Please contact our customer service representatives at 1-800- VERIZON (800-837-4966) with your questions.

All rates, terms and conditions included in these notices are current at the time these notices were posted but are subject to change.

Your guide to residential phone service from Verizon Communications

This publication includes telephone service information required by law and the California Public Utilities Commission.

Need Info?

Verizon and the California Public Utilities Commission (CPUC), along with other phone companies, consumer groups and community organizations, have developed a website containing consumer protection information every telecommunications customer should know. Visit calphoneinfo.com or call the CPUC at 1-800-649-7570.

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CALIFORNIA LIFELINE PROGRAM

For our low-income customers, Verizon California Inc. provides a government assisted Lifeline telephone service. The California LifeLine Program (California LifeLine) provides discounts on basic home phone service to qualified households. This consumer program of the California Public Utilities Commission helps consumers to lower their phone bills. For more information, go to californialifeline.com.

Consumers applying for the California LifeLine Program must be approved before receiving the California LifeLine discounts. If you apply to be in California LifeLine, you will pay the regular rates for basic home phone service until your application is approved. To help you pay the up-front costs of establishing your home phone service like the service installation/connection fee, service conversion fee, and deposits, you can request to be on an interest-free payment plan. After being approved by the California LifeLine Administrator you will be refunded the difference between the regular rates and the California LifeLine discounted rates for any applicable monthly service charges, service installation/connection fee, service conversion fee, and deposits for basic home phone service. The refund and the California LifeLine discounts will be retroactive to the date your service began or the
date you requested to be enrolled, whichever is later. If your bill has a net credit balance of $10.00 or more, you may request a refund check from Verizon California Inc. Otherwise, the refund will just be a credit on your account.

**DISCOUNTED SERVICES**

For our low-income customers, Verizon California Inc. provides a government assisted Lifeline telephone service at the following rates:

- Residential Flat rate for $6.84 a month
- Residential Message Rate for $3.66 a month plus usage beyond a 60-call allowance

This offering is a Lifeline supported service.

Verizon California Inc. offers other options to manage your costs. You can sign up for a voluntary limit on your long distance (toll) calling, free toll blocking, and a deposit waiver with toll blocking.

You may also qualify for the California LifeLine discounts on a second telephone line if you or another person in your household is disabled and needs a teletypewriter (TTY) when using the phone. To get the 2<sup>nd</sup> California LifeLine discount you must assert the Deaf and Disabled Telecommunications Program issued the TTY or provide a medical certificate indicating the need for TTY.

**Discounts for residents of Tribal Lands** Residents of federally recognized tribal lands who qualify for Enhanced Lifeline can receive the opportunity to have basic home phone service for $1 a month and an additional Link-Up benefit of up to $100. Applicants must still qualify by the same eligibility guidelines detailed below.

**ELIGIBILITY GUIDELINES**

Only one California LifeLine discount per household is allowed (except for TTY users). Households cannot get the discount from multiple phone companies. A household includes adults and children who are living together at the same address as one economic unit. An economic unit consists of all adults (persons at least 18 years old) contributing to and sharing in the household’s income and expenses.

You can qualify for the California LifeLine discounts by either Method 1 Program-Based OR Method 2 Income-Based. All applicants must submit copies of documentation showing their eligibility along with their application form to the California LifeLine Administrator before the response date. Applicants may use either the paper process or online process to submit their application form and any other required documentation.

**Method 1 Program-Based:** at least one household member is enrolled in any of the these public-assistance programs:

- CalFresh, Food Stamps, or Supplemental Nutrition Assistance Program (SNAP)
- Medicaid or Medi-Cal
• Supplemental Security Income (SSI)
• Women Infants and Children (WIC)
• Federal Public Housing Assistance or Section 8
• National School Lunch Program (NSLP)
• Head Start Income Eligible (Tribal Only)
• Tribal (TANF)
• Healthy Families Category A
• Bureau of Indian Affairs General Assistance
• Food Distribution Programs such as:
  1. Temporary Assistance for Needy Families (TANF)
  2. California Work Opportunity & Responsibility to Kids (CalWORKS)
  3. Stanislaus Work Opportunity and Responsibility to Kids (StanWORKS)
  4. Greater Avenues for Independence (GAIN)
  5. Welfare to Work (WTW)

• Low Income Home Energy Assistance Program (LIHEAP)

Method 2 Income-Based: your total household income is at or less than these annual income limits:

<table>
<thead>
<tr>
<th>Household Size</th>
<th>California LifeLine Annual Income Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2 members</td>
<td>........................................ $25,900</td>
</tr>
<tr>
<td>3 members</td>
<td>........................................ $29,700</td>
</tr>
<tr>
<td>4 members</td>
<td>........................................ $35,900</td>
</tr>
<tr>
<td></td>
<td>Add $6,200 per person for each additional member after four people.</td>
</tr>
</tbody>
</table>

Applicants cannot be claimed as a dependent on another person’s income tax return. The discounts can only be for the primary residence. Discounts are non-transferable.

Acceptable income documents for Income Certification are:
• Prior year’s state, federal, or tribal tax return; or
• Income statements or paycheck stubs for three consecutive months within the calendar year
• Statement of benefits from Social Security, Veterans Administration, retirement/pension, Unemployment Compensation, and/or Worker’s Compensation
• A divorce decree
• Child support document
• Other official documents

Individuals who do not follow the one discount per household rule will lose their discounts, and may be prosecuted by the U.S. government. Individuals can also be punished for giving false information to get the discounts. Penalties can include
imprisonment, losing the discounts, monetary fines, and being banned from the California LifeLine Program.

Lifeline service is a non-transferable benefit and is limited to one discount per household consisting of wireline or wireless. Consumers who wilfully make false statements to obtain the benefit can be fined, imprisoned, or barred from the program.

As a Lifeline customer, if you do not pay your toll charges in full, your local telephone service will be available to you but other services, including toll calling, may be disconnected. Lifeline rates are subject to change per FCC rules. All rates, terms and conditions included in this notice are current at the time the notice was printed but are subject to change.

HOW TO APPLY FOR THE CALIFORNIA LIFELINE DISCOUNTS
If you think your household qualifies for the California LifeLine discounts, visit lifelinesupport.org or call Verizon California at 1.800.VERIZON (1.800.837.4966). We will review the program and eligibility rules with you. Then we will inform the California LifeLine Administrator to send you an application form. The California LifeLine Administrator will mail you an application form in a PINK envelope with a Personal Identification Number (PIN). You can apply online at californialifeline.com using your PIN or complete, sign, and mail the form and any required proof to the California LifeLine Administrator. The form and any required documents must be completed and returned before the response date indicated on the form. If you do not return the form, or fail to provide requested documentation, you will not get the California LifeLine discounts and will continue to pay the regular rates.

HOW TO KEEP YOUR CALIFORNIA LIFELINE DISCOUNTS
Once you are a California LifeLine participant, you must renew your participation annually. The California LifeLine Administrator will mail you a renewal form in a PINK envelope with a Personal Identification Number (PIN). You can renew online at californialifeline.com using your PIN or complete, sign, and mail the form to the California LifeLine Administrator. If you do not renew before the response date or get approved, you will lose the California LifeLine discounts, will be removed from the program, and will be charged the regular rates. If you have questions about your renewal, contact the California LifeLine Administrator at 877.858.7463 or 888.858.7889 (TTY) from 7 a.m. to 7 p.m. Monday to Friday.

If you believe your household no longer qualifies for the discounts or if your household is getting more than one discount by mistake, you must inform Verizon California or the California LifeLine Administrator within 30 days. If you do not follow this notification rule, you may be penalized.

DE-ENROLLMENT RULES
Your household may lose the California LifeLine discounts if your household no longer qualifies, is already receiving the discounts (except for TTY), fails to use the phone...
service for 60 consecutive days, and does not renew the discounts on an annual basis.

**FOR MORE INFORMATION**

If you have questions about LifeLine service, call our special toll-free LifeLine information number at 1-800-794-4741. More information is also available at californialifeline.com or calphoneinfo.com.

**CA Annual Lifeline Notice**

**Service Areas**

California is divided into 11 service areas. A service area includes one or more area codes.

Types of phone calls within your service area include:

- Local calls - 0 to 12 miles from your rate center (the point from which your calls are rated)
- Zone Usage Measurement or ZUM discounted toll calls - 13 to 16 miles from your rate center (available in most areas)
- Local toll calls - more than 16 miles from your rate center, but within your service area

**Basic and Local Toll Services**

Verizon offers four types of basic local residence telephone service. Rates listed below are for most areas.*

*Please note that the monthly rates below do not include: a $6.50 or $5.14* charge for the first (primary) line and $7.00 or $5.14 charge for additional (non primary) lines for network access to interstate calling; billing for optional calling services, long-distance companies and companies offering 700, 900 and 976 informational numbers; and taxes, fees and surcharges ordered by city, state and federal agencies. (LifeLine customers do not pay the following California surcharges: High Cost Fund A and B; Teleconnect Fund; Relay Service and Communications Devices Fund and the ULTS [LifeLine] surcharge on their basic service. NOTE: These surcharges may still be applicable to non-basic services and calls placed.)
<table>
<thead>
<tr>
<th>Service</th>
<th>Cost per month</th>
<th>What you get</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flat rate</td>
<td>$22.00*</td>
<td>Unlimited free calling in local area.</td>
</tr>
<tr>
<td>Measured rate</td>
<td>$13.40 plus usage</td>
<td>A lower monthly rate. Your local calls are charged on a usage basis:</td>
</tr>
<tr>
<td></td>
<td>And you get a $3 credit for local and ZUM** calls.</td>
<td>- 4 cents for the first minute</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 1 cent for each additional minute with discounts for evening, night and weekend calls.</td>
</tr>
<tr>
<td>California LifeLine flat rate</td>
<td>$6.84 And you get a $6.50 or $5.14* credit for your network access charge and installation charges are $10.00.</td>
<td>Unlimited free calling in local area.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>You also can get free toll blocking service to help control long distance usage.</td>
</tr>
<tr>
<td>California LifeLine message rate</td>
<td>$3.66 plus usage</td>
<td>You get up to 60 free local, untimed calls.</td>
</tr>
<tr>
<td></td>
<td>And you get a $6.50 or $5.14* credit for your network access charge. Installation charges are $10.00.</td>
<td>Additional calls cost 8 cents each. You also can get free toll blocking service to help control long distance usage.</td>
</tr>
</tbody>
</table>

*The basic rate for flat rate service may vary by service area. The basic rate for flat rate, measured and LifeLine service may be slightly higher if your local service area is extended to include calls to nearby communities. Communities with extended area service include Palm Springs, Palm Desert, Lake Hughes, Gaviota, Los Alamos, Santa Maria, Big Pine, Bishop, Lone Pine, Ollancha, Pine Creek, Sherwood Ranch and Trona.

**Check the front of the white pages of your Verizon Directory to see if you’re in a ZUM area or call us.

**Discount Calling Plans and Packages**

Discount Calling Plans – reduce the cost of your direct dialed local toll calls 24-hours-per-day.

- Sensible Minute® - $2.99 per month then 8 cents per minute.

Packages* - offer a combination of basic service, unlimited local and ZUM calling, and other optional features such as Caller ID, unlimited local toll, and unlimited long distance calling for one package price. Here are a few examples:
**Verizon Freedom Value** – offers unlimited local, ZUM, Toll and nationwide long distance calling for $62.99 per month, with no calling features.

**Verizon Freedom Essentials** – offers unlimited local, ZUM, Toll and long distance calling within the United States and its Territories plus Caller ID, Call Waiting, and voicemail for $64.99 per month.

* Available at a reduced cost for California LifeLine customers.

**Calling Services**

**Voice Mail** - is a voice messaging service that's more than an answering machine. Monthly charges**:

- **Home Voice Mail - Standard** – includes features of Basic plus reminder messages and wake-up service. $10.45 per month.
- **Home Voice Mail – OnePoint** – includes features of Deluxe plus Ring Count Change and Multiple Number Service. $11.45 per month.

**Some calling plans and packages include a mailbox at no additional cost or at a discounted rate.

**Call Waiting/Cancel Call Waiting** – a special tone lets you know when another caller is trying to reach you. You can either answer the new call or continue talking. You can also temporarily deactivate Call Waiting with a special access code. $6.75 per month.

**Caller ID with Anonymous Call Block** - see your caller’s name and number on a special display with the date and time of the call. $9.95 per month. The caller’s name and number will not be displayed in certain situations, including when the caller is in an area not equipped to pass numbers, the caller uses Caller ID blocking, or for certain numbers for which Verizon does not purchase Caller ID information.

**Call Forwarding** – allows you to transfer all of your calls to any local or long distance telephone number with a special code. $4.50 per month.

**Call Trace Service** – allows you to automatically trace unlawful, threatening or harassing phone calls, $5.50 per month.

**(NOTE: Complete Caller ID Blocking** automatically prevents your number or name and number from being seen on most calls, unless you push *82 before dialing. Blocking is restored when you end the call. **Selective Caller ID Blocking** shows your number or name and number on Caller ID display units unless you push *67 before making the call. Blocking automatically turns off when you end your call. Both are free. You can change your blocking option once at no charge. Additional changes cost $7.50. Blocking doesn’t work when calling 911 or 700, 800 and 900 numbers.)
* Many of these services may be ordered individually or in specially discounted packages. Services may not be available in all areas. For more information please call us or visit our website at [verizon.com](http://www.verizon.com).

**Other Services**

**Call Restriction (Toll Blocking)**- restricts incoming or outgoing long-distance calls. From $3.50 to $5.00 per month. (Free for LifeLine customers.)

**Directory Listing** – provides a free listing in Directory Assistance (411) and in the Verizon White Pages Directory that covers your area.

**Additional Listing** – List your additional lines, cell phone and alternative phone numbers in Directory Assistance (411) and the local Verizon White Pages Directory for $2.70 per month per listing. List your local number or additional numbers in a Verizon White Pages Directory outside your area for $2.70 per month per listing. One-time charges may apply for each service.

**Nonpublished Service** – omit your number from the Verizon White Pages Directory and from Directory Assistance (411) for $2.25 per month.

**Nonlisted service** – omit your number from the Verizon White Pages Directory for $2.00 per month. Your number will continue to be available through Directory Assistance (411).

**Directory Assistance Service** (411) – calls to Local DA for assistance in obtaining published phone numbers and addresses within your area code or your service area cost $2.49 each. To receive two listings in one call, you should inform the DA operator *at the beginning* of your call that you want more than one listing. National DA provides phone numbers for listing requests outside of your service area for $2.49 per call (up to two listings each). Directory Connect Service completes local calls for you for 45 cents each (available in most areas).

Bill and Payment Options – give you the choice of getting an online bill with email notification (visit [verizon.com](http://www.verizon.com) for details) or a regular paper bill. You can pay online at [verizon.com](http://www.verizon.com), make automatic bank draft payments (see the back of your bill stub to enroll), pay by phone at 1-800-345-6563 using a debit card, credit card or electronic check (vendor charges a $3.50 convenience fee), pay in person at a Verizon Plus (PhoneMart) store or Payment Agent, or mail us a check.

**Installation Service**

When you call us to place an order, we can tell you what your maximum charges will be. Charges for new phone service or service changes are:
Service Order Charge - Order processing
New service (first line) $23.00
Change in existing service $17.25
Record changes $15.00
LifeLine installation $10.00

Local network switching center charge
Connection or change of line $23.00

Outside Facility Connection Charge*
Service charge if technician comes to your home $42.10

Addition of Verizon Calling Services $ 7.50

*Excludes internal wiring. See Inside Wire.

Four-Hour Commitment - If we need to visit your home or business for installation or repair work, we can schedule that visit within a mutually agreed upon four-hour time frame. Just ask us!

Important Information about Inside Wiring
If you have a problem with Verizon’s network that affects your service - call us. We’ll answer your call 24 hours a day. If the problem is in the wiring or jacks inside your home, you have several choices:

If you have our Inside Wire Maintenance Plan, in most cases we’ll repair your wiring and jacks for free. The cost for this plan is $8.99 per month per phone. There may a 30–day waiting period for activation of Inside Wire Maintenance Plan on existing lines."

- If you don’t have our Inside Wire Maintenance Plan, we’ll repair your wire and jacks for $85 per hour with a one-hour minimum. Rates are higher after hours and on weekends and holidays.
- Repair the wire yourself.
- Hire another company to do the work.

Did you know?
Tenants should be aware that under state law, residential landlords - not tenants - are responsible for providing one working telephone jack as well as repair and maintenance of residential inside telephone wire. Check with your landlord before you order wiring repair.

Under state law, all California residential landlords must:
• Install and maintain inside wiring and provide at least one usable telephone jack per residence.
• Ensure that telephone wiring meets the most recent National Electric Code (NEC) standards.

Renters are responsible for:
• Changing or adding more lines and jacks. (As a renter, get your landlord’s authorization before making changes or additions.)
• Maintenance or repair of telephone equipment.

Verizon will install, change, rearrange and repair wiring and jacks for you. Or, you can do it yourself or have a contractor do it. **Inside Wire is considered the property of the building owner.**

How to determine if the problem is Inside Wire

You may be able to determine if the problem you are having is in the wiring or jacks inside your home by conducting a simple test at the Standard Network Interface Device (SNID). The SNID is the small Verizon box generally located on the wall outside the premises, usually in the garage. Conducting this test could avoid the expense of having a technician come to your home. You will only be able to perform this test if you have a SNID.

- Open the Standard Network Interface Device. You may have to remove a screw first.
- Open the latch inside the box.
- Unplug the clip of the line that is experiencing trouble.
- Connect a telephone that is in good working condition to the jack on the Standard Network Interface Device.

If you have dial tone at the SNID, the problem is somewhere in the inside wiring or jacks. You have the option to repair your inside wiring yourself, hire a vendor of your choice to make repairs, or contact Verizon to have it repaired.

If you do not have dial tone at the SNID, then this usually indicates an outside line problem. Verizon maintains your outside phone lines as part of your basic monthly service. Outside lines will be repaired at no cost to you. Contact Verizon and we will repair the problem at no charge to you.

*Use common sense when testing the SNID.* Although the lines are grounded, do not attempt to open the box or test the lines during a storm or if you are standing in a puddle.
If a SNID is present and you do not subscribe to the Inside Wire Maintenance plan, then there may be a charge to isolate trouble. If the trouble is found to be in your inside wiring or customer provided equipment, there will be a charge for isolation. If the trouble is found to be in our network, there will not be a charge for isolation.

If you subscribe to the Inside Wire Maintenance plan, there is no charge for isolation.

If a SNID is not present, there will be no charge for isolation.

Services for People with Disabilities – makes several products and services available at no charge if you have speech, motion, visual or hearing disabilities. For example, deaf or hard of hearing customers can talk with friends using a TTY - a special visual-display typewriter that connects to standard phones. For more information, call the California Telephone Access Program toll-free at 1-800-806-1191 (voice) or 1-800-806-4474 (TTY) Monday through Friday between 7 a.m. to 9 p.m. and Saturday from 9 a.m. to 5 p.m.

The California Telecommunications Relay Service (TRS), helps establish a communications link between people with hearing or speech disabilities using a TTY and people who use voice phones. Call 711 if you need assistance from the TRS, which is available nationwide 24-hours-a-day, every day. There’s no charge for dialing 711 or the 800 numbers listed in your Verizon Directory for the California Relay Service. A second California LifeLine line is available if you or another person in your household is disabled and uses a teletype writer (TTY) when using the phone.

For more information see the Deaf and Disabled Telecommunications Program website at.ddtp.org. These programs are funded by a fee on your Verizon bill. See “California Relay Service & Communications Devices Fund”.

Customers with Disabilities -- If you have low vision or blindness, hearing loss or deafness, cognitive, speech or mobility disability, give the Verizon Center for Customers with Disabilities a call — we can help. Call 1-800-974-6006 (voice/TTY), Mon. – Fri. 8:00 a.m. – 6:00 p.m. or visit us online at.verizon.com/disabilities to learn more about telecom solutions or service your account. The Verizon Center for Customers with Disabilities also services customers with disabilities in Spanish by calling 1-800-826-1227 (voice/TTY).
Consumer Telemarketing Information Resources

You have privacy rights when it comes to telephone solicitations. To find out more, you can request the following publications:


- **"Unwanted Telephone Marketing Calls"**, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, S.W., Washington, D.C., 20554, or call toll-free [1-888-225-5322](tel:1-888-225-5322), website: [fcc.gov/cgb/consumerfacts/tcpa.html](http://fcc.gov/cgb/consumerfacts/tcpa.html)

- **“Be Smart, Buy Smart – What Smart Shoppers know About Telemarketing”**, California Department of Consumer Affairs, 400 R Street Sacramento CA 95814, or call [1-800-952-5210](tel:1-800-952-5210) (English/Spanish), website: [dca.ca.gov/publications/telemarket.shtml](http://dca.ca.gov/publications/telemarket.shtml)

Extra CA Telemarketing

You can block calls to 900 and 976* informational numbers

Calls to 900 and 976 numbers provide information or entertainment programming for an additional charge from companies not affiliated with Verizon. 900 and 976 calls are billed either by the minute or as a flat fee each time the number is called. You can request 900 and 976 call blocking by calling Verizon at 1.800.VERIZON (1.800.837.4966) for residential customers. 900 and 976 call blocking is free for residential lines. 900 and 976 call blocking does not stop incoming calls or calls to emergency numbers such as 911. If you decide to remove blocking, there is a one-time charge of $5.00 per line for residential lines. These same charges will apply should you decide to re-install call blocking. For your protection, Verizon also requires an authorization letter before blocking is removed.

You may be entitled to a one-time refund for 900 or 976 charges if:

- Calls were made by your minor child without your permission; or
- You didn’t authorize the calls; or
- You are not satisfied with the quality or value of the service you received; or you dispute the amount billed; or
- The 900-number service provider didn’t follow federal regulations.

Requests for refunds must be made within 60 days of the date on your phone bill. If you refuse to pay any 900 or 976 charges, we may block calling to these numbers from your phone, but we will not disconnect your local or long-distance phone service.
The Federal Trade Commission (FTC) works for consumers to prevent fraudulent, deceptive and unfair business practices. Although the FTC does not resolve individual consumer problems, your complaint helps them investigate fraud, and can lead to law enforcement action. FTC complaints should be mailed to:

Consumer Response Center  
Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

How to Reach Us

Give us a call toll-free 8 a.m. to 6 p.m. Monday through Friday.

For Installation, adding new services, billing inquiries or 24 hour repair service: 1-800-VERIZON (1-800-837-4966).

Customers with Disabilities: 1-800-974-6006 (Voice and TTY)

For assistance in these languages, call:
   Spanish 1-800-743-2483
   Chinese 1-800-483-8688
   Korean 1-800-483-7772

- If you have a billing problem, please call us to resolve it. If you are not satisfied with the outcome, you may contact the California Public Utilities Commission at 1-800-649-7570. (Please refer to your bill for further information.)

For more information about Verizon’s products and services visit our website 24 hours per day at verizon.com.

Guide ends here

Service Quality Reports

Verizon’s service quality reports are available for public inspection at the California Public Utilities Commission’s San Francisco and Los Angeles offices and, by appointment, at Verizon’s office at 2535 W. Hillcrest Drive, Newbury Park, CA. Please contact us at 805/480-0714 to schedule an appointment.

Service Quality ends here
EMERGENCY SITUATIONS
When a disaster strikes...
Limit congestion and blocked calls on the telephone network by doing the following:
• Use the radio, internet, your local TV station, or your town's Facebook page for information about the disaster instead of calling 911, the police, or fire department.
• Limit your telephone calls to emergencies.
• Send text messages from your cellular phone. Text messaging requires only short bursts of transmission, which can often get through when voice service cannot. However, do not text 911 because text messages cannot be accepted by 911 centers.
• Assign one point of contact outside the area to convey information to others about you.

If you do need to make an emergency call:
• Make sure all extension phone receivers are on the hook.
• Wait for dial tone: it could be delayed a minute or more.
• Don’t repeatedly push the switch hook down. This will further delay your call.
• If you get a “fast busy” or “all circuits busy” recording, hang up and try again.
• If there’s damage to our equipment or facilities or your wiring, it may not be possible to complete your call.
• Do not text 911, as text messages cannot be accepted by 911 call centers.

Be prepared:
• Have a corded phone on hand: most cordless phones won’t work during a power outage.
• Keep your cellular or satellite phone fully charged.
• Keep a universal power supply unit fully charged.
• Register with your local emergency notification call program. When registering, include your cellular phone numbers.

This information is also included in your Verizon Directory.

More Information About 911

If human life or property is threatened which requires immediate attention call 911 for fire, police, sheriff, highway patrol, ambulance, paramedics, Coast Guard or search and rescue. All 911 call centers are equipped to respond to Teletypewriter (TTY) calls and can trace their origination. Do not text 911 as 911 call centers cannot accept text messages.

For non-emergencies, don’t call 911 because it delays response time to real emergencies. For issues that do not require immediate attention, call the non-
emergency numbers listed in your directory for the agencies you’re trying to reach.

Many but not all 911 services identify where you’re calling from so when you dial, first tell the 911 dispatcher where you are. If you have Caller ID Blocking your telephone number and address may be displayed on a dispatcher’s viewing screen so the emergency agency can locate you if your call is interrupted. If you don’t want your number and address displayed, call the non-emergency number.

Caution about 800 and 900 phone numbers from the California Public Utilities Commission

When you call an 800 (855,866,877,888) or 900 telephone number, the party called may record your number in a database and sell it telemarketers. If the company you call uses Automatic Number Identification (ANI), it can use your phone number to get your address, income level, items purchased, and similar information from other marketing databases as well as sell your number to other telemarketers who can then pitch their products and services to you. ANI is approved by the Federal Communications Commission. Companies are not required to tell you if they have ANI.

Never assume that an 800 or 900 number is a toll free call! You may reach a recording advising that you will be called back collect. Or you may be told to call a 900 number. In both cases, the call would be billed to you!

If a person answers an 800 or 900 number, you can advise them that you do not want:
• your number, name, or address kept in the company records.
• your information rented or sold to other companies.
• the company to solicit future business from you.

To complain about a company using ANI, write to:
  Office of the Attorney General-Public Inquiry Unit
  P.O. Box 944255
  Sacramento, CA 94244-2550
  ag.ca.gov/contact/complaint_form.php?cmplt=CL
  1.800.952.5225.

Federal Communications Commission
Consumer and Governmental Affairs Bureau (CGB)
1919 M Street NW
Washington, DC 20544
fcc.gov/cgb/
If you suspect that your name is on a direct marketing list and you want it removed, go to dmachoice.org/ or write to:

Telephone Preference Service  
c/o Direct Marketing Association  
PO Box 1559  
Carmel, NY 15012

Extra CA 800/900

Sign up Now for Do Not Call  
Avoid unwanted calls by signing up at the national Do Not Call registry at donotcall.gov or call 1.888.382.1222 toll-free. Once your number is registered, it is illegal for most telemarketers to call you. To file a telemarketing complaint, contact the Federal Trade Commission at ftc.gov, toll-free 1.877.382.4357, or by TTY at 1.866.653.4261.

Telemarketing

Verizon Customer Proprietary Network Information

Under Federal Law, you have the right, and we have the duty, to protect the confidentiality of your telecommunications service information. This includes information regarding the type, technical arrangement, quantity, destination, and amount of use of your telecommunications services, and the related billing for these services.

We may use this information, and share it with our affiliates and agents for marketing purposes without further authorization by you, to offer you the full range of communications-related products and services available from Verizon and its affiliates, and to offer you a package of services tailored to your specific needs. These services may be different from the type of services you currently buy from us. In addition to local telephone services, these services include long distance, wireless, internet access and video services. A more complete description of the Verizon companies and their service offerings is available at verizon.com or you may call your Verizon service representative. If you wish to restrict this use of your information to offer services as described above, please call us at any time. Please have your bill and account number available. You may call this number at any time to register or remove your restriction. Your decision will remain in effect until you tell us otherwise. If you have previously restricted use of your telecommunications service information, no action on your part is required unless you wish to remove the restriction. Whatever you decide will not affect our provision of service to you and does not eliminate all other marketing contacts by Verizon. If you have any questions, please call your service representative or account manager.
Call Monitoring

For training and quality control purposes, supervisory and management personnel monitor calls between Verizon employees and our customers without notice to the customer or the employee as permitted by state law. Only one percent of operator-assisted or directory assistance calls are monitored. While no recording of these two-way conversations is made, Verizon’s automated operator and directory assistance systems may incidentally record customers’ voice responses to prompts for the name and city of the called party.

Calls between customers are not monitored without the use of an automatic warning tone except when required by law enforcement or national defense agencies in accordance with law and legal safeguards. If you have any questions about monitoring, please call your Verizon customer representative at 1.800.VERIZON (1.800.837.4966).

Third Party Billing and Blocking Options

Verizon provides billing and collection services to third parties who have verified that our customers have authorized the third-party charges on their monthly Verizon bill. If you notice a charge you did not authorize, contact Verizon and we can remove the unauthorized charge. Verizon also offers you the option to block the placement of unaffiliated third-party charges at no additional cost. If you wish to order the blocking option, please contact Verizon at 1.800.VERIZON (1.800.837.4966).

FiOS Voice Service – Backup Power

Loss of Phone Service Due to Power Failure
You are responsible for providing the electrical power necessary for your FiOS Digital Voice phone service to work. Without a back-up power source, during a power outage, FiOS Digital Voice phone service and 911 emergency calling will not be available.

Your FiOS Digital Voice equipment contains a built-in battery backup unit. If the batteries are fully charged, they will provide phone service for up to 8 hours in a power outage.

Keep fresh batteries in the backup unit. Depending on your equipment type, you may need to replace either a 12 Volt battery or the D Cell batteries in the optional Battery Tray that plugs into your equipment. Visit verizon.com/myverizon to find the battery for your equipment type.

D Cell Battery Trays may be purchased through Verizon and 12 Volt batteries may be purchased through Verizon or a third party. Battery back-up will not power FiOS Internet or FiOS TV service. Once the power or service disruption ends, you may have to reset your Internet router or TV equipment to get the services working again.
FiOS Voice Service – Backup Power Reminder

Your Voice FiOS service requires electric power to operate. In case there is a power outage, Verizon has provided a battery backup unit to provide you with voice service for approximately eight hours. Your battery may require replacement after approximately five years. The battery alarms will indicate when the battery needs to be replaced. You can purchase a replacement battery at most major electronics outlets and home improvement stores. For more information, you can contact the Verizon Fiber Solutions Center at 1-888-553-1555 and they will direct you to an approved battery replacement vendor who will be able to handle your request for a new battery. You can also refer to your Verizon FiOS Internet and TV Service Guide or visit our website for additional information at fioshelp.verizon.com

POWER AND BACKUP POWER INFORMATION FOR YOUR VERIZON VOICE SERVICE – VERIZON POWERRESERVE

Congratulations! Your new home phone service is provided through Verizon’s state-of-the-art fiber optic network. This notice provides important information on the power requirements and backup power alternatives for your voice service. A battery backup option is available for your Verizon voice service. If your ONT has a power adaptor, your backup power option, the Verizon PowerReserve device, is described below.

ELECTRIC POWER REQUIREMENTS – Power Adaptor / PowerReserve Device

Your service requires electric power to operate. During a power outage you will not be able to make or receive calls without a backup power source. Your Optical Network Terminal (ONT) is installed with a Power Adaptor. The Verizon PowerReserve device, which plugs into the Power Adaptor, may be used to provide backup power for your voice service. When 12 fresh D Cell batteries are inserted in the PowerReserve device, you will have up to 25 hours of backup power for basic voice service, including calls to 911. The PowerReserve device will not power cordless phones, other devices (including those that assist customers with disabilities or home security systems), or your FiOS Internet or TV service.

During a power outage, please use your voice service only for emergency calls to preserve your battery power. Please note: Verizon will not provide credits and is not liable for interruptions of service due to a power outage.
The PowerReserve device plugs into the Power Adaptor for your ONT, and may be placed on a flat surface or mounted on a nearby wall.

There may be other commercially available sources of backup power, such as a generator or uninterruptible power source that may provide backup power for your voice service. Please consult the manufacturers of those types of devices for more information about their functions and capabilities.

MORE INFORMATION ABOUT THE POWERRESERVE DEVICE AND BATTERIES

Whether your Optical Network Terminal was installed with a PowerReserve device and 12 D Cell batteries or you purchased the device and/or the batteries yourself, you are responsible for monitoring and maintaining the batteries and the PowerReserve device and replacing them as necessary. Battery age, usage, and temperature will impact battery life and performance.

The PowerReserve device has an on/off switch. You should keep the switch in the off position to maintain battery life until it is needed. The PowerReserve device comes with a test strip that may be used to determine when your D Cell batteries should be replaced.

PURCHASE AND REPLACEMENT OF THE POWERRESERVE DEVICE AND BATTERIES

The Verizon PowerReserve device may be purchased from Verizon. D Cell batteries are available from many retail sources. Please visit verizon.com/battery for PowerReserve device purchasing options and to view a quick video on how to install the device. You may also contact us at 1.800.VERIZON. The PowerReserve device is not covered by the Verizon Device Protection Plan, but if it fails within the first 30 days, please contact us at 1.800.VERIZON for a no-cost replacement.

Please note: Batteries should be disposed of properly. For information about recycling, you can contact Call2Recycle at 1.877.RECYCLE (1.877.273.2925) or visit call2recycle.org to find a list of drop-off locations closest to you. You may also visit epa.gov/osw or call the EPA at 202.272.0167 for instructions. Your local municipality may also have information about proper disposal of batteries.
POWER AND BACKUP POWER INFORMATION FOR YOUR VERIZON VOICE SERVICE – BATTERY BACKUP UNIT

Congratulations! Your new home phone service is provided through Verizon’s state-of-the-art fiber optic network. This notice provides important information on the power requirements and backup power alternatives for your voice service. A battery backup option is available for your Verizon voice service. If a Battery Backup Unit (BBU) is installed with your Optical Network Terminal (ONT), your 12-Volt battery backup power option is described below.

ELECTRIC POWER REQUIREMENTS – BBU / 12-Volt Battery
Your service requires electric power to operate – during a power outage you will not be able to make or receive calls without a backup power source.
Your Optical Network Terminal (ONT) is installed with a separate Battery Backup Unit (BBU).

Battery Backup Unit (BBU)

When a fully charged 12-volt battery is installed in the BBU, you will have up to 8 hours of backup power for basic voice service, including calls to 911. The BBU will not power cordless phones, other devices (including those that assist customers with disabilities or home security systems), or your FiOS Internet or TV service.
During a power outage, please use your voice service only for emergency calls to preserve your battery power. Please note Verizon will not provide credits and is not liable for interruptions of service due to a power outage.
Your BBU was installed in a location in your home or garage where it can be easily monitored. Subject to the technical requirements of the service, the BBU may be placed in a mutually agreed upon location to increase accessibility.
There may be other commercially available sources of backup power, such as a generator or uninterruptible power source for your voice service. Please consult the manufacturers of those types of devices for more information about their functions and capabilities.

MORE INFORMATION ABOUT THE BATTERY BACKUP UNIT AND BATTERY

Whether your voice service was installed with a 12-volt battery or you purchased one yourself, you are responsible for monitoring and maintaining it in the BBU and replacing it as necessary. Battery age, usage, and temperature will impact battery life and performance. Please note the indicator light, button, and alarm information below:

Battery Audible Alarm: Your BBU is equipped with an audible alarm to inform you of problems—the lights will indicate next steps.
System Status Light: Green – normal operation
Blinking Green – system fault
Battery Power Light:  **Red** – ONT is operating on battery power; no commercial power available
**Blinking Red** – low power  
Replace Battery Light:  **Red** – battery needs to be replaced

Alarm Silence Button:  Press to silence audible alarm

Battery Emergency Use Button:  Press once to reboot the ONT and get up to 1 hour of battery life for emergency phone calls. Once pushed, all remaining battery life will be consumed.

**PURCHASE AND REPLACEMENT OF BATTERIES**
Batteries may be purchased from Verizon or from many home improvement stores. Please visit verizon.com/battery for purchasing options and to view a quick video on how to replace the battery. You may also contact us at 1.800.VERIZON. Only 12-Volt 7.2Ah sealed lead acid batteries should be used in the BBU. Certain Verizon Device Protection Plans may cover replacement batteries. Verizon does not install new batteries for customers initiating new service in a location with an existing BBU. However, if a battery that Verizon installed or provided fails within the first year of your service, please contact us at 1.800.VERIZON for a no-cost replacement.

Note: batteries not installed or provided by Verizon are not covered by this warranty. Please note: Batteries should be disposed of properly. For information about recycling, you can contact Call2Recycle at 1.877.2.RECYCLE (1.877.273.2925) or visit call2recycle.org to find a list of drop-off locations closest to you. You may also visit epa.gov/osw or call the EPA at 202.272.0167 for instructions. Your local municipality may also have information about proper disposal of batteries.

*Updated October 2014*