



How to Read Your Telephone Bill

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The Office of the People's Counsel has prepared this guide to help consumers understand the charges and fees that appear on utility bills in the District of Columbia.

Because of the wide variety of possible billing options, your bill may differ slightly from these examples. Please contact OPC's Consumer Services Division for more information.



ACCOUNT INFORMATION

Here you will find your account number, previous balance, payments made and new charges and fees on your current bill.

AUTOMATIC PAYMENT/ PAYMENT COUPON

How to authorize Verizon to receive payment directly from your financial institution or how to submit payment by mail.

CONTACT INFORMATION

How to contact Verizon regarding your billing or service

CURRENT ACTIVITY

This is where you will find a detailed summary of all charges, surcharges, fees, taxes and credits applied to your bill.

LEGAL NOTICES

Important details and service fees that may affect your bill.

QUESTIONS

Contacts to get help regarding information on your bill, including how to contact the Office of the People's Counsel.

BLOCKING THIRD PARTY BILLING

What you must do to prevent charges for purchases not related to phone service from appearing on your bill.

Visit verizon.com/myverizon
Shop * Bill Pay * Autopay
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 1.888.558.6811. Together we'll find the right fit for your budget.

Internet: \$19.99/mo.

Get Verizon High Speed Internet at .5 to 1 Mbps online for \$19.99/month for 1 year with no term contract. Order at verizon.com/hsi/1kl or call 1.888.610.7266 for other great offers. Limited time offer. Subject to taxes and fees. Terms & restrictions apply. Verizon voice service required.

Special price

Get High Speed Internet Enhanced plus unlimited local calling with 3 calling services for just \$49.99 per month for 1 year and no term contract. Call us at 1.888.740.7502 to order. Limited-time offer. Subject to taxes and fees. Terms and restrictions apply.

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.

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

WASHINGTON DC 20005



Account Number

Amount Due
\$

Account Information
Statement Date: 6/1/16

Phone: 202-

Account Summary

Previous Balance	\$64.20
Payment Received May 5	-\$61.25
Overdue Balance - Please Pay Now	\$2.95

New Charges

Current Activity	\$44.17
Taxes, Governmental Surcharges and Fees	\$9.15
Verizon Surcharges and Other Charges & Credits	\$4.76
Total New Charges Due by June 30, 2016	\$58.08

Total Amount Due \$61.03

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-. Use if asked for your customer identification code. Customers with disabilities call 1-800-974-6006 TTY.

Account Number: 000

Amount Due: \$61.03

Make check payable to Verizon

\$

VERIZON
PO Box 4830
TRENTON NJ 08650-4830



Phone Number
202-

Account Number
000

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Current Activity

Monthly Charges

6/1	6/30	Residence Dial Tone & Local Usq Monthly Flat Svc	13.78
6/1	6/30	Three Way Calling	7.18
6/1	6/30	Caller ID	11.22
6/1	6/30	Inside Wire Maintenance	11.99
Monthly Charges Subtotal			\$44.17

Current Activity Total \$44.17

Taxes, Governmental Surcharges and Fees

DC E911/311 Fee	.76
DC Local Telecom & Cable Tax Surcharge	3.22
DC Public Rights-of-Way Use Fee	3.99
Federal Excise Tax	1.18

**Total Taxes, Governmental Surcharges
and Fees \$9.15**

Verizon Surcharges and Other Charges & Credits

Federal Subscriber Line and Access Recovery Charge	4.04
Federal Universal Service Fee	.72

**Total Verizon Surcharges and Other
Charges & Credits \$4.76**

Total New Charges \$58.08

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 June 30, 2016.

Correspondence

Go to verizon.com/contactus or mail to PO Box 4846 Trenton, NJ 08650-4846.

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 \$27.69 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.

You Can Block Third Party Billing to Your Verizon Bill

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