Router 4.99

Subtotal \$49.98 4/8 - 5/7

Fees & Other Charges

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

Taxes, Governmental Fees & Surcharges

RI State Sales Tax .35

Subtotal \$.35

Total Due \$50.33

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Dial Dig Safe before You Dig

It takes only one call to the Dig Safe Center to notify all member utility companies of your excavation work. To prevent harm to underground telephone, gas, electric, or cable facilities, you need to call ahead of time.

Rhode Island requires at least three business days' prior notice. For information, call toll free 811 or 1.888.DIG.SAFE (1.888.344.7233), or visit the Dig Safe web site at digsafe.com. If there are underground facilities in your area, the utility company will identify their location for you. This will eliminate the possibility of damage and save you the expense of costly repairs.

Important Information Regarding Telecommunications Relay Service (TRS)

TRS provides an operator to telephone users who use text telephones (TTY) or web capable devices (WCD) because they are deaf, hard of hearing, or speech disabled. From payphones, TRS local calls are free; toll calls must be billed to calling cards, prepaid cards (PPC), collect or third party billing. PPC information is available online at fcc.gov/cgb/consumerfacts/prepaidcards.html.

TRS is provided 24 hours a day, 365 days per year with no time limits. For further information call your state TRS Provider, visit the FCC's TRS web site at fcc.gov/encyclopedia/telecommunications-relay-service-s-trs, or read the explanation available in telephone books. Available TRS methods are explained below.

To call a TTY user, dial TRS at 711. A Communications Assistant (CA) will place your call and type your spoken words for the TTY user. The CA will read to you the messages the TTY user sends you. Calls are private, confidential and uncensored. While there is no charge to TRS users for TTY, regular phone charges do apply.

Speech-to-Speech Service (STS) is another form of TRS available by calling 711. The CA can assume an active or passive role in repeating the conversation and follows the same guidelines as with TTY calls.

IP Relay Service is a form of TRS which relays calls from a WCD. A CA follows the TTY call guidelines. To use IP Relay:

- connect a WCD to an Internet Service Provider
- type in your TRS IP Internet address
- enter your 10 digit presubscribed number
- select your preferred relay operator's icon

Video Relay Service (VRS) relays calls for those using sign language. VRS information is available at fcc.gov/guides/video-relay-services. Some TRS providers offer Captioned Telephone Service (CTS) which is accessed with a captioned telephone and available for persons with some residual hearing.

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 RI 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, HMC service and FiOS TV equipment. FiOS is a registered mark of Verizon Trademark Services LLC.

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Special Services

Correspondence

Go to [verizon.com/contactus](https://www.verizon.com/contactus) or mail to PO Box 33078, St. Petersburg, FL 33733

Bankruptcy Information

If you are or were in bankruptcy, this statement 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.

