Turning Service Back On
If your service has been turned off, we will turn it on within 24 hours after we have received your payment in full for the amount you owe, or made a down payment as part of a Deferred Payment Plan.
You will be charged a fee to restore your service and you may be required to pay a deposit. If your account has been canceled and you reply quickly, your service will be treated as a new customer. We will turn on your service within five business days after we have received payment for the amount you owe on your old account or have arranged a payment agreement. You must pay service connection charges and you may be required to pay a deposit.

Special Protections Against Service Turn Off
Medical emergencies — If you can’t pay your bill on time because you or a member of your household is ill or has a serious medical condition, we can help. Call your service representative to advise that a medical emergency exists. You will be asked to send a medical report from your doctor or the Board of Health describing the medical emergency. We will continue your local service for 30 days. For a longer extension of time to pay your bill you also will need to tell us about your income and expenses.

Special Protections for seniors and customers with disabilities — If you are a senior or have a disability, we will make special efforts to avoid blocking or turning off your service if you haven’t paid your bill on time. If you tell us you’re a senior (age 62 or older), are blind, or have another disability, we'll note in our records that you are eligible for “special protections.” Then, if your service is in danger of being blocked or turned off because you haven’t paid any part of your bill on time, we’ll first try to contact you or an adult member of your household to work out a payment plan. Special Protections for seniors and customers with disabilities are free. For more information, call 1.800.VERIZON (1.800.837.4966).

Unauthorized Service Disconnect Protection
If you are concerned that someone may ask Verizon to disconnect your service without your permission, you may ask your service representative for a special identification number. When someone asks us to disconnect your service, we will do it only if the identification number is given.

Our Policy On Security Deposits
We usually do not ask residence customers for a deposit when they open a new Verizon account.

Deposit amounts and refunds — The deposit amount is based on estimated service usage for two months. If your actual bill is much lower we will refund part of the deposit. If you pay your bills on time, your deposit usually will be refunded with interest within a year. If your service is canceled, your deposit, plus interest, will be applied to your final bill. If there is a credit balance, it will be refunded to you.
Verizon Life Line Service

A discounted telephone service for income-eligible customers. — Verizon Life Line Service (LLS) is a program that offers reduced rates on the basic monthly charge to eligible households. If you are income-eligible to receive benefits from any of the following government programs you are also eligible for LLS: SNAP, Supplemental Nutrition Assistance Program, formerly known as food stamps, Home Energy Assistance Program ( HEAP), Medicaid, Supplemental Security Income (SSI), Federal Public Assistance, Federal Public Housing Assistance, National School Lunch Program, Family Assistance, Temporary Assistance for Needy Families, Bureau of Indian Affairs General Assistance, Head Start (for tribal landlord residents only), Veteran’s Disability Pension (non-service related disability) and Veteran’s Surviving Spouse Pension (non-service related disability). For more information call 1-800-VERIZON (1-800-837-4966).

Your Rights And Responsibilities

Billing Service Questions, Orders, Problems Or Complaints

Questions and orders — Your service representative is ready to answer any questions you may have about your service, how to order, how to pay your bills, or how to change your service. To order your take our order. Your service representative will open an order at 8 am to 8 pm, Monday through Friday, and 8 am to 4 pm on Saturday. The number to call appears on the first page of your Verizon bill.

Problems or complaints — Our goal is to satisfy our customers, and we welcome opportunities to improve. If you have a complaint or you need help, call your service representative. Verizon service representatives are trained to properly investigate and resolve problems fairly. If you are not satisfied after that, ask to speak to a supervisor or manager. If the problem still exists, call your President’s Office: 1-800-465-7852, 7 a.m. to 5 p.m., Monday through Friday. Or you may write to the President’s Office: Verizon, 23rd Floor, 140 West Street, New York, NY 10007. If you are not satisfied after calling the President’s Office, you may call the Public Service Commission (PSC), Office of Consumer Services: 1.800.342.3777, 9 a.m. to 6 p.m. Monday through Friday. You may also write to the PSC at: Three Empire State Plaza, Albany, NY 12233.

Important — If your complaint involves a disputed charge, we must conduct an investigation, investigating, you may not have to pay the amount in question. However, you must pay all other charges.

Repair Service

When you cannot answer calls, call your service representative to apply. Here’s how the plan works:

Partial payments — If you do not pay your bill in full, you will be billed for the services you used, including any applicable fees (except credit) per month late payment charge is billed to customers when bills become overdue. This charge applies to all services that are billed after you use them, such as local and long distance calls. Services that are billed one month in advance, such as local service, are not subject to the late payment charge and they are overdue from the previous month’s bill. Certain types of service, charges or billing arrangements are exempt from the late payment charge, including: new Verizon Service, the Quarterly Payment Plan and the amount deferred with a Deferred Payment Plan. If we still have not received your payment in full for basic local service eight days after we mail you a service disconnection notice, we may turn off your service. If we do not receive your payment in full within 10 days after we have turned off your service, we will send you a bill. If you have not paid your bill within 30 days after we mail a service disconnection notice, you will be sent a final bill.

Service Turn Off For Non-Payment Of Bill

If we receive your payment in full within 10 days after we have turned off your service, your account will be canceled and you will be sent a final bill.

Verizon Direct Option Payment

This convenient option allows you to authorize your bank to transfer the amount due on your bill from your checking account directly to Verizon. This service removes the need for you to service your representative for more information.

Special Payment Arrangements And Plans

Special payment arrangements — If a regular basis you cannot pay your bill due the date because you are a Verizon customer, contact your service representative to arrange to pay by a different date. Your old due date will still appear on your bill, but we will accept your payment for the new due date. A late payment charge will not apply.

Quarterly Payment Plan — If you are 62 or older and your yearly telephone charges are $100 or less, you may arrange to pay your bills every three months. Contact your service representative to apply. Here’s how the plan works:

The total amount charged cannot be more than $150. — A minimum payment of 20% of the total amount charged for the previous quarter is due. You must contact your service representative to arrange to pay by a different date. Your old due date will still appear on your bill, but we will accept your payment for the new due date. A late payment charge will not apply.

Verizon charges that are past due. Call your service representative to arrange to pay by a different date. Your old due date will still appear on your bill, but we will accept your payment for the new due date. A late payment charge will not apply.

Deferred Payment Plans — Available for certain Verizon charges that are past due. Call your service representative to arrange to pay by a different date. Your old due date will still appear on your bill, but we will accept your payment for the new due date. A late payment charge will not apply.

Deferred Payment Plan — For bills that are 30 days or older and your yearly telephone charges are $100 or less, you may arrange to pay your bills every three months. Contact your service representative to apply. Here’s how the plan works:

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