

Mary L. Frere
Franchise Management NY/New England
Verizon FiOS



125 High Street, Oliver Tower, 2nd Floor
Boston, MA 02110
617-743-4119
mary.l.frere@verizon.com

March 4, 2010

Town of Acton
Board of Selectmen
472 Main Street
Acton, MA 01720

Re: Annual Billing Practice Notice

Dear Board of Selectmen,

Pursuant to State Regulation 207 CMR 10.01 and 10.02, please find enclosed copies of Verizon New England, Inc.'s FiOS TV Service Billing Practice Notice. Enclosed you will find a copy of the FiOS TV Customer Annual Notice including Privacy Notice, Sample Bill, Sample Work Order, List of Programming Services and Rates and Charges.

Should you or your staff have any questions, please contact me at 617-743-4119.

Sincerely,

A handwritten signature in cursive script that reads "Mary Lou Frere".

Mary L. Frere
Franchise Management NY/New England
Verizon FiOS

cc: Acton Cable Advisory Committee ✓



Verizon FiOS™ TV

Work Order Number	Tech ID #
Work Order Description	

Account Number	Customer Phone Number	Secondary Phone Number	Scheduled		
			Date	Arrival Time	Expected Install Time (Hrs.)
Customer Name and Address					
Name:			Headend	Dwelling Type	Drop Type
Address:					
City, State, ZIP:			Drop Location	Hub #	Outlets

Notes to Technician:

Work Performed	Charge	Serial Number	Type	Status

Deposit to Collect:		Deposit Amount Paid:	
Prepayment to Collect:		Prepayment Amount Paid:	
Total Amount to Collect:		Total Amount Paid:	

Completion Date	Start	Stop	Completion Tech ID #	Installer Signature

Comments:

By signing below, I hereby acknowledge and agree to the following:

- i) I am satisfied with the quality of the installation, and FiOS TV service is working to my satisfaction;
- ii) I received the equipment listed on this Work Order ("Equipment") and the Equipment is fully functional and in good condition;
- iii) I will be held financially responsible for any damage to, or misuse of, the Equipment, or if I fail to return the Equipment when I discontinue receipt of FiOS TV; and
- iv) I received a copy of the Terms of Service ("FiOS Terms"), which contains the terms and conditions governing the usage of FiOS TV by me and others within my premises. If at any time I no longer accept the FiOS Terms, then I will immediately notify Verizon by calling 1 888 553-1555 and my service will be promptly discontinued.

Customer Signature	Date	

1. A Set Top Box and a Router are required for access beyond local channels. Listed monthly prices do not include Set Top Box fees. If service is cancelled within the first 36 months, the Router must be returned or an equipment fee applies.
2. The Spanish Language package cannot be combined with La Conexión. 30-day minimum billing period required for all packages.
3. 30-day minimum billing period required for all Premiums.
4. A service repair visit charge is assessed when a technician visit is required for general service education, to repair problems related to in-home wiring, or to connect or reconnect the service to customer-owned equipment. A service visit charge is not assessed when a technician visit is required to install or retrieve a Set Top Box, or when the repair or maintenance is related to the service itself or Verizon-owned equipment.
5. Prices do not include franchise fees and other fees paid to local governments.

Service/program availability varies by location and the number of channels within each package is an approximation. Pricing applies to residential use only within the United States and is subject to change. Taxes, franchise fees and other terms apply. Voice service for FiOS customers is provisioned over fiber. A battery unit will supply backup power for standard voice service (but not Voice Over IP services), including E-911, for up to eight hours. ©2010 Verizon.



FiOS®

TV RATES & PACKAGES



There's a wealth of entertainment choices to go along with your current FIOS® TV package. Check out all the digital packages and premium channels you can choose from right now. And, since we're always expanding our entertainment choices, go to verizon.com/welcome to see the latest choices available to you.

Digital Service ¹	Number of Channels	Monthly Price ⁵
FIOS TV Local	15-35	\$12.99
FIOS TV Prime HD	104 + FIOS TV Local	\$64.99
FIOS TV Extreme HD	204 + FIOS TV Local	\$74.99
FIOS TV Ultimate HD	270 + FIOS TV Local	\$89.99
La Conexión	180 + FIOS TV Local	\$39.99

For just a few dollars extra, you can enjoy more of your favorite programming.

Packages ²	Number of Channels	Monthly Price ⁵
Movie	47SD +17HD	\$15.99
Spanish Language	26	\$11.99

Premiums ³	Number of Channels	Monthly Price ⁵
Epix	1SD + 1HD	\$9.99
HBO®	14SD +14HD	\$16.99
Cinemax®	12SD +12HD	\$11.99
HBO/Cinemax	26SD +26HD	\$22.99
Setanta [†] Sports	1	\$14.99
Playboy TV®/Playboy TV en Español here!	2	\$16.99
	1	\$7.99

International Premiums ³	Number of Channels	Monthly Price ⁵
International Premium Channels	27	Individually Priced

Video On Demand (VOD) and Pay Per View (PPV) Monthly Price⁵

On Demand Movies	Monthly Price ⁵
New Releases & Library	Varies
On Demand Adult	Varies
FIOS TV Games	Varies

On Demand Subscriptions Monthly Price⁵

Disney Family Movies	\$5.99
Bollywood TV, Music & Movies	\$7.99
The Jewish Channel	\$5.99
Karaoke	\$7.99
WWE 24/7	\$9.99
NBA League Pass	Varies
NHL Center Ice	Varies
MLB Extra Innings	Varies

MLS Direct Kick	Varies
ESPN GamePlan — NCAA Football	Varies
ESPN FullCourt — NCAA Basketball	Varies
PPV Events	Varies
PPV Sports	Varies

Set Top Box (STB) Monthly Price⁵

Cable Card	\$3.99
Digital Adapter	\$3.99
Standard Definition (SD)	\$5.99
High Definition (includes HD channels)	\$9.99
High Definition Digital Video Recorder (includes HD channels & Media Manager)	\$15.99
HD Home Media DVR (features multi-room DVR & Media Manager)	\$19.99

Initial Installation One-Time Charges

Existing Outlet Hookup (up to 3)	No Charge
Additional Outlet/Set Top Box Hookup (per existing outlet)	\$19.99
New Outlet Install/Existing Outlet Rewire (per outlet)	\$54.99
Outlet Relocation (per outlet)	\$54.99
FIOS Activation Fee	\$49.99

Subsequent Installations/Charges One-Time Charges

New Outlet Hookup	\$54.99
Set Top Box Installation/Retrieval (one new/relocated outlet included, if required)	\$79.99
Set Top Box Addition (Self-Install)	FREE
Set Top Box Return with equipment drop-off at Verizon authorized locations/UPS location with prepaid mailer	FREE
Service Repair/Visit Charge ⁴	\$79.99

Other Services and Charges One-Time Charges

Seasonal Service Suspension (charged at initiation, 1-6 months)	\$24.99
Replacement Remote	\$6.99 + Shipping & Handling
Unreturned/Damaged — Cable Card	\$100.00
Unreturned/Damaged STB — Digital Adapter	\$175.00
Unreturned/Damaged STB — Standard Definition	\$240.00
Unreturned/Damaged STB — High Definition	\$350.00
Unreturned/Damaged STB — SD Digital Video Recorder (DVR)	\$475.00
Unreturned/Damaged STB — HD Digital Video Recorder (DVR)	\$550.00

Phone Number
234 567-8901

Account Number
2345678901234

Date Due
Mar 27, 2010

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How to Reach Us

Visit verizon.com 24 hours a day or call 1-800-VERIZON (1-800-837-4966)

Enter your ten digit number 2345678901 Use **424** if asked for the three digits following your account number.

Billing Questions and Bill Balance	- say " Billing " or press " 1 "
Amount of Payment Due or Payment Arrangements	- say " Payment " or press " 1 "
24 Hour Repair or Technical Support	- say " Repair and Tech Support " or press " 2 "
To Order New Products	- say " New Products " or press " 3 "
For Pending Orders	- say " Order Status " or press " 4 "

Centro Hispano de Verizon
Customers with Disabilities

verizon.com/espanol or 1-800-430-2222
1-800-974-6006 v/tty

Account Information

Bill Cycle Dates

Except for months when new services are added or dropped, your bill contains charges for one month of service. The bill cycle date (i.e., the billing period start and end date) often varies by service. As a result, when you add or drop a service, the partial month charges will be based on the specific bill cycle start and end date.

Questions and Correspondence

If you have a question about your bill, please call us. If we are unable to resolve your problem on local telephone service, you may contact The Department of Telecommunications and Cable—Consumer Division by calling 1-800-392-6066, or by writing us at: PO Box 9000, Annapolis, MD 21401-9000.

Your telephone service will not be shut off for failure to pay the portion of your bill which you are disputing. If you need more time to pay, please call us at 1-800-VERIZON.

Payment by Check

When you pay by check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. When we use information from your check to make an electronic fund-transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will

not receive your check back from your institution. If you wish to be excluded from the electronic fund transfer process, please call 1-888-500-5358.

Returned Payments

If your payment is returned for any reason, we will resubmit it electronically. A charge may apply for each payment returned.

Credit Reporting

We furnish our customers' bill payment information to the major credit reporting agencies in accordance with the Fair Credit Reporting Act.

Late Payment Charges

To avoid a 1.5% or \$5.00 late payment charge, whichever is greater, payment must be received before March 27, 2010.

Payment Address

PO Box 1100, Albany, NY 12250-0001

Service Providers

With FiOS Triple Freedom, Verizon Online provides FiOS Internet services, (\$38.99/mo.) and FiOS TV equipment. Verizon Long Distance provides long distance services (\$7.97/mo.) and other services identified by "VLD" in the applicable billed line item. Verizon MA provides local and regional calling and related features (\$22.04/mo.), FiOS TV (\$70.99/mo.), and other voice services, unless otherwise indicated. Your

savings began Jan 06, 2009 and will continue for 12 months.

FiOS TV

TV service is provided under franchise granted by FCC Community ID: MA0438

Change of Address

Go to verizon.com/billing address or call us.

Automatic Bill Payment Enrollment for Account: 2345678901234

Enroll at verizon.com, or complete 4 steps below to authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. This also enrolls you in Paperless billing. To discontinue Automatic Bill Payment, you must call Verizon.

1. Check box

2. Sign here

3. Put date here

4: Print email address here

Go Green! Go Paperless Billing! Pay Electronically!

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234 567-8901

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FiOS Triple Freedom Includes:

- Verizon Freedom Essentials 30.01
- FiOS TV Extreme HD 40.99
- Movie/HBO/Cinemax Package 30.00
- FiOS Internet 20/5 38.99

Questions?

Visit verizon.com
or call 1-800-VERIZON
(1-800-837-4966)

Verizon Online Account
234567890123456

Additional Services

Additional Services include items you selected that are not included in your bundle.

Payments

Payment Feb 1	-228.05
Payment Feb 22	-231.17
Total Payments	-\$459.22

Breakdown of Charges

FiOS Triple Freedom: Full Month Jan 23 – Feb 22

FiOS Triple Freedom	139.99
Total FiOS Triple Freedom	\$139.99

Voice Additional Services

Directory Assistance Calls (see Call Detail)	1.05
Total Voice Additional Services	\$1.05

TV Additional Services

3 Standard Def STB	12.99
Includes:	
Standard STB Rental 3	
High Definition DVR Rental	31.98
Quantity 2 @ 15.99	
Home Media DVR – High Definition	19.99
Tinker Bell Lost Jan 20 5:42 pm	4.99
Night at Museum 2 Jan 21 5:40 pm	4.99
Total TV Additional Services	\$74.94

Taxes, Fees & Other Verizon Charges

Voice

Federal Excise Tax	.22
Massachusetts State&Local Tax	.58
Federal Universal Service Fee	.90
Federal Universal Service Fee – Long Distance	.92
911 / Disability Access Fee	.75
Federal Subscriber Line Charge	6.41

TV

License Fee	.11
State sales tax	4.06
PEG Grant Fee	4.51

Total Taxes, Fees & Other Verizon Charges	\$18.46
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Call Detail

Directory Assistance

Description	Calls	Chargeable	Rate	Amount
Directly Dialed: 7 at no charge;	7	0	1.50	.00
Call Connect:	3	3	.35	1.05
Total Directory Assistance Calls				\$1.05

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234 567-8901

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Need-to-Know Information

Bankruptcy Information

If you are subject to pending bankruptcy proceedings or if you received a bankruptcy discharge, and if this statement includes charges for service prior to the filing of your bankruptcy petition, Verizon is providing the pre-bankruptcy charges for your information only and you should not pay those pre-bankruptcy charges. Please direct all correspondence concerning any bankruptcy to PO Box 3037, Bloomington, IL 61702.

Closed Captioning Concerns or Complaints?

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at videoclosedcaption@verizon.com, or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, 821 1st Ave N, St. Petersburg, FL 33701 Attn: Dan Bennett, Director, fax 1-888-806-7026, or via email at videoclosedcaption@verizon.com.

Important Information Regarding Your Bill

Effective with your March bill, Verizon will collect a monthly fee of \$1.26 per telephone line on residence customer bills to help defray the cost of a new local property tax that Massachusetts cities and towns now levy on Verizon's telephone poles and wires located on public property. State law permits but does not require Verizon to pass along this new local tax.

International Calling Reminder

You currently subscribe to Verizon Long Distance for domestic and international long distance service. Our records indicate that you have not chosen an international calling plan. Verizon offers international calling plans designed to meet your international calling needs. Unless you chose an international plan you will be charged basic international rates for all your direct-dialed international calls.

Moving? Let Verizon Help

Call 1-866-VZ-MOVES to bring the power of the Network to your new home. We can connect your TV, Internet & phone quickly—maybe before you're finished unpacking. Plus, we have Bundles to fit your needs and your budget. Service availability varies.

Verizon Foundation

Looking for homework help? Help with school projects? Thousands of FREE educational resources are available for students, parents, and teachers at Thinkfinity.org