



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.

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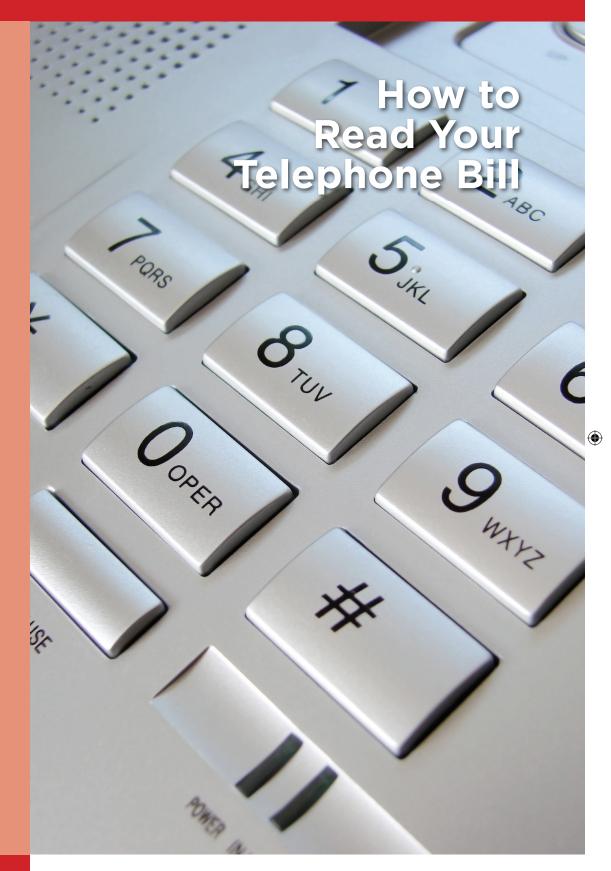


twitter.com/dcopc



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.

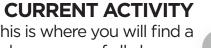


# **AUTOMATIC PAYMENT/** PAYMENT COUPON

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



How to contact Verizon regarding your billing or service



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



**Account Summary** Previous Balance

Payment Received May 5

**Total Amount Due** 

**New Charges** 

Current Activity

Overdue Balance - Please Pay Now

Taxes, Governmental Surcharges and Fees

Total New Charges Due by June 30, 2016

Verizon Surcharges and Other Charges & Credits

## 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

#### 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

## 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.



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.

Please return remit slip with payment

To enroll in Automatic Payment (Sign and date below)

ccepted the terms and conditions at

By signing above I verify that I have reviewed and



Account Number: 000

Amount Due: \$61.03 Make check payable to Verizo

### **KEYLINE**

WASHINGTON DC 20005

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VFRI70N P0 Box 4830 TRENTON NJ 08650-4830 Illiadadadlaaliddaadadladaadladlaadlad Phone Number Account Number 202-000 2 of 3

\$44.17

\$9.15

\$64.20

-\$61.25

\$2.95

\$44.17

\$9.15

\$4.76

\$58.08

\$61.03

## **Current Activity** Monthly Charges

**Current Activity Total** 

Monthly Charges Subtotal				\$44.17
	6/1	6/30	Inside Wire Maintenance	11.99
	6/1	6/30	Caller ID	11.22
	6/1	6/30	Three Way Calling	7.18
			Monthly Flat Svc	13.78
	0/1	6/30	Residence Diai i one & Locai Usq	

## Taxes, Governmental Surcharges and Fees

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

## Verizon Surcharges and Other Charges & Credits

Charges & Credits	\$4.76			
Total Verizon Surcharges and Other				
Federal Universal Service Fee	.72			
Recovery Charge	4.04			
Federal Subscriber Line and Access				

**Total New Charges** \$58.08



## 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

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

### 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 Technolog 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.



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



You Can Block Third Party Billing to Your Verizon Bill For more information, visit verizon.com/blocking or call us at 1-800-VERIZON.







