

Suzan DeBusk Paiva
Associate General Counsel



900 Race Street, 6th Floor
Philadelphia, PA 19107

January 9, 2020

Via Electronic Filing

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street – Filing Room (2 North)
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Benjamin Lindenbaum v. Verizon Pennsylvania LLC;
Docket No. **C-2019-3010203; MOTION OF VERIZON PENNSYLVANIA LLC**

Dear Secretary Chiavetta:

Enclosed please find Verizon Pennsylvania LLC's Motion for Summary Judgment or Judgment on the Pleadings and to postpone the January 21, 2020 hearing scheduled in connection with the above-referenced case, which was electronically filed today.

If you have any questions with regard to this filing, please direct them to me. Thank you for your attention to this matter.

Very truly yours,

A handwritten signature in blue ink that reads "Suzan D. Paiva/sau".

Suzan D. Paiva
Counsel for Verizon Pennsylvania LLC

SDP/sau
Enclosures

cc: **Fedex**
Honorable Darlene Heep

cc: **US First Class Mail**
Benjamin Lindenbaum

CERTIFICATE OF SERVICE

I, Suzan D. Paiva, hereby certify that I have this day served a copy of the Motion for Summary Judgement or Judgement on the Pleadings and Hearing Postponement Request of Verizon Pennsylvania LLC, upon the participants listed below.

Dated at Philadelphia, Pennsylvania, this 9th day of January, 2020.

VIA FEDERAL EXPRESS

Honorable Darlene Heep
PA Public Utility Commission
801 Market Street, Suite 4063
Philadelphia, PA 19107

VIA USPS FIRST CLASS MAIL

Benjamin Lindenbaum
15162 Endicott Street
Philadelphia, PA 19116



Suzan D. Paiva
Verizon Pennsylvania LLC
900 Race Street, 6th Floor
Philadelphia, PA 19107

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BENJAMIN LINDENBAUM,	:	
	:	
Complainant	:	
	:	
v.	:	Docket No. C-2019-3010203
	:	
VERIZON PENNSYLVANIA LLC,	:	
	:	
Respondent	:	

NOTICE TO PLEAD

TO: Benjamin Lindenbaum
15162 Endicott Street
Philadelphia, PA 19116

Pursuant to 52 Pa. Code §§5.102(a) you are hereby notified that Verizon Pennsylvania LLC (“Verizon PA”) has filed a Motion for Summary Judgment or Judgment on the Pleadings to which you may answer within twenty (20) days unless otherwise provided in Chapter 5 of Title 52 of the Pennsylvania Code. Your failure to answer will allow the presiding officer to rule on the Motion without a response from you, thereby requiring no other proof. All Pleadings such as a reply to this Motion must be filed with the Secretary of the Pennsylvania Public Utility Commission, with a copy served on the undersigned counsel for Verizon PA.



Date: January 9, 2020

Suzan DeBusk Paiva, I.D. No. 53853
Verizon Pennsylvania LLC
900 Race Street, 6th Floor
Philadelphia, PA 19107
Phone: (267) 768-6184

*Counsel for Respondent
Verizon Pennsylvania LLC*

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BENJAMIN LINDENBAUM,	:	
	:	
Complainant	:	
	:	
v.	:	Docket No. C-2019-3010203
	:	
VERIZON PENNSYLVANIA LLC,	:	
	:	
Respondent	:	

**MOTION OF VERIZON PENNSYLVANIA LLC
FOR SUMMARY JUDGMENT OR JUDGMENT ON
THE PLEADINGS AND TO POSTPONE JANUARY 21, 2020 HEARING**

Pursuant to 52 Pa. Code § 5.102 Verizon Pennsylvania LLC (“Verizon PA”) moves for summary judgment and/or judgment on the pleadings dismissing the Complaint filed by Benjamin Lindenbaum (“Complainant”), and requests that the scheduled January 21, 2020 hearing be postponed to allow this motion to be decided. In support of this motion Verizon PA provides the Declaration of A. R. Tibbs, attached hereto as Exhibit A, and avers as follows:

1. On or about May 20, 2019, Mr. Lindenbaum filed this complaint alleging that a debt relating to an old Verizon account was now held by the collection agency National Recovery Agency and that he had requested the agency to supply him with an itemized bill justifying the charges of \$960 but it had not done so. As relief, he requested that the Commission require the collection agency to provide him with an itemized bill.
2. The complaint was served on Verizon PA, which answered it on June 19, 2019, and requested mediation. An interim order was entered June 25, 2019, sending the case to mediation.

3. Mr. Lindenbaum does not owe the debt in question to Verizon PA and Verizon PA is not attempting to collect it. On November 5, 2016, the debt was sold to Debt Recovery Solutions.

4. However, because the debt related to an old Verizon PA account, Verizon PA attempted to assist Mr. Lindenbaum by providing all of the itemized bills it could locate in its records in order to resolve the case through mediation. Because the account was closed in 2014, Verizon PA's information was very limited, but it was able to provide Mr. Lindenbaum with copies of the bills for this account from January through October of 2014. The October 15, 2014, bill showed that all services were disconnected at that time and the amount owed was \$962.15. True and correct copies of the bills are attached hereto as Exhibit B. Verizon PA has provided Mr. Lindenbaum with all of the information it could locate relating to this old account.

5. Verizon PA has therefore satisfied Mr. Lindenbaum's request for an itemized statement that he requested from the collection agency, which was the only relief he requested in his complaint.

6. Mr. Lindenbaum does not owe this debt to Verizon PA and Verizon PA is not attempting to collect this debt from him. It was sold to a collection agency in 2016 and any issues regarding the enforceability of the debt are between Mr. Lindenbaum and the collection agency, which is not a party to this case and to Verizon PA's knowledge is not subject to the Commission's jurisdiction. There is no case or controversy as between Verizon PA and Mr. Lindenbaum and therefore the complaint should be dismissed.¹ If Mr.

¹ See *Treski et al. v. Kemper National Insurance Companies*, 674 A.2d 1106, 1113 (Pa. Super. 1996) (case must be dismissed if there is no actual case or controversy); *Silo v. Tom Ridge, et al.*, 728 A.2d 394, 398 (Pa. Commw. 1999) ("Declaratory relief is not available unless an actual controversy exists, is imminent or inevitable.").

Lindenbaum wishes to challenge collection efforts or raise any issues regarding the age or the substance of the bills, he must bring a case against the collection agency.

7. The account in question was closed in 2014. Verizon PA does not know what has transpired between Mr. Lindenbaum and the collection agency and whether the agency has done anything that would preserve the statute of limitations, but based on the age of the account the debt appears to be well past the four year statute of limitations.²

8. The Commission also lacks jurisdiction over the services that Verizon PA provided that resulted in the debt. The bills show that the account was for Fios Digital Voice, television, internet and associated equipment, none of which are within this Commission's jurisdiction.³ Accordingly, even if there was a controversy between Mr. Lindenbaum and Verizon PA over this account – which there is not – the complaint would have to be dismissed for lack of Commission jurisdiction.

9. The last time a Verizon PA representative was able to reach Mr. Lindenbaum was September 19, 2019. Verizon PA's representative left messages for him on October 18, 2019, November 20, 2019, and January 8, 2020, but he has not responded. Verizon PA understands that the Commission's Mediation Coordinator also left him a voicemail message and sent an email on or about November 20, 2019.

10. Because Mr. Lindenbaum was not responding, the case was released from mediation and sent for scheduling and an in-person hearing was scheduled for January 21, 2020.

² The statute of limitations for a contract action in Pennsylvania is four years. 42 Pa. C.S. § 5525.

³ See *Brown v. Armstrong Digital Services*, Docket No. C-2008-2079810 (Final Order entered May 12, 2009) (“VoIP [is a] telephone service that this Commission does not regulate”); *Wildman v. Verizon Pennsylvania LLC*, Docket No. C-2013- 2342700 (Recommended Decision of ALJ Barnes dated February 25, 2013; Final Order entered April 9, 2013) (Fios Digital Voice is a VoIP service that the Commission does not have authority to regulate); *Silvestri v. Comcast Phone of Pennsylvania, LLC*, Docket No C-2011-2241959 (Order entered October 7, 2011); *A. Moses, Inc. v. Verizon Pennsylvania Inc.*, Docket No. C-2010-2205259 (Opinion and Order entered November 4, 2011) (Commission does not have jurisdiction over retail internet service).

11. Verizon PA respectfully requests that the hearing be postponed indefinitely to allow time for this motion to be decided. Verizon PA was not able to gain Mr. Lindenbaum's consent because it has not been able to reach him. Holding an in person hearing would be a waste of Commission and party resources because this complaint should be dismissed on the papers.

12. Verizon PA respectfully requests that summary judgment and/or judgment on the pleadings be granted in Verizon PA's favor dismissing the complaint because: (1) Verizon PA has satisfied the request for an itemized statement of the bills, which is the only request made in the complaint; (2) there is no case or controversy between Verizon PA and Mr. Lindenbaum because he does not owe this money to Verizon PA and Verizon PA is not attempting to collect it; and (3) the services provided under the account at issue were outside this Commission's jurisdiction.

WHEREFORE, for the reasons stated above, Verizon PA requests that the hearing scheduled for January 21, 2020 be postponed indefinitely to allow this motion to be decided and that summary judgment and/or judgment on the pleadings be granted in Verizon PA's favor dismissing the complaint

Respectfully submitted,



Date: January 9, 2020

Suzan DeBusk Paiva, I.D. No. 53853
Verizon
900 Race Street, 6th Floor
Philadelphia, PA 19107
Phone: (267) 768-6184

*Counsel for Respondent
Verizon Pennsylvania LLC*

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

BENJAMIN LINDENBAUM,	:	
	:	
Complainant	:	
	:	
v.	:	Docket No. C-2019-3010203
	:	
VERIZON PENNSYLVANIA LLC,	:	
	:	
Respondent	:	

DECLARATION OF A. R. TIBBS, JR.

I, A.R. Tibbs, Jr., hereby declare as follows:


1. I am employed as a Senior Analyst in Executive Relations for Verizon Pennsylvania LLC (“Verizon PA”) and as such I am authorized to make this declaration on its behalf.
2. The debt that is the subject of Mr. Lindenbaum’s complaint was sold to Debt Recovery Solutions on November 5, 2016. Therefore, Mr. Lindenbaum does not owe the debt in question to Verizon PA and Verizon PA is not attempting to collect it.
3. After receiving this formal complaint, Verizon PA attempted to assist Mr. Lindenbaum by providing all of the itemized bills it could locate in its records. Because the account was closed in 2014, Verizon PA’s information was very limited, but it was able to provide Mr. Lindenbaum with copies of the bills for this account from January through October of 2014. The October 15, 2014, bill showed that all services were disconnected at that time and the amount owed was \$962.15. True and correct copies of the bills are attached to Verizon PA’s motion as Exhibit B. Verizon PA has provided Mr. Lindenbaum with all of the information it could locate relating to this old account.

4. The bills show that the account was for Fios Digital Voice, television, internet and associated equipment. Fios Digital Voice is a Voice over Internet Protocol service.

5. I personally spoke with Mr. Lindenbaum and supplied him with copies of the bills. The last time I was able to reach Mr. Lindenbaum was September 19, 2019. I have left voicemail messages for him on October 18, 2019, November 20, 2019, and January 8, 2020, but he has not responded. I also understand that the Commission's Mediation Coordinator left him a voicemail message and sent an email on or about November 20, 2019.

6. I hereby verify that the facts set forth in this Declaration are true to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa. C. S. § 4904, relating to unsworn falsification to authorities.

January 9, 2020



A.R. Tibbs, Jr.

Account Number
79 9000 8423013738 06

Amount Due
\$538.65

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

Account Information

Statement Date: 1/16/14
BENJAMIN LINDENBAUM
Phone: 215-657-3783

Account Summary

Previous Balance	\$371.78
No Payment Received	\$.00
Overdue Balance - Please Pay Now	\$371.78

New Charges

Current Activity	\$170.75
Specials and Promotions	- \$24.50
Taxes, Governmental Surcharges and Fees	\$6.51
Verizon Surcharges and Other Charges & Credits	\$14.11
Total New Charges Due by February 9, 2014	\$166.87

Total Amount Due \$538.65

Verizon News

Go Quantum Fast In 2014

Make sure all your new holiday devices have the speed they need. Upgrade to FiOS Quantum 75/35 Mbps Internet for \$10/mo. more. Call 1- 888- 367- 4019 or visit verizon.com/fiosquantum75 to start the new year with more speed. Limited- time offer. Speeds not available in all areas. Taxes apply.

Get A FREE Month Of Movies

With Redbox Instant by Verizon you get 4 DVD credits to use at Redbox Kiosks every month, plus movies you can stream instantly for just \$8/mo. Sign up at redboxinstant.com/trynow and get your 1st month free with subscription. Cancel anytime. New subscribers only. Add'l terms apply.

Get More, Save More

Let us help you find the right service at the right price. Verizon offers a variety of options in Phone, Internet, TV, value bundles, international plans and fun add- ons. Give us a call at 1- 888- 558- 3966. Together we'll find the services that fit your needs and your budget.

Questions about your bill or service?

View your bills in detail at verizon.com or call 1- 800- VERIZON (1- 800- 837- 4966). When asked for your account number, please enter 8423013738. Customers with disabilities call 1- 800- 974- 6006 TTY.

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

Account Number: 79 9000 8423013738 06

Amount Due: \$538.65 011614

Make check payable to Verizon

\$.

KEYLINE
BENJAMIN LINDENBAUM
2147 CURTIS AV
ABINGTON PA 19001- 2523



VERIZON
PO BOX 920041
DALLAS TX 75392-0041



79 9000 8423013738 06N00000037178 00000053865 00

Current Activity

Monthly Charges

1/16	2/15	Triple Play Bundle Includes:	
		• FiOS Digital Voice Unlimited	30.00
		• FiOS TV Extreme HD	64.99
		• FiOS Internet 50/25	45.00
		• Bundle 24 Mo. Credit thru Sep 12, 2015 (\$20.00 off TV, \$20.00 off Internet)	- 40.00
		• 24- Month Contract Discount thru Sep 12, 2015 (\$5.00 off Internet)	- 5.00
		Triple Play Bundle Price	94.99
1/16	2/15	Fully Loaded Entertainment Pack	48.99
1/16	2/15	Multi- Room DVR - High Definition	19.99
1/1		(Rent): Insidious: Chapter 2 HD 9:11 pm	5.99
1/7		(Rent): Prisoners (2013) HD 9:12 pm	5.99
		Monthly Charges Subtotal	\$175.95

Change in Service

1/3	1/15	HD Set Top Box Rental (removed)	- 5.20
		Change in Service Subtotal	- \$5.20

Current Activity Total **\$170.75**

Specials and Promotions

1/16	2/15	Premium Content 12 Mo. 50% Credit thru Sep 12, 2014 (\$24.50 off TV)	- 24.50
------	------	--	---------

Specials and Promotions Total **- \$24.50**

Taxes, Governmental Surcharges and Fees

PA State and Local Sales Tax	5.43
Telecommunications Relay Service	.08
E911	1.00

Total Taxes, Governmental Surcharges and Fees **\$6.51**

Verizon Surcharges and Other Charges & Credits

Video Franchise Fee	5.19
PA Gross Receipts Tax Surcharge	1.73
Federal Universal Service Fee	3.19
Regulatory Recovery Fee - Federal	.08
Franchise Related Costs	1.50
Regional Sports Network Fee	2.42

Total Verizon Surcharges and Other Charges & Credits **\$14.11**

Total New Charges **\$166.87**

Legal Notices

Payment by Check

Paying by check authorizes check processing or use of the check information for a one- time electronic fund transfer from your account. For all payments using bank account information, we may retain the information to send you electronic refunds or enable your future electronic payments to us (to opt out, call 1- 888- 500- 5358).

Late Payment Charges

To avoid a late payment charge of 1.5% or \$5.00, whichever is greater, on unpaid balances over \$20 payment must be received before Feb 17, 2014.

Correspondence

Go to verizon.com/contactus or mail to PO Box 33078, St. Petersburg, FL 33733

Closed Captioning Questions and Concerns?

If you have a concern or complaint with closed captioning on a program, please call Verizon at 1- 800- VERIZON. Written correspondence can be sent by fax to 1- 888- 806- 7026, by email to videoclosedcaption@verizon.com, or by mail to Verizon, PO Box 33052, St. Petersburg, FL 33701 Attn: Cynthia Morales, Manager.

Service Providers

Verizon PA 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, HMC service and FiOS TV equipment. FiOS is a registered mark of Verizon Trademark Services LLC.

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.

Local Franchise Authority - FiOS TV

Your FCC Community ID is: PA3685

Need- to- Know Information

Customer Proprietary Network Information (CPNI) Notice

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.

You may choose not to have your CPNI used for the 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.

It's Easy to Pay Your Verizon Bill with Your FiOS TV Remote Control

You just need to be registered on MyVerizon.com and have a saved payment account.

Follow these easy steps:

- Set up a Parental/Purchase Control PIN by pressing Menu, Settings and Parental/Purchase Control
- Press Menu, Customer Support then My Account
- Select View my Bill and enter your Parental Control Pin
- Select OK from Account Summary, then OK again to Pay Your Bill
- Select Payment Amount, Your Payment Account, then press OK to submit.

A confirmation of your payment will display once the transaction is complete.

FUSF Surcharge Changes January 1, 2014

Your Federal Universal Service Fund (FUSF) surcharge may change on January 1, 2014. 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.

Our Braille Bill is Changing

On or after February 1, 2014, Braille bills will be printed using Grade 2 Braille. Braille 1 will no longer be available.

If you currently receive a Braille bill, no action is required on your part. The change will take place automatically.

Bundle Today & Start Saving

Call 1- 888- 558- 6855 or visit verizon.com/savenow and let us review your account. We can help find the best bundle to meet your entertainment and communication needs. Thank you for being a valued Verizon customer.

Technical Support or Questions?

Go to verizon.com/liveagent to get fast convenient answers or technical support for your services.

Price Changes for Verizon Services

On or after March 15, 2014, monthly rates will increase for products provided on a month- to- month basis as listed below. Services included in a bundle price will not increase.

- Call Forward Busy/No Answer - Flex will increase \$.80
- Call Forwarding Variable Flex will increase \$ 4.50
- Call Waiting/Cancel Call Waiting Flex will increase \$ 2.60
- Call Waiting Special Price Flex will increase \$ 4.60
- Caller ID Name and Number Flex and Distinctive Ring Flex, Home Intercom, Intercom Extra and Telephone Protection Plan will increase \$ 2.00
- Caller ID/Number Flex will increase \$ 3.20
- Residence Service Variety Package will increase \$ 3.00
- Smarter Call PAK will increase \$ 3.50
- Speed Dial 8 Flex will increase \$ 2.70
- Speed Dial 8 Special Price Flex will increase \$ 1.45
- Speed Dialing 30 Flex will increase \$ 2.90
- Three Way Calling Flex will increase \$ 3.30

Account Number
79 9000 8423013738 06

Amount Due
\$396.12

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

Account Information

Statement Date: 2/16/14
BENJAMIN LINDENBAUM
Phone: 215-657-3783

Account Summary

Previous Balance	\$538.65
Payment Received Jan 28	- \$371.78
Overdue Balance - Please Pay Now	\$166.87

New Charges

Current Activity	\$225.12
Specials and Promotions	- \$24.50
Taxes, Governmental Surcharges and Fees	\$10.04
Verizon Surcharges and Other Charges & Credits	\$18.59

Total New Charges Due by March 12, 2014 **\$229.25**

Total Amount Due **\$396.12**

Verizon News

Get The Speed You Need

Make sure all your devices have the speed they need. Upgrade to FiOS Quantum 75/35 Mbps Internet for just \$10/month more. Call 1- 888- 240- 8920 or visit verizon.com/fiosquantum75 to get more speed this year. Limited- time offer. Speeds not available in all areas. Taxes apply.

Get A FREE Month Of Movies

With Redbox Instant by Verizon you get 4 DVD credits to use at Redbox Kiosks every month, plus movies you can stream instantly for just \$8/mo. (plus taxes). Visit redboxinstant.com/trynow and get your 1st month free with subscription. Cancel anytime. New subscribers only. Add'l terms apply.

Protect Your Digital World

For a limited time, order the Verizon Multi- Device Security and Back- up Bundle for 50% off for 12 months (then only \$11/mo.). Get online protection for PCs, MACs and Android devices plus 50 GB of file storage. Call 1- 888- 756- 4416 today. Subject to taxes, terms and fees.

Questions about your bill or service?

View your bills in detail at verizon.com or call 1- 800- VERIZON (1- 800- 837- 4966). When asked for your account number, please enter 8423013738. Customers with disabilities call 1- 800- 974- 6006 TTY.

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

Account Number: 79 9000 8423013738 06

Amount Due: \$396.12 021614

Make check payable to Verizon

\$.

KEYLINE
BENJAMIN LINDENBAUM
2147 CURTIS AV
ABINGTON PA 19001- 2523



VERIZON
PO BOX 920041
DALLAS TX 75392-0041



79 9000 8423013738 06N00000016687 00000039612 01

Current Activity

Monthly Charges

2/16	3/15	Triple Play Bundle Includes:	
		• FiOS Digital Voice Unlimited	30.00
		• FiOS TV Extreme HD	64.99
		• FiOS Internet 50/25	45.00
		• Bundle 24 Mo. Credit thru Sep 12, 2015 (\$20.00 off TV, \$20.00 off Internet)	- 40.00
		• 24- Month Contract Discount thru Sep 12, 2015 (\$5.00 off Internet)	- 5.00
		Triple Play Bundle Price	94.99
2/16	3/15	Fully Loaded Entertainment Pack	48.99
2/16	3/15	HD Set Top Box Rental	11.99
2/16	3/15	Multi- Room DVR - High Definition	19.99
1/29		(Rent): Carrie (2013) HD 7:17 pm	5.99
2/1		(Rent): We're the Millers HD 9:35 pm	5.99
2/13		(Rent): Despicable Me 2 HD 12:38 pm	5.99
Monthly Charges Subtotal			\$193.93

Change in Service

1/28		FiOS Digital Voice Restoral Fee	29.99
2/13	2/15	HD Set Top Box Rental (added)	1.20
Change in Service Subtotal			\$31.19

Current Activity Total **\$225.12**

Specials and Promotions

2/16	3/15	Premium Content 12 Mo. 50% Credit thru Sep 12, 2014 (\$24.50 off TV)	- 24.50
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Specials and Promotions Total **- \$24.50**

Taxes, Governmental Surcharges and Fees

PA State and Local Sales Tax	8.96
Telecommunications Relay Service	.08
E911	1.00

Total Taxes, Governmental Surcharges and Fees **\$10.04**

Verizon Surcharges and Other Charges & Credits

Video Franchise Fee	6.47
PA Gross Receipts Tax Surcharge	1.73
Federal Universal Service Fee	6.39
Regulatory Recovery Fee - Federal	.08
Franchise Related Costs	1.50
Regional Sports Network Fee	2.42

Total Verizon Surcharges and Other Charges & Credits **\$18.59**

Total New Charges **\$229.25**

Legal Notices

Payment by Check

Paying by check authorizes check processing or use of the check information for a one- time electronic fund transfer from your account. For all payments using bank account information, we may retain the information to send you electronic refunds or enable your future electronic payments to us (to opt out, call 1- 888- 500- 5358).

Late Payment Charges

To avoid a late payment charge of 1.5% or \$5.00, whichever is greater, on unpaid balances over \$20 payment must be received before Mar 20, 2014.

Correspondence

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Local Franchise Authority - FiOS TV

Your FCC Community ID is: PA3685

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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.

You may choose not to have your CPNI used for the 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.

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You just need to be registered on MyVerizon.com and have a saved payment account.

Follow these easy steps:

- Set up a Parental/Purchase Control PIN by pressing Menu, Settings and Parental/Purchase Control
- Press Menu, Customer Support then My Account
- Select View my Bill and enter your Parental Control Pin
- Select OK from Account Summary, then OK again to Pay Your Bill
- Select Payment Amount, Your Payment Account, then press OK to submit.

A confirmation of your payment will display once the transaction is complete.

Change to FiOS Digital Voice Directory Listing Service

On February 21, 2014, the monthly rate for Non- Published Listings Service will change from \$4 to \$4.50.

Verizon values your business and offers many services that can enhance your voice, internet and television experience. Free business listings are available when you use the Verizon Visual 411 app at verizon.com/visual411. It offers coupons, deals, weather and more from your desktop, smart phone or FiOS TV!

Bundle Today & Start Saving

Call 1- 888- 916- 8111 or visit verizon.com/savenow and let us review your account. We can help find the best bundle to meet your entertainment and communication needs. Thank you for being a valued Verizon customer.

Technical Support or Questions?

Go to verizon.com/liveagent to get fast convenient answers or technical support for your services.

Account Number
79 9000 8423013738 06

Amount Due
\$423.81

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

Account Information

Statement Date: 3/16/14
BENJAMIN LINDENBAUM
Phone: 215-657-3783

Account Summary

Previous Balance	\$396.12
Payment Received Mar 17	- \$246.50
Overdue Balance - Please Pay Now	\$149.62

New Charges

Current Activity	\$266.94
Specials and Promotions	- \$24.50
Taxes, Governmental Surcharges and Fees	\$12.58
Verizon Surcharges and Other Charges & Credits	\$19.17

Total New Charges Due by April 9, 2014 **\$274.19**

Total Amount Due **\$423.81**

Verizon News

Get The Speed You Need

Make sure all your devices have the speed they need. Upgrade to FiOS Quantum 75/35 Mbps Internet for just \$10/month more. Call 1- 888- 251- 9655 or visit verizon.com/fiosquantum75 to get more speed this year. Limited- time offer. Speeds not available in all areas. Taxes apply.

Get A FREE Month Of Movies

With Redbox Instant by Verizon you get 4 DVD credits to use at Redbox Kiosks every month, plus movies you can stream instantly for just \$8/mo. (plus taxes). Visit redboxinstant.com/trynow and get your 1st month free with subscription. Cancel anytime. New subscribers only. Add'l terms apply.

Protect Your Digital World

For a limited time, order the Verizon Multi- Device Security and Backup Bundle for \$5.50/mo. for 12 months (then only \$11/mo.). Get online protection for PCs, MACs and Android devices plus 50 GB of file storage. Call 1- 888- 330- 0875 today. Subject to taxes, terms and fees.

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). When asked for your account number, please enter 8423013738. Customers with disabilities call 1- 800- 974- 6006 TTY.

Please return remit slip with payment.

To enroll in Automatic Payment (Sign and date below)

Account Number: 79 9000 8423013738 06

Amount Due: \$423.81 031614

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

Make check payable to Verizon

\$.

KEYLINE
BENJAMIN LINDENBAUM
2147 CURTIS AV
ABINGTON PA 19001- 2523

VERIZON
PO BOX 920041
DALLAS TX 75392-0041



79 9000 8423013738 06N00000014962 00000042381 00

Phone Number
215- 657- 3783

Account Number
79 9000 8423013738 06

Page
2 of 3

Current Activity

Monthly Charges

3/16	4/15	Triple Play Bundle Includes:	
		• FiOS Digital Voice Unlimited	30.00
		• FiOS TV Extreme HD	64.99
		• FiOS Internet 50/25	45.00
		• Bundle 24 Mo. Credit thru Sep 12, 2015 (\$20.00 off TV, \$20.00 off Internet)	- 40.00
		• 24- Month Contract Discount thru Sep 12, 2015 (\$5.00 off Internet)	- 5.00
		Triple Play Bundle Price	94.99
3/16	4/15	Fully Loaded Entertainment Pack	48.99
3/16	4/15	Multi- Room DVR Package - 3 Room 2 @	39.99
2/28		(Rent): Dr. Seuss' The Lorax HD 9:06 pm	3.99
3/14		(Rent): Scooby- Doo! Stage Fright 8:51 pm	4.99
		Monthly Charges Subtotal	\$232.94

Change in Service

2/27	2/28	HD Set Top Box Rental (2 days)	- 7.59
3/1	3/15	Multi- Room DVR - High Definition (15 days)	- 10.00
2/27	3/15	Multi- Room DVR Package - 3 Room (added)	45.33
2/27	2/28	Multi- Room DVR Package - 4 Room (2 days)	6.26
		Change in Service Subtotal	\$34.00

Current Activity Total **\$266.94**

Specials and Promotions

3/16	4/15	Premium Content 12 Mo. 50% Credit thru Sep 12, 2014 (\$24.50 off TV)	- 24.50
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Specials and Promotions Total **- \$24.50**

Taxes, Governmental Surcharges and Fees

PA State and Local Sales Tax	11.50
Telecommunications Relay Service	.08
E911	1.00

Total Taxes, Governmental Surcharges and Fees **\$12.58**

Verizon Surcharges and Other Charges & Credits

Video Franchise Fee	10.25
PA Gross Receipts Tax Surcharge	1.73
Federal Universal Service Fee	3.19
Regulatory Recovery Fee - Federal	.08
Franchise Related Costs	1.50
Regional Sports Network Fee	2.42

Total Verizon Surcharges and Other Charges & Credits **\$19.17**

Total New Charges **\$274.19**

Legal Notices

Payment by Check

Paying by check authorizes check processing or use of the check information for a one- time electronic fund transfer from your account. For all payments using bank account information, we may retain the information to send you electronic refunds or enable your future electronic payments to us (to opt out, call 1- 888- 500- 5358).

Late Payment Charges

To avoid a late payment charge of 1.5% or \$5.00, whichever is greater, on unpaid balances over \$20 payment must be received before Apr 17, 2014.

Correspondence

Go to verizon.com/contactus or mail to PO Box 33078, St. Petersburg, FL 33733

Closed Captioning Questions and Concerns?

If you have a concern or complaint with closed captioning on a program, please call Verizon at 1- 800- VERIZON. Written correspondence can be sent by fax to 1- 888- 806- 7026, by email to videoclosedcaption@verizon.com, or by mail to Verizon, PO Box 33052, St. Petersburg, FL 33701 Attn: Cynthia Morales, Manager.

Service Providers

Verizon PA 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, HMC service and FiOS TV equipment. FiOS is a registered mark of Verizon Trademark Services LLC.

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.

Local Franchise Authority - FiOS TV

Your FCC Community ID is: PA3685

Need- to- Know Information

Customer Proprietary Network Information (CPNI) Notice

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.

You may choose not to have your CPNI used for the 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.

Notice of Price Increase

Effective May 17, 2014, Verizon will apply an FDV Administrative Charge of \$0.99 per FIOS Digital Voice line. This monthly surcharge helps defray account servicing costs associated with providing voice services. This is a Verizon surcharge, not a tax or governmental fee. Visit verizon.com for more information.

Bundle Today & Start Saving

Call 1- 877- 881- 6301 or visit verizon.com/savenow and let us review your account. We can help find the best bundle to meet your entertainment and communication needs. Thank you for being a valued Verizon customer.

Account Number
79 9000 8423013738 06

Amount Due
\$540.78

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

Account Information

Statement Date: 4/16/14
BENJAMIN LINDENBAUM
Phone: 215-657-3783

Account Summary

Previous Balance	\$423.81
Payment Received Mar 27	- \$149.62
Overdue Balance - Please Pay Now	\$274.19

New Charges

Current Activity	\$259.94
Specials and Promotions	- \$24.50
Taxes, Governmental Surcharges and Fees	\$12.15
Verizon Surcharges and Other Charges & Credits	\$19.00

Total New Charges Due by May 10, 2014 **\$266.59**

Total Amount Due **\$540.78**

Verizon News

Get The Speed You Need

Make sure all your devices have the speed they need. Upgrade to FiOS Quantum 75/35 Mbps Internet for just \$10/month more. Call 1- 877- 896- 5322 or visit verizon.com/fiosquantum75 today. Limited- time offer. Speeds not available in all areas. Taxes apply.

Order MLB EXTRA INNINGS

See 80 out- of- market baseball games a week with the MLB EXTRA INNINGS SM package. Order now and MLB.TV® is included so you can watch from any device. Limited- time offer. Order on channels 1475- 1488 or visit verizon.com/premiumentertainment. Avail. varies and restrictions apply.

Get A FREE Month Of Movies

With Redbox Instant by Verizon you get 4 DVD credits to use at Redbox Kiosks every month, plus movies you can stream instantly for just \$8/mo. (plus taxes). Visit redboxinstant.com/trynow and get your 1st month free with subscription. Cancel anytime. New subscribers only. Add'l terms 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.

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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

Account Number: 79 9000 8423013738 06

Amount Due: \$540.78 **041614**

Make check payable to Verizon

\$.

KEYLINE
BENJAMIN LINDENBAUM
2147 CURTIS AV
ABINGTON PA 19001- 2523



VERIZON
PO BOX 920041
DALLAS TX 75392-0041



79 9000 8423013738 06N00000027419 00000054078 04

Phone Number
215- 657- 3783

Account Number
79 9000 8423013738 06

Page
2 of 3

Current Activity

Monthly Charges

4/16	5/15	Triple Play Bundle Includes:	
		• FiOS Digital Voice Unlimited	30.00
		• FiOS TV Extreme HD	64.99
		• FiOS Internet 50/25	45.00
		• Bundle 24 Mo. Credit thru Sep 12, 2015 (\$20.00 off TV, \$20.00 off Internet)	- 40.00
		• 24- Month Contract Discount thru Sep 12, 2015 (\$5.00 off Internet)	- 5.00
		Triple Play Bundle Price	94.99
4/16	5/15	Fully Loaded Entertainment Pack	48.99
4/16	5/15	(Rent): Multi- Room DVR Package - 3 Rm 2 @ 39.99	79.98
3/29		(Rent): Homefront HD 10:21 pm	5.99
		Monthly Charges Subtotal	\$229.95

Change in Service

3/27		FiOS Digital Voice Restoral Fee	29.99
		Change in Service Subtotal	\$29.99

Current Activity Total **\$259.94**

Specials and Promotions

4/16	5/15	Premium Content 12 Mo. 50% Credit thru Sep 12, 2014 (\$24.50 off TV)	- 24.50
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Specials and Promotions Total **- \$24.50**

Taxes, Governmental Surcharges and Fees

PA State and Local Sales Tax	11.07
Telecommunications Relay Service	.08
E911	1.00

Total Taxes, Governmental Surcharges and Fees **\$12.15**

Verizon Surcharges and Other Charges & Credits

Video Franchise Fee	8.30
PA Gross Receipts Tax Surcharge	1.74
Federal Universal Service Fee	6.46
Regulatory Recovery Fee - Federal	.08
Regional Sports Network Fee	2.42

Total Verizon Surcharges and Other Charges & Credits **\$19.00**

Total New Charges **\$266.59**

Legal Notices

Payment by Check

Paying by check authorizes check processing or use of the check information for a one- time electronic fund transfer from your account. For all payments using bank account information, we may retain the information to send you electronic refunds or enable your future electronic payments to us (to opt out, call 1- 888- 500- 5358).

Late Payment Charges

To avoid a late payment charge of 1.5% or \$5.00, whichever is greater, on unpaid balances over \$20 payment must be received before May 18, 2014.

Correspondence

Go to verizon.com/contactus or mail to PO Box 33078, St. Petersburg, FL 33733

Closed Captioning Questions and Concerns?

If you have a concern or complaint with closed captioning on a program, please call Verizon at 1- 800- VERIZON. Written correspondence can be sent by fax to 1- 888- 806- 7026, by email to videoclosedcaption@verizon.com, or by mail to Verizon, PO Box 33052, St. Petersburg, FL 33701 Attn: Cynthia Morales, Manager.

Service Providers

Verizon PA 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, HMC service and FiOS TV equipment. FiOS is a registered mark of Verizon Trademark Services LLC.

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.

Local Franchise Authority - FiOS TV

Your FCC Community ID is: PA3685

Need- to- Know Information

Customer Proprietary Network Information (CPNI) Notice

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.

You may choose not to have your CPNI used for the 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.

FUSF Surcharge Changes April 1, 2014

Your Federal Universal Service Fund (FUSF) surcharge may change on April 1, 2014. 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.

Important Information Regarding Telecommunications Relay Service (TRS)

TRS provides an operator to telephone users who use text telephones (TTY) or web capable devices (WCD) because they are deaf, hard of hearing, or speech disabled. From payphones, TRS local calls are free; toll calls must be billed to calling cards, prepaid cards (PPC), collect or third party billing. PPC information is available online at fcc.gov/cgb/consumerfacts/prepaidcards.html.

TRS is provided 24 hours a day, 365 days per year with no time limits. For further information call your state TRS Provider, visit the FCC's TRS web site at fcc.gov/encyclopedia/telecommunications-relay-services-trs, or read the explanation available in telephone books. Available TRS methods are explained below.

To call a TTY user, dial TRS at 711. A Communications Assistant (CA) will place your call and type your spoken words for the TTY user. The CA will read to you the messages the TTY user sends you. Calls are private, confidential and uncensored. While there is no charge to TRS users for TTY, regular phone charges do apply.

Speech- to- Speech Service (STS) is another form of TRS available by calling 711. The CA can assume an active or passive role in repeating the conversation and follows the same guidelines as with TTY calls.

IP Relay Service is a form of TRS which relays calls from a WCD. A CA follows the TTY call guidelines. To use IP Relay:

- connect a WCD to an Internet Service Provider
- type in your TRS IP Internet address
- enter your 10 digit presubscribed number
- select your preferred relay operator's icon.

Video Relay Service (VRS) relays calls for those using sign language. VRS information is available at fcc.gov/guides/video-relay-services. Some TRS providers offer Captioned Telephone Service (CTS) which is accessed with a captioned telephone and available for persons with some residual hearing.

Telephone Sales Calls - Know The Facts

Under the Federal Telephone Consumer Protection Act, telemarketers must identify the individual or business they represent and the purpose of the call. Telemarketers are prohibited from making unsolicited sales calls between the hours of 9 pm and 8 am.

From time to time, Verizon calls its customers to inform them about special promotions or new products and services. For those customers who indicate that they do not wish to receive sales calls, you can request to be added to Verizon's do- not- call list. Being on the federal Do Not Call registry prevents prerecorded sales calls but does not prevent live sales calls to existing customers.

Certain organizations (such as political groups, not- for- profits and telephone surveys) are exempt from the do- not- call registry. In addition, federal law exempts calls for which the calling party has received the called party's prior expressed written consent. Consumers may follow the same procedure to revoke their registration for the federal do- not- call list.

To place your number on the Federal do- not- call registry, call 1- 888- 382- 1222 (Voice) or 1- 866- 290- 4236 (TTY), or visit the website at www.donotcall.gov. To learn more about telephone sales calls, see the Protection Tips section of the Customer Guide in your Verizon Directory.

We Value Our Customers

Thank you for being a loyal Verizon customer! We sincerely appreciate your business and look forward to continually providing you with the very best in entertainment. Call us at 1- 888- 620- 8111 to learn about new ways you can enjoy your services and save with Verizon.

Account Number
79 9000 8423013738 06

Amount Due
\$781.08

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

Account Information

Statement Date: 5/16/14
BENJAMIN LINDENBAUM
Phone: 215-657-3783

Account Summary

Previous Balance	\$540.78
No Payment Received	\$.00
Overdue Balance - Please Pay Now	\$540.78

New Charges

Current Activity	\$237.94
Specials and Promotions	- \$24.50
Taxes, Governmental Surcharges and Fees	\$10.67
Verizon Surcharges and Other Charges & Credits	\$16.19

Total New Charges Due by June 9, 2014 **\$240.30**

Total Amount Due **\$781.08**

Verizon News

Get The Speed You Need

Make sure all your devices have the speed they need. Upgrade to FiOS Quantum 75/35 Mbps Internet for just \$10/month more. Call 1- 877- 896- 1244 or visit verizon.com/fiosquantum75 today. Limited- time offer. Speeds not available in all areas. Taxes apply.

Order MLB EXTRA INNINGS

See 80 out- of- market baseball games a week with the MLB EXTRA INNINGS SM package. Order now and MLB.TV® is included so you can watch from any device. Limited- time offer. Order on channels 1475- 1488 or visit verizon.com/premiumentertainment. Avail. varies and restrictions apply.

Get A FREE Month Of Movies

With Redbox Instant by Verizon you get 4 DVD credits to use at Redbox Kiosks every month, plus movies you can stream instantly for just \$8/mo. (plus taxes). Visit redboxinstant.com/trynow and get your 1st month free with subscription. Cancel anytime. New subscribers only. Add'l terms 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.

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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

Account Number: 79 9000 8423013738 06

Amount Due: \$781.08 051614

Make check payable to Verizon

\$.

KEYLINE
BENJAMIN LINDENBAUM
2147 CURTIS AV
ABINGTON PA 19001- 2523



VERIZON
PO BOX 920041
DALLAS TX 75392-0041



79 9000 8423013738 06N00000054078 00000078108 05

Current Activity

Monthly Charges

5/16	6/15	Triple Play Bundle Includes:	
		• FiOS Digital Voice Unlimited	30.00
		• FiOS TV Extreme HD	64.99
		• FiOS Internet 50/25	45.00
		• Bundle 24 Mo. Credit thru Sep 12, 2015 (\$20.00 off TV, \$20.00 off Internet)	- 40.00
		• 24- Month Contract Discount thru Sep 12, 2015 (\$5.00 off Internet)	- 5.00
		Triple Play Bundle Price	94.99
5/16	6/15	Fully Loaded Entertainment Pack	48.99
5/16	6/15	(Rent): Multi- Room DVR Package - 3 Rm 2 @ 39.99	79.98
4/29		(Rent): Wolf of Wall Street, The HD 8:48 pm	5.99
5/15		(Rent): Walk of Shame HD 11:31 pm	7.99
Monthly Charges Subtotal			\$237.94

Current Activity Total **\$237.94**

Specials and Promotions

5/16	6/15	Premium Content 12 Mo. 50% Credit thru Sep 12, 2014 (\$24.50 off TV)	- 24.50
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Specials and Promotions Total **- \$24.50**

Taxes, Governmental Surcharges and Fees

PA State and Local Sales Tax	9.59
Telecommunications Relay Service	.08
E911	1.00

Total Taxes, Governmental Surcharges and Fees **\$10.67**

Verizon Surcharges and Other Charges & Credits

Video Franchise Fee	8.72
PA Gross Receipts Tax Surcharge	1.74
Federal Universal Service Fee	3.23
Regulatory Recovery Fee - Federal	.08
Regional Sports Network Fee	2.42

Total Verizon Surcharges and Other Charges & Credits **\$16.19**

Total New Charges **\$240.30**

Legal Notices

Payment by Check

Paying by check authorizes check processing or use of the check information for a one- time electronic fund transfer from your account. For all payments using bank account information, we may retain the information to send you electronic refunds or enable your future electronic payments to us (to opt out, call 1- 888- 500- 5358).

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Correspondence

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Local Franchise Authority - FiOS TV

Your FCC Community ID is: PA3685

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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.

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We Value Our Customers

Thank you for being a loyal Verizon customer! We sincerely appreciate your business and look forward to continually providing you with the very best in entertainment. Call us at 1- 888- 856- 8090 to learn about new ways you can enjoy your services and save with Verizon.

FiOS® TV Programming Change

The following programming change applies only to certain customers in Delaware, New Jersey and Pennsylvania.

On or after March 1, 2014, WFMZ discontinued "Me- TV" programming on channel 470. Current programming information for this channel is available on your channel guide.

Account Number
79 9000 8423013738 06

Amount Due
\$1,013.68

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

Account Information

Statement Date: 6/16/14
BENJAMIN LINDENBAUM
Phone: 215-657-3783

Account Summary

Previous Balance	\$781.08
No Payment Received	\$0.00
Overdue Balance - Please Pay Now	\$781.08

New Charges

Current Activity	\$229.95
Specials and Promotions	- \$24.50
Taxes, Governmental Surcharges and Fees	\$10.23
Verizon Surcharges and Other Charges & Credits	\$16.92

Total New Charges Due by July 10, 2014 **\$232.60**

Total Amount Due **\$1,013.68**

Verizon News

Quantum Speed Deal

Make sure all your devices have the speed they need. Upgrade to FiOS Quantum 75/35 Mbps Internet for just \$5 per month more for 1 year. Call 1- 866- 483- 4750. Limited- time offer. Speeds not available in all areas. Taxes apply.

FREE For 1 Month

With Redbox Instant by Verizon you get 4 DVD credits to use at Redbox Kiosks every month, plus movies you can stream instantly for just \$8/mo. (plus taxes). Visit redboxinstant.com/trynow and get your 1st month free with subscription. Cancel anytime. New subscribers only. Add'l terms apply.

Security & Backup

For a limited time, order the Verizon Multi- Device Security and Backup Bundle for \$5.50/month for 12 months (then only \$11/month). Get online protection for computers, smartphones and tablets plus 50 GB of file storage. Call 1- 888- 756- 8831 today. Subject to taxes, terms and fees.

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). When asked for your account number, please enter 8423013738. 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

Account Number: 79 9000 8423013738 06

Amount Due: **\$1,013.68** 061614

Make check payable to Verizon

\$, .

KEYLINE
BENJAMIN LINDENBAUM
2147 CURTIS AV
ABINGTON PA 19001- 2523



VERIZON
PO BOX 920041
DALLAS TX 75392-0041



79 9000 8423013738 06N00000078108 00000101368 01

Phone Number
215- 657- 3783

Account Number
79 9000 8423013738 06

Page
2 of 3

Current Activity

Monthly Charges

6/16	7/15	Triple Play Bundle Includes:	
		• FiOS Digital Voice Unlimited	30.00
		• FiOS TV Extreme HD	64.99
		• FiOS Internet 50/25	45.00
		• Bundle 24 Mo. Credit thru Sep 12, 2015 (\$20.00 off TV, \$20.00 off Internet)	- 40.00
		• 24- Month Contract Discount thru Sep 12, 2015 (\$5.00 off Internet)	- 5.00
		Triple Play Bundle Price	94.99
6/16	7/15	Fully Loaded Entertainment Pack	48.99
6/16	7/15	(Rent): Multi- Room DVR Package - 3 Rm 2 @	39.99
6/14		(Rent): Non- Stop HD 10:24 pm	5.99
		Monthly Charges Subtotal	\$229.95

Current Activity Total **\$229.95**

Specials and Promotions

6/16	7/15	Premium Content 12 Mo. 50% Credit thru Sep 12, 2014 (\$24.50 off TV)	- 24.50
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Specials and Promotions Total **- \$24.50**

Taxes, Governmental Surcharges and Fees

PA State and Local Sales Tax	9.15
Telecommunications Relay Service	.08
E911	1.00

Total Taxes, Governmental Surcharges and Fees **\$10.23**

Verizon Surcharges and Other Charges & Credits

Video Franchise Fee	8.30
PA Gross Receipts Tax Surcharge	1.79
Federal Universal Service Fee	3.34
Regulatory Recovery Fee - Federal	.08
Regional Sports Network Fee	2.42
FDV Administrative Charge	.99

Total Verizon Surcharges and Other Charges & Credits **\$16.92**

Total New Charges **\$232.60**

Legal Notices

Payment by Check

Paying by check authorizes check processing or use of the check information for a one- time electronic fund transfer from your account. For all payments using bank account information, we may retain the information to send you electronic refunds or enable your future electronic payments to us (to opt out, call 1- 888- 500- 5358).

Late Payment Charges

To avoid a late payment charge of 1.5% or \$5.00, whichever is greater, on unpaid balances over \$20 payment must be received before Jul 18, 2014.

Correspondence

Go to verizon.com/contactus or mail to PO Box 33078, St. Petersburg, FL 33733

Closed Captioning Questions and Concerns?

If you have a concern or complaint with closed captioning on a program, please call Verizon at 1- 800- VERIZON. Written correspondence can be sent by fax to 1- 888- 806- 7026, by email to videoclosedcaption@verizon.com, or by mail to Verizon, PO Box 33052, St. Petersburg, FL 33701 Attn: Cynthia Morales, Manager.

Service Providers

Verizon PA 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, HMC service and FiOS TV equipment. FiOS is a registered mark of Verizon Trademark Services LLC.

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.

Local Franchise Authority - FiOS TV

Your FCC Community ID is: PA3685

Need- to- Know Information

On or after August 15, 2014, channel 186, CLOO TV, will be removed from the FiOS TV lineup. We apologize for any inconvenience this may cause.

Customer Proprietary Network Information (CPNI) Notice

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.

You may choose not to have your CPNI used for the 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.

We Value You

Thank you for being a loyal Verizon customer! We sincerely appreciate your business and look forward to continually providing you with the very best in entertainment. Call us at 1- 888- 747- 4955 to learn about new ways you can enjoy your services and save with Verizon.

FiOS® TV Channel Repositioning

On or after 8/1/2014, certain FiOS TV channels will be moved as described below. Programming content on these channels will remain the same.

- FXX SD and HD moves from channels 84 (SD)/584 (HD) to channels 191 (SD)/691 (HD)
- OWN SD moves from channel 161 to channel 145
- Discovery Fit & Health SD moves from channel 163 to channel 161
- Cooking Channel SD and HD moves from channels 166 (SD)/667 (HD) to channels 163 (SD)/663 (HD)
- Fox Sports 2 SD moves from channel 198 to channel 84
- pivot SD moves from channel 287 to channel 192
- Outdoor Channel HD moves from channel 591 to channel 807
- Tennis Channel HD moves from channel 592 to channel 803
- Universal Sports Network HD moves from channel 596 to channel 804
- World Fishing Network HD moves from channel 597 to channel 817
- bein Sports HD moves from channel 598 to channel 805
- Willow HD moves from channel 1007 to channel 806

FiOS® TV Programming Change

The following changes are being made to FiOS TV Programming:

- On or after July 30, 2014, channel 197, "Fearnert" will be removed from the FiOS TV Channel Line- up.
- On or after August 1, 2014, Romanian International Programming - RSC1 on channel 1784 will be replaced with TVR International (TVRi). TVRi is dedicated to maintaining a connection between Romanians and their home country through news, quality entertainment programs, modern classic films and soap operas.

FiOS TV Programming Change

Account Number
79 9000 8423013738 06

Amount Due
\$609.95

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Account Information

Statement Date: 7/16/14
BENJAMIN LINDENBAUM
Phone: 215-657-3783

Account Summary

Previous Balance	\$1,013.68
Payment Received Jun 25	- \$300.00
Overdue Balance - Please Pay Now	\$713.68

New Charges

Current Activity	- \$99.93
Taxes, Governmental Surcharges and Fees	- \$1.84
Verizon Surcharges and Other Charges & Credits	- \$1.96
Total New Charges	- \$103.73

Total Amount Due \$609.95

Verizon News

NEW FIOS Quantum TV

Introducing FIOS Quantum TV... Redefining what TV can be. Get more storage, control and access to your entertainment. Call 1- 866- 373- 6214 or visit verizon.com/tvrevolution to upgrade. Payment plans and prices vary. Verizon branded router required. Available in select areas.

Package Deal

Upgrade to the Ultimate HD TV Package and get an amazing value! Showtime®, EPIX® and Cinemax®, the Full Sports Pass package, NFL RedZone and much more are included. Call 1- 888- 756- 4417. Availability varies and restrictions apply.

Security & Backup

For a limited time, order the Verizon Multi- Device Security and Backup Bundle for \$5.50/month for 12 months (then only \$11/month). Get online protection for computers, smartphones and tablets plus 50 GB of file storage. Call 1- 888- 863- 2122 today. Subject to taxes, terms and fees.

Questions about your bill or service?

View your bills in detail at verizon.com or call 1- 800- VERIZON (1- 800- 837- 4966). When asked for your account number, please enter 8423013738. Customers with disabilities call 1- 800- 974- 6006 TTY.

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

Account Number: 79 9000 8423013738 06

Amount Due: \$609.95 071614

Make check payable to Verizon

\$.

KEYLINE
BENJAMIN LINDENBAUM
2147 CURTIS AV
ABINGTON PA 19001- 2523



VERIZON
PO BOX 920041
DALLAS TX 75392-0041



79 9000 8423013738 06N00000071368 00000060995 00

Phone Number
215- 657- 3783

Account Number
79 9000 8423013738 06

Page
2 of 3

Current Activity

Monthly Charges

7/16 8/15 FiOS Digital Voice Unlimited 30.00
Monthly Charges Subtotal \$30.00

Change in Service

6/23 7/15 FiOS TV Extreme HD (suspended) - 49.82
6/23 7/15 Fully Loaded Entertainment Pack (suspended) - 37.56
6/23 7/15 (Rent): Multi- Room DVR Package - 3 Rm (suspended) - 61.32
6/23 7/15 Bundle 24 Mo. Credit (suspended) 30.66
(\$15.33 off TV, \$15.33 off Internet)
6/23 7/15 Premium Content 12 Mo. 50% Credit (suspended) 18.78
(\$18.78 off TV)
6/23 7/15 FiOS Internet 50/25 (suspended) - 34.50
6/23 7/15 24- Month Contract Discount (suspended) 3.83
(\$3.83 off Internet)

Change in Service Subtotal - \$129.93

Current Activity Total - \$99.93

Taxes, Governmental Surcharges and Fees

PA State and Local Sales Tax - 2.92
Telecommunications Relay Service .08
E911 1.00

Total Taxes, Governmental Surcharges and Fees - \$1.84

Verizon Surcharges and Other Charges & Credits

Video Franchise Fee - 6.12
PA Gross Receipts Tax Surcharge 1.79
Federal Universal Service Fee 3.16

Regulatory Recovery Fee - Federal .08
Regional Sports Network Fee - 1.86
FDV Administrative Charge .99

Total Verizon Surcharges and Other Charges & Credits - \$1.96

Total New Charges - \$103.73

Legal Notices

Payment by Check

Paying by check authorizes check processing or use of the check information for a one- time electronic fund transfer from your account. For all payments using bank account information, we may retain the information to send you electronic refunds or enable your future electronic payments to us (to opt out, call 1- 888- 500- 5358).

Late Payment Charges

To avoid a late payment charge of 1.5% or \$5.00, whichever is greater, on unpaid balances over \$20 payment must be received before Aug 17, 2014.

Correspondence

Go to verizon.com/contactus or mail to PO Box 33078, St. Petersburg, FL 33733

Closed Captioning Questions and Concerns?

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Bankruptcy Information

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Local Franchise Authority - FiOS TV

Your FCC Community ID is: PA3685

Need- to- Know Information

Customer Proprietary Network Information (CPNI) Notice

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.

You may choose not to have your CPNI used for the 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.

We Value You

Thank you for being a loyal Verizon customer! We sincerely appreciate your business and look forward to continually providing you with the very best in entertainment. Call us at 1- 888- 675- 8090 to learn about new ways you can enjoy your services and save with Verizon.

Surcharges

Surcharges include:

- a Federal Subscriber Line and Access Recovery Charge applicable to interstate and international services that helps pay for the costs of providing and maintaining the local phone network;
- a Federal Universal Service Charge applicable to interstate 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 various charges we pay for state to state and international calling such as those for government number administration, local number portability, regulatory fees, and charges we or our agents must pay to terminate calls on other networks;
- 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 Surcharge Changes July 1, 2014

Your Federal Universal Service Fund (FUSF) surcharge may change on July 1, 2014. 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.

FiOS TV Channel Repositioning

On or after September 1, 2014, "PBS WLIW TV 21 HD" will move from channel 470 to channel 521 in the FiOS TV Channel Lineup.

FiOS TV Channel Repositioning

On or after September 1, 2014, "RAI Italia" will move from channel 1772 to channel 1790 in the FiOS TV Channel Lineup.

FiOS TV Programming Change

On or after September 15, 2014, Channel 567, "Universal HD" will be removed from the Extreme HD package. Channel 567 will continue to be available in the FiOS TV Ultimate HD package.

Account Number
79 9000 8423013738 06

Amount Due
\$774.91

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Account Information

Statement Date: 8/16/14
BENJAMIN LINDENBAUM
Phone: 215-657-3783

Account Summary

Previous Balance	\$609.95
Payment Received Jul 23	- \$270.78
Overdue Balance - Please Pay Now	\$339.17

New Charges

Current Activity	\$411.22
Specials and Promotions	- \$24.50
Taxes, Governmental Surcharges and Fees	\$18.83
Verizon Surcharges and Other Charges & Credits	\$30.19
Total New Charges Due by September 9, 2014	\$435.74

Total Amount Due \$774.91

Verizon News

Promotions Ending

This month your discounts on the following items may be ending. Make changes to your account online at Verizon.com
Premium Content 12 Mo. 50% Credit

Package Deal

Upgrade to the Ultimate HD TV Package and get an amazing value! Showtime®, EPIX® and Cinemax®, the Full Sports Pass package, NFL RedZone and much more are included. Call 1- 888- 756- 8830 for more info. Avail. varies and restrictions apply.

NFL RedZone

Don't miss a single Sunday afternoon touchdown this regular season with NFL RedZone from Verizon. See every team inside the 20- yard line. To purchase NFL RedZone, visit channel 335 (SD) or 835 (HD) on your FiOS TV or visit verizon.com/nflredzone.

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). When asked for your account number, please enter 8423013738. 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

Account Number: 79 9000 8423013738 06

Amount Due: \$774.91 081614

Make check payable to Verizon

\$.

KEYLINE
BENJAMIN LINDENBAUM
2147 CURTIS AV
ABINGTON PA 19001- 2523



VERIZON
PO BOX 920041
DALLAS TX 75392-0041



79 9000 8423013738 06N00000033917 00000077491 00

Phone Number
215- 657- 3783

Account Number
79 9000 8423013738 06

Page
2 of 4

Current Activity

Monthly Charges

8/16	9/15	Triple Play Bundle Includes:	
		• FiOS Digital Voice Unlimited	30.00
		• FiOS TV Extreme HD	64.99
		• FiOS Internet 50/25	45.00
		• Bundle 24 Mo. Credit thru Sep 12, 2015 (\$20.00 off TV, \$20.00 off Internet)	- 40.00
		• 24- Month Contract Discount thru Sep 12, 2015 (\$5.00 off Internet)	- 5.00
		Triple Play Bundle Price	94.99
8/16	9/15	Fully Loaded Entertainment Pack	48.99
8/16	9/15	(Rent): Multi- Room DVR Package - 3 Rm 2 @ 39.99	79.98
8/8		(Rent): Brave HD 12:33 pm	3.99
		Monthly Charges Subtotal	\$227.95

Change in Service

8/13	8/13	FiOS Digital Voice Unlimited (out of service)	- 1.00
7/23		FiOS Digital Voice Restoral Fee 2 @ 29.99	59.98
7/23	8/12	FiOS TV Extreme HD (out of service)	43.32
8/14	8/15	FiOS TV Extreme HD (restored)	4.33
7/23	8/12	Fully Loaded Entertainment Pack (out of service)	32.66
8/14	8/15	Fully Loaded Entertainment Pack (restored)	3.27
7/23	8/12	(Rent): Multi- Room DVR Package - 3 Rm (out of service)	53.32
8/14	8/15	(Rent): Multi- Room DVR Package - 3 Rm (restored)	5.33
7/23	8/12	Bundle 24 Mo. Credit (out of service) (\$13.33 off TV)	- 13.33
7/23	8/15	Bundle 24 Mo. Credit (\$1.33 off TV, \$16.66 off Internet)	- 17.99

7/23	8/12	Premium Content 12 Mo. 50% Credit (out of service) (\$16.33 off TV)	- 16.33
8/14	8/15	Premium Content 12 Mo. 50% Credit (\$1.63 off TV)	- 1.63
7/23	8/12	FiOS Internet 50/25 (out of service)	30.00
8/14	8/15	FiOS Internet 50/25 (restored)	3.00
7/23	8/12	24- Month Contract Discount (out of service) (\$3.33 off Internet)	- 3.33
8/14	8/15	24- Month Contract Discount (restored) (\$0.33 off Internet)	- .33
8/13	8/15	Bundle 24 Mo. Credit (\$2.00 off Internet)	2.00

Change in Service Subtotal **\$183.27**

Current Activity Total **\$411.22**

Specials and Promotions

8/16	9/15	Premium Content 12 Mo. 50% Credit thru Sep 12, 2014 (\$24.50 off TV)	- 24.50
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Specials and Promotions Total **- \$24.50**

Taxes, Governmental Surcharges and Fees

		PA State and Local Sales Tax	17.75
		Telecommunications Relay Service E911	.08 1.00

Total Taxes, Governmental Surcharges and Fees **\$18.83**

Legal Notices

Payment by Check

Paying by check authorizes check processing or use of the check information for a one-time electronic fund transfer from your account. For all payments using bank account information, we may retain the information to send you electronic refunds or enable your future electronic payments to us (to opt out, call 1- 888- 500- 5358).

Late Payment Charges

To avoid a late payment charge of 1.5% or \$5.00, whichever is greater, on unpaid balances over \$20 payment must be received before Sep 17, 2014.

Correspondence

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Service Providers

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Bankruptcy Information

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Local Franchise Authority - FiOS TV

Your FCC Community ID is: PA3685

Phone Number
215- 657- 3783

Account Number
79 9000 8423013738 06

Page
3 of 4

Verizon Surcharges and Other Charges & Credits

Video Franchise Fee	14.06
PA Gross Receipts Tax Surcharge	1.73
Federal Universal Service Fee	9.16
Regulatory Recovery Fee - Federal	.08
Regional Sports Network Fee	4.20
FDV Administrative Charge	.96

Total Verizon Surcharges and Other Charges & Credits **\$30.19**

Total New Charges **\$435.74**

Need- to- Know Information

Customer Proprietary Network Information (CPNI) Notice

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.

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We Value You

Thank you for being a loyal Verizon customer! We sincerely appreciate your business and look forward to continually providing you with the very best in entertainment. Call us at 1- 888- 957- 8111 to learn about new ways you can enjoy your services and save with Verizon.

FiOS TV Programming Change in Allegheny, Chester and Washington Counties

This programming change applies only to customers in Allegheny, Chester and Washington Counties. On or after July 1, 2014, the content provider changed programming on Channel 466, from "WPGH Zuus Country" to "WPGH getTV", which features classic and award winning films.

FiOS TV Channel Repositioning

On or after October 1, 2014, "TVBe" will move from channel 1798 to channel 1794 in the FiOS TV Channel Lineup.

FiOS TV Programming Change in Pittsburgh

This programming change applies only to customers in the Pittsburgh area. On or after October 15, 2014, Channel 239 (SD), "Hallmark Movie Channel" will no longer be available to customers with the Extreme HD, Essentials and Premier packages.

Account Number
79 9000 8423013738 06

Amount Due
\$1,027.98

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Account Information

Statement Date: 9/16/14
BENJAMIN LINDENBAUM
Phone: 215-657-3783

Account Summary

Previous Balance	\$774.91
No Payment Received	\$.00
Overdue Balance - Please Pay Now	\$774.91

New Charges

Current Activity	\$223.96
Taxes, Governmental Surcharges and Fees	\$11.39
Verizon Surcharges and Other Charges & Credits	\$17.72
Total New Charges Due by October 10, 2014	\$253.07

Total Amount Due \$1,027.98

Verizon News

Sharing Online Just Got Faster!

We've increased your upload speed to equal your current download speed, at no additional charge. Your new FiOS Quantum Internet speed is 50/50 Mbps. Just our way of thanking you for being a loyal Verizon customer. Faster upload speeds mean better sharing experiences. That's Powerful.

FiOS Quantum TV

FiOS Quantum TV is redefining what TV can be. Get more storage, control and access to your entertainment. Call 1- 877- 896- 3390 or visit verizon.com/tvrevolution to upgrade. Recorded content nontransferable. Verizon router required. Available in select areas.

Quantum Speed Deal

Make sure all your devices have the speed they need for uploading & downloading. Upgrade to FiOS Quantum 75/75 Mbps Internet for just \$5 per month more. Call 1- 888- 251- 9620. Limited- time offer. Speeds not available in all areas. Taxes apply.

Questions about your bill or service?

View your bills in detail at verizon.com or call 1- 800- VERIZON (1- 800- 837- 4966). When asked for your account number, please enter 8423013738. Customers with disabilities call 1- 800- 974- 6006 TTY.

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

Account Number: 79 9000 8423013738 06

Amount Due: \$1,027.98 091614

Make check payable to Verizon

\$, .

KEYLINE
BENJAMIN LINDENBAUM
2147 CURTIS AV
ABINGTON PA 19001- 2523



VERIZON
PO BOX 920041
DALLAS TX 75392-0041



79 9000 8423013738 06N00000077491 00000102798 05

Phone Number
215- 657- 3783

Account Number
79 9000 8423013738 06

Page
2 of 3

Current Activity

Regional Sports Network Fee 2.42
FDV Administrative Charge .99

Monthly Charges

9/16 10/15	Triple Play Bundle Includes:	
	• FiOS Digital Voice Unlimited	30.00
	• FiOS TV Extreme HD	64.99
	• FiOS Internet 50/50	45.00
	• Bundle 24 Mo. Credit thru Sep 12, 2015 (\$20.00 off TV, \$20.00 off Internet)	- 40.00
	• 24- Month Contract Discount thru Sep 12, 2015 (\$5.00 off Internet)	- 5.00
	Triple Play Bundle Price	94.99
9/16 10/15	Fully Loaded Entertainment Pack	48.99
9/16 10/15	(Rent): Multi- Room DVR Package - 3 Rm 2 @	79.98
	39.99	
	Monthly Charges Subtotal	\$223.96

Total Verizon Surcharges and Other Charges & Credits **\$17.72**

Total New Charges **\$253.07**

Current Activity Total **\$223.96**

Taxes, Governmental Surcharges and Fees

PA State and Local Sales Tax	10.31
Telecommunications Relay Service	.08
E911	1.00

Total Taxes, Governmental Surcharges and Fees **\$11.39**

Verizon Surcharges and Other Charges & Credits

Video Franchise Fee	9.28
PA Gross Receipts Tax Surcharge	1.79
Federal Universal Service Fee	3.16
Regulatory Recovery Fee - Federal	.08

Legal Notices

Payment by Check

Paying by check authorizes check processing or use of the check information for a one-time electronic fund transfer from your account. For all payments using bank account information, we may retain the information to send you electronic refunds or enable your future electronic payments to us (to opt out, call 1- 888- 500- 5358).

Late Payment Charges

To avoid a late payment charge of 1.5% or \$5.00, whichever is greater, on unpaid balances over \$20 payment must be received before Oct 18, 2014.

Correspondence

Go to verizon.com/contactus or mail to PO Box 33078, St. Petersburg, FL 33733

Closed Captioning Questions and Concerns?

If you have a concern or complaint with closed captioning on a program, please call Verizon at 1- 800- VERIZON. Written correspondence can be sent by fax to 1- 888- 806- 7026, by email to videoclosedcaption@verizon.com, or by mail to Verizon, PO Box 33052, St. Petersburg, FL 33701 Attn: Cynthia Morales, Manager.

Service Providers

Verizon PA 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, HMC service and FiOS TV equipment. FiOS is a registered mark of Verizon Trademark Services LLC.

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.

Local Franchise Authority - FiOS TV

Your FCC Community ID is: PA3685

Need- to- Know Information

Customer Proprietary Network Information (CPNI) Notice

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.

You may choose not to have your CPNI used for the 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.

New Bill Payment Locations

You may now visit any participating Verizon Wireless location to pay your FiOS/Home Phone bill utilizing the stores' bill payment kiosk. The kiosks accept cash, check, or credit card. To find a payment location near you, visit verizon.com/paymentlocations. Verizon Wireless locations do not currently handle FiOS equipment returns.

We Value You

Thank you for being a loyal Verizon customer! We sincerely appreciate your business and look forward to continually providing you with the very best in entertainment. Call us at 1- 888- 893- 8090 to learn about new ways you can enjoy your services and save with Verizon.

FiOS TV Programming Change in NY, NJ, PA

On or after July 15, 2014, the content provider changed programming on Channel 477 from "WDVB Zuus Latino" to "WDVB Soul of the South", a new television network featuring a mix of African American programming including news, dramas, comedies, feature films, court shows, music, documentaries, and talk shows.

FiOS TV Programming Change

On or after November 17, 2014, "CBS Sports Network" SD (channel 94) and HD (channel 594) will no longer be available to Sports Package and Sports Pass subscribers. The channels will continue to be available to subscribers to the Ultimate HD and Extreme HD packages.

Account Number
151- 774- 603- 0001- 49

Amount Due
\$962.15

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

Account Information

Statement Date: 10/15/14
BENJAMIN LINDENBAUM
Phone: 215-657-3783

Account Summary

Previous Balance	\$1,027.98
No Payment Received	\$.00
Overdue Balance - Please Pay Now	\$1,027.98

New Charges

Current Activity	- \$50.05
Taxes, Governmental Surcharges and Fees	- \$7.95
Verizon Surcharges and Other Charges & Credits	- \$7.83
Total New Charges	- \$65.83

Total Amount Due \$962.15

Please return Verizon- owned equipment immediately to prevent charges of up to \$650 per unit. Find out more in Need- to- Know at the end of this bill.

Verizon News

New Account Number!

We have transitioned your account to a new billing system and you now have a new account number.

- Your new account number is 151- 774- 603- 0001- 49
- If you use online banking, please update your account number with your bank.

FiOS Quantum TV

FiOS Quantum TV is redefining what TV can be. Get more storage, control and access to your entertainment. Call 1- 866- 557- 5287 or visit verizon.com/tvrevolution to upgrade. Recorded content nontransferable. Verizon router required. Available in select areas.

Quantum Speed Deal

Make sure all your devices have the speed they need for uploading and downloading. Upgrade to FiOS Quantum 75/75 Mbps Internet for just \$5 per month more for 1 year. Call 1- 888- 240- 8931. Limited- time offer. Speeds not available in all areas. Taxes apply.

Questions about your bill or service?

View your bills in detail at verizon.com or call 1- 800- VERIZON (1- 800- 837- 4966). When asked for your account number, please enter 151- 774- 603- 0001- 49. Customers with disabilities call 1- 800- 974- 6006 TTY.

Please return remit slip with payment.

Account Number: 151- 774- 603- 0001- 49

Amount Due: \$962.15 101514

Make check payable to Verizon

\$.

00017235 01 AV 0.378 KB101511 0089 XX
BENJAMIN LINDENBAUM
2147 CURTIS AV
ABINGTON PA 19001- 2523



VERIZON
PO BOX 920041
DALLAS TX 75392-0041

V5 151774603000149 00000102798 000000962159

Phone Number
215- 657- 3783

Account Number
151- 774- 603- 0001- 49

Page
2 of 3

Current Activity

Change in Service

10/11	10/15	FIOS Digital Voice Unlimited (removed)	- 5.00
9/23	10/9	FIOS Digital Voice Unlimited (out of service)	- 17.00
9/23	10/15	FIOS TV Extreme HD (removed)	- 49.82
9/23	10/15	Fully Loaded Entertainment Pack (removed)	- 37.56
9/23	10/15	(Rent): Multi- Room DVR Package - 3 Rm (removed)	- 61.32
9/23	10/15	Bundle 24 Mo. Credit (removed) (\$15.33 off TV)	18.66
10/11	10/15	24- Month Contract Discount (removed)	.83
10/11	10/15	FIOS Internet 50/50 (removed)	- 7.50
9/23	10/9	FIOS Internet 50/50 (out of service)	- 25.50
9/23		Early Termination Fee (based on 12 months left on contract)	120.00
9/23	10/9	24- Month Contract Discount (out of service) (\$2.83 off Internet)	2.83
9/23	10/9	Bundle 24 Mo. Credit (out of service) (\$11.33 off Internet)	11.33
Change in Service Subtotal			- \$50.05

Current Activity Total - \$50.05

Taxes, Governmental Surcharges and Fees

PA State and Local Sales Tax - 7.95

Total Taxes, Governmental Surcharges and Fees - \$7.95

Verizon Surcharges and Other Charges & Credits

Federal Universal Service Fee - 2.38
PA Gross Receipts Tax Surcharge - 1.31
Video Franchise Fee - 7.11

Regional Sports Network Fee - 1.86
FDV Administrative Charge - .73
Late payment charge 5.56

Total Verizon Surcharges and Other Charges & Credits - \$7.83

Total New Charges - \$65.83

Legal Notices

Payment by Check

Paying by check authorizes check processing or use of the check information for a one-time electronic fund transfer from your account. For all payments using bank account information, we may retain the information to send you electronic refunds or enable your future electronic payments to us (to opt out, call 1- 888- 500- 5358).

Late Payment Charges

To avoid a late payment charge of 1.5% or \$5.00, whichever is greater, on unpaid balances over \$20 payment must be received before Nov 17, 2014.

Correspondence

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Local Franchise Authority - FIOS TV

Your FCC Community ID is: PA3685

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.

New Bill Payment Locations

You may now visit any participating Verizon Wireless location to pay your FiOS/Home Phone bill utilizing the stores' bill payment kiosk. The kiosks accept cash, check, or credit card. To find a payment location near you, visit verizon.com/paymentlocations. Verizon Wireless locations do not currently handle FiOS equipment returns.

711 Relay Service Available in Pennsylvania

The Pennsylvania Telecommunications Relay Service (PA TRS) offers persons who are deaf, hard of hearing or speech disabled ways to communicate using the telephone. Both traditional relay and captioned- telephone voice- carry- over relay services are available. Users simply dial 7- 1- 1 to access PA TRS. The service is free and available 24 hours a day, every day of the year.

In addition, Pennsylvanians with disabilities may qualify for telecommunications devices to help them use telephone services through the Telecommunication Device Distribution Program (TDDP). This program is implemented by Pennsylvania's Initiative on Assistive Technology (PIAT), a program of the Institute on Disabilities at Temple University, in conjunction with the PA Office of Vocational Rehabilitation and the Pennsylvania Public Utility Commission (PUC). For more information on the TDDP, or to download an application, visit PIAT's website at disabilities.temple.edu/programs/assistive/tddp.

711 is not an emergency number. Always dial 911 for emergencies. To learn more about TRS and 711, visit the PA PUC's website: puc.pa.gov/utility_industry/telecommunications/telecommunications_relay_service.aspx.

TO OUR CUSTOMERS WITH REACT ALARM TRANSPORT SERVICE:

VERIZON TO TERMINATE REMOTE EMERGENCY ALARM CONDITION TRANSPORT (REACT) ALARM TRANSPORT SERVICE

Effective February 15, 2015, pending approval where required from applicable state Public Service Commissions, Verizon will discontinue Remote Emergency Alarm Condition Transport (REACT) Alarm

Transport Service for all customers. Additionally, we will be grandfathering REACT Alarm Transport Service from all Product Guides, effective December 15, 2014. As a result of this grandfathering action, Verizon will continue to provide service to existing customers with REACT, but will no longer accept new orders (including moves, adds, and changes) for the REACT service.

Unless your service is under a term agreement which has not yet expired, your REACT Alarm Transport Service Feature billed against your Centrex, and or Verizon Telephone Lines delivering the REACT service is subject to immediate termination following the February 15, 2015 discontinuance date. Additionally, any related Voice Grade Data Private Line circuit between an alarm company location and a Verizon central office used to connect to REACT Alarm Transport Service equipment, is also subject to termination.

Verizon plans to seek regulatory approval, where required, to discontinue these services on February 15, 2015. Once your contract term expires, and Verizon has received all necessary approvals, these services will be terminated with advance written notice. You may terminate these services at any time.

Customers with REACT Alarm Transport Service should contact their Alarm service provider for alternative solutions for alarm monitoring services. For more information regarding this action, please contact your Verizon Account Manager, or call Verizon Customer Care at the toll- free number reflected on this invoice.

You Are Responsible for Returning Verizon FiOS Equipment

You must return the following undamaged equipment within 30 days or you will be charged as follows:

- Wireless Router \$99.99
Serial # CSX13200709440

Returning equipment is free and easy! To learn how:

- Visit verizon.com/returnfiosequipment
- Call one of our Equipment Return Specialists at 1- 866- 486- 9758