



Primary Phone: 215-657-3502
 Account Number: 215 657-3502 437 11Y

Bill Date: February 13, 2015

- 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)

Account Summary

Previous Period

Previous Balance	63.82	
Payment Received - Thank You	<u>-63.82</u>	2/9
Balance Forward	\$0.00	

Current Charges

Services, Equipment & Discounts	44.99	2/13 - 3/12
Fees & Other Charges	<u>18.77</u>	

Total Due by March 12 **\$63.76**

To avoid a late payment charge, pay the Total Due by March 12, 2015. For TV, data and wireless services, the late payment charge is 1.5% or \$5, whichever is greater. For all other services, the late payment charge is 1.25%.

Handwritten notes:
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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 1-877-896-5199 for your account review. Our representatives will help you choose the right service at the right price.

Online Bundle Offer

Get FiOS TV Select HD, 25/25 Mbps Internet & Phone for \$79.99/mo. for 2 yrs. Get a \$300 Visa® prepaid card w/a 2-yr. agmt. Ends 3/21/15. Order at verizon.com/fios/3si. For other deals call 1-888-267-8699. Taxes, fees, terms, installation, router, FDV fees & equip. charges apply. Avail. varies.

MORE WAYS TO PAY

Never be late again! Auto Pay at verizon.com/myverizon and you're always on time, or use:

- My FiOS App
- Pay by phone at 1.800.837.4966
- verizon.com/paymentlocations to pay in person
- Mail (use the stub below)

Send this stub with your payment

Account Number: 215 657-3502 437 11Y
Total Due: \$63.76 021315

Make check payable to Verizon

\$ _____

00009317 01 AV 0.378 VPE04811 0034 XX
 MARCI ROTHSTEIN
 3212 W BRUCE DR
 DRESHER PA 19025-1608



VERIZON
 PO BOX 15124
 ALBANY NY 12212-5124

109215065735024378043021090000050000000000000000006376800000



Action Required to Avoid Service Suspension

February 23, 2015

MRS MARCI ROTHSTEIN
3212 W BRUCE DRIVE
Upper Dublin, PA 19025

(215)657-3502

Dear Mrs. Marci Rothstein,

As a valued customer, it is our goal to provide you with a good customer experience.

Recently, you contacted Verizon with a service issue. Our records show you declined having your service fixed through our fiber optic network.

We hope that you will reconsider and permit us to repair your service using our fiber facilities. Without this much-needed transition, we will no longer be able to provide service to your home. **Please be aware that your telephone service will be suspended if you refuse to permit Verizon reasonable access to your premises to repair our facilities by transferring your service to a fiber-optic line.**

Avoid an interruption in your Verizon (home phone) service, by calling (888)-283-9677.
Monday – Friday, 8:00 am – 9:00 pm and Saturday 9:00am – 5:00pm

You must call before **3/10/2015** to set a service appointment. If we do not hear from you before **3/10/2015**, your Verizon home service account will be suspended and a notice of termination will be issued.

There will be no charge to you for the transition or installation of equipment. We will not change the monthly rate you pay for your current services.

Our goal is to repair your Verizon home service quickly and conveniently. We hope to hear from you soon. Simply call (888) 283-9677 to set up an appointment.

Sincerely,

Tim O. Smith
Pennsylvania / Delaware Region President

MEDICAL EMERGENCY NOTICE

If someone living in your home has an emergency illness, we will not turn off your telephone service for up to 30 days if you do two things:

- (1) Have a medical doctor inform us in writing of the existence of the emergency, its nature and probable duration and that termination of the service will aggravate the medical emergency, and
- (2) Make acceptable arrangements for Verizon to transition your service to a fiber-optic line.

Frequently Asked Questions

- 1. Why fiber / why change?** Verizon's new fiber optic network will enable us to provide you with more reliable, higher quality services.
- 2. If I do not agree to switch to fiber, can I keep my services on the existing network?** No. In order to maintain your Verizon services you must permit us to transition your services to our fiber network. It is very important that you call to arrange to have your services transferred over to the new fiber network.
- 3. What equipment is needed in order for me to transfer to the fiber network?** We will extend our fiber optic network to your home and our technician will install an Optical Network Terminal (ONT) and a battery back-up unit at your home. The placement of this equipment will vary depending on the type of home you live in. We should be able to use the existing wiring in your home and you will be able to use your existing telephones.
- 4. What is the installation process?** Depending on how we connect your home to our network, we may extend our fiber optic network to your home a day or two prior to the installation date. On the day of installation, our technician will install the ONT and battery back-up unit and ensure that your voice service is working properly. If you choose to subscribe to new services available on fiber such as FiOS Internet or FiOS TV, the technician will provide professional installation of any wiring and equipment to support those services as well.
- 5. What do I need to do?** You will need to schedule an installation appointment at a time when someone 18 years or older will be home. You will also need to provide our technician with access to a three-prong electrical outlet to power the ONT and battery back-up unit.
- 6. Will I be charged for the fiber installation or the new equipment?** No. Since we are initiating the network upgrade, we are not charging for the fiber extension to your home or for the equipment needed to connect the fiber to your home. However, if you decide to purchase additional services, such as FiOS TV (that requires a set top box), you will be charged for that additional equipment, if applicable.
- 8. Will my services or rates change after I transfer to fiber?** If you transfer your existing voice services to fiber you will continue to receive the same voice services at the same rates. Verizon offers additional services over our fiber network, including FIOS internet and TV service. You are under no obligation to purchase either as a result of the transfer to fiber, but we would be glad to review the available service options with you.
- 9. What is the battery back-up?** The battery back-up is designed to provide you with up to eight (8) hours of dial tone in the event of a power outage.
- 10. What about 911?** There will be no changes to the 911 emergency services as a result of transferring to the new fiber network. In the event of an extended power outage, the ONT will go into standby mode when the battery has enough power remaining to support 1 hour of voice service. This reserve battery power will allow you to reach 911 in case of an emergency.
- 11. Will the phones I have work with the new fiber?** Yes, your phones will work just as they do today.



NOTICE OF TERMINATION – Action Required to Avoid Service Disconnection

March 10, 2015

MARCI ROTHSTEIN
3212 W Bruce Drive
Upper Dublin, PA 19025

(215)657-3502

Dear Mrs. Marci Rothstein,

Your service has been suspended because you have refused to permit Verizon reasonable access to your premises to repair our facilities.

Verizon must replace the existing facilities with a fiber-optic line to continue to provide service to your home. There is no charge to you for installation of this equipment.

Termination of your telephone service at your home will be effective on **March 20, 2015.**

It is not too late to avoid disconnection of your Verizon services. To avoid termination on 03/20/2015, please call (888)-283-9677

Sincerely,

Tim O. Smith
Region President
Pennsylvania/Delaware

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- (1) Have a medical doctor inform us in writing of the existence of the emergency, its nature and probable duration and that termination of the service will aggravate the medical emergency, and
- (2) Make acceptable arrangements for Verizon to transition your service to a fiber-optic line.

Silver Spring, MD 20904

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CAP DISTRICT
MD 207

ADDRESS SERVICE REQUESTED
FIRST CLASS



UNITED STATES POSTAGE
PITNEY BOWES
02 1P
\$ 000.480
0000842235 MAR 11 2015
MAILED FROM ZIP CODE 20904

Mrs. Marcia Rothstein
3212 W. Bruce Drive
Upper Dublin, PA 19025

19025160812



CAP DISTRICT

MU 207
25 FEB '15
PM 21



UNITED STATES POSTAGE
PITNEY BOWES
02 1P
\$ 000.480
0000842235 FEB 25 2015
MAILED FROM ZIP CODE 20904



Mrs. Marcia Rothstein
3212 W. Bruce Drive
Upper Dublin PA 19025

19025160812





John - JPT
Services Technician
610-247-3927

Jim Conti - Supervisor
215-672-9852

cell

215
620 6011