

Account Number
[REDACTED]

Amount Due
\$88.87

Visit verizon.com/myverizon
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Account Changes * Repair
On Demand/Pay Per View Details
Go green today - Go Paper Free

Verizon News

View your account

You're a great customer and we want to keep you up to date on all the savings opportunities available to you. Give us a call and explore all the money-saving options available to you. Call us at 1.888.456.3308. Together we'll find the right fit for your budget.

Internet & phone

Get two services: Verizon High Speed Internet Enhanced and unlimited nationwide calling for just \$59.99/month for 1 year with no term contract. Call us at 1.888.594.7528. Limited-time offer. Subject to taxes and fees. Terms and restrictions apply.

Special price

Get High Speed Internet plus unlimited local calling (that includes 3 calling services) for just \$39.99 per month for 1 year with no term contract. Call us at 1.888.882.4394 today. Subject to taxes and fees. Terms and restrictions apply. Limited-time offer.

Account Information

Statement Date: 1/2/16

Phone: [REDACTED]

Account Summary

Previous Balance	\$63.60
No Payment Received	\$.00
Overdue Balance - Please Pay Now	\$63.60

New Charges

Current Activity	\$13.78
Taxes, Governmental Surcharges and Fees	\$6.71
Verizon Surcharges and Other Charges & Credits	\$4.78
Total New Charges Due by February 1, 2016	\$25.27

Total Amount Due \$88.87

Want Automatic Payment?

Enroll below or at Verizon.com to authorize your financial institution to deduct the amount of your monthly bill from the account associated with your enclosed check and send payment directly to Verizon. To discontinue Automatic Payment, call Verizon. Please keep a copy of this authorization.

Questions about your bill or service?

View your bills in detail at verizon.com or call 1-800-VERIZON (1-800-837-4966). Enter your ten digit number 202-722-6281. Use 000804561809 if asked for your customer identification code. Customers with disabilities call 1-800-974-6006 TTY.

Please return remit slip with payment.

To enroll in Automatic Payment (Sign and date below)



By signing above I verify that I have reviewed and accepted the terms and conditions at verizon.com/autopayterms for automatic bill payment

KEYLINE

[REDACTED]

WASHINGTON DC 20012-2541



Account Number: [REDACTED]

Amount Due: \$88.87

010216

Make check payable to Verizon

\$ [] [] . [] []

VERIZON
PO BOX 660720
DALLAS TX 75266-0720



10900000804561809003200106000002000000636020000008887200000

Current Activity**Monthly Charges**

1/2	2/1	Residence DialTone & Local Usg Monthly Flat Svc	13.78
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Monthly Charges Subtotal	\$13.78
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Current Activity Total	\$13.78
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Taxes, Governmental Surcharges and Fees

DC E911/311 Fee	.76
DC Local Telecom & Cable Tax Surcharge	1.38
DC Public Rights- of- Way Use Fee	3.99
Federal Excise Tax	.58

Total Taxes, Governmental Surcharges and Fees	\$6.71
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Verizon Surcharges and Other Charges & Credits

Federal Subscriber Line and Access Recovery Charge	4.04
Federal Universal Service Fee	.74

Total Verizon Surcharges and Other Charges & Credits	\$4.78
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Total New Charges	\$25.27
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Legal Notices**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 February 1, 2016.

Service Providers

Verizon DC 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.

Disconnection of Basic Local Service

You must pay \$88.87 to avoid disconnection of your basic local services.

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.

Contact Customer Service

Need to contact the Verizon DC business office? Call 1- 800- Verizon (1- 800- 837- 4966) anytime to report your repair. Normal business hours are: Monday through Thursday- 8 am to 6 pm; Fridays and the day before a major holiday -- 8 am to 5 pm. Verizon DC is closed on weekends and major holidays.

Questions?

Verizon Washington, D.C. Inc. (Verizon DC) is regulated by the Public Service Commission. If Verizon DC does not solve your problem, you may contact either the Public Service Commission, 1325 G Street, NW, 8th Floor, Washington, DC 20005, 202.626.5100 or the Office of People's Counsel, 1133 15th Street, N.W., Suite 500, Washington, DC 20005, 202.727.3071.

Questions and Correspondence

Verizon Washington, DC is regulated by the Public Service Commission. If Verizon DC does not solve your problem, you may contact either the Public Service Commission, 1333 H Street, N.W., 2nd Floor, West Tower, Washington, DC 20005, 202.626.5100 or the Office of People's Counsel, 1325 G Street, N.W., Suite 800, Washington, DC 20005, 202.727.3071.

Correspondence

Go to verizon.com/contactus or mail to PO Box 5156, Tampa FL 33675

You Can Block Third Party Billing to Your Verizon Bill

For more information, visit verizon.com/blocking or call us at 1- 800- VERIZON.

Need- to- Know Information

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.

Verizon Remittance Address Change Notification

Please be advised that the payment address reflected in the remittance section of your bill will change.

Effective with January invoices, payments should be mailed to the following address:

VERIZON
PO Box 4830
Trenton NJ 08650- 4830

If you submit check payments via online banking, please update your account with the new Verizon payment address to ensure accurate delivery.

Changes to Directory Listing Services

On March 21, 2016, the monthly prices are changing for the following services:

Non- Published Service from \$2.65 to \$3.05

Verizon values your business and offers many services that can enhance your Internet, TV and phone experience.

Surcharges

Surcharges include:

- a Federal Subscriber Line and Access Recovery Charge applicable to state- to- state and international services that helps pay for the costs of providing and maintaining the local phone network;
- a Federal Universal Service Charge applicable to state- to- state and international services to recover fees imposed on us by the government to support universal service;
- a Carrier Cost Recovery Charge applicable to long distance customers that helps defray our costs for terminating calls on other networks, fees paid to support government programs such as Telecommunications Relay Service and local number

portability, and other Federal Communications

Commission- assessed charges;

- a Long Distance Administrative Charge applicable to long distance customers to help defray account servicing costs for state- to- state and international calling;
- a Federal Regulatory Fee applicable to recover the annual per video subscriber fee payment made to the FCC; and,
- a FDV Administrative Charge applicable per Fios Digital Voice line to help defray account- servicing costs associated with providing voice services.

Please note that the surcharges are charges, not taxes. These charges, and what is included in these charges, are subject to change from time to time. For additional information regarding the charges on your Verizon bill, please visit verizon.com or call the number listed on your bill.

FUSF Fee Changes January 1, 2016

Your Federal Universal Service Fund (FUSF) fee may change on January 1, 2016. Authorized and reviewed quarterly by the 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.