1. Do I need a set-top box on every TV?  
**Answer:** Verizon delivers an all digital network served over fiber optics right to your home. This state-of-the-art network means that Verizon FiOS TV is the latest in entertainment and will transform the way you experience television. In order that you receive all of the features and benefits that FiOS TV has to offer, a set-top box (STB) is required. Verizon offers digital adapters and cable cards that provide limited functionality, see your sales representative for options and functionality.

2. Do I need a set-top box if I have a Cable Ready Television?  
**Answer:** Verizon equipment is required on every television you wish to view FiOS TV. If at the time of installation the FiOS technician is able to determine that you have a Digital Cable Ready TV with a compatible internal digital QAM tuner, this may operate without the Verizon equipment which the technician can remove from your order. However, certain functions and programming channels would not be available, and it also may limit support if there are issues with service to that TV following the initial set-up. This would be determined at the time of installation.

3. Will I be reminded of my installation date? How will I be reminded? What happens if I need to change the date?  
**Answer:** Yes. Prior to your install date, you will receive several calls, emails and a postcard from Verizon. It is very important that you provide us with a “can be reached” number and email address that enable us to contact you with the latest information on your installation. If you are using someone else's contact information, please be sure they share any updates with you about your order. Another great source of information is verizon.com/whatsnext. If you need to change your installation date, please call 1-800-VERIZON.

4. How long does a typical installation of a triple-play take? If my installation timeframe is between 8 AM to noon, should I expect the technician to be at my house at 8 AM?  
**Answer:** A technician will arrive sometime between the times provided to you for the appointment time. Please note the times given are a window of time for the technician's arrival and not the actual arrival and departure times for the installation. A typical installation of both FiOS Internet and FiOS TV will take approximately 4-6 hours. A person 18 years of age or older must be present for the installation visit and should be able to make decisions on placement of wiring and equipment at your home.

5. Do I have to change my inside TV wiring in order for FiOS to work?  
**Answer:** Not necessarily. Verizon will test your existing coaxial cable in your home for quality signal strength, and in most cases we will be able to utilize the existing wiring. Your Verizon FiOS TV technician can install new outlets for an additional charge.
6. What is an “Activation Fee”?  
Answer: There is a one-time “activation fee” that is required to perform proper programming and activate your service. The activation fee applies to new customers signing up for FiOS Internet and/or FiOS TV service. This activation fee can be spread over a three month period on your Verizon bill.

7. Is installation free? How many TVs will the technician install at no charge? Can I have additional TV outlets installed?  
Answer: Your installation includes connecting up to three TVs with existing coaxial outlets. It also includes programming of the FiOS TV remote control for your three STBs and televisions. These installation services are free. Installation also includes the set-up of one computer for FiOS Internet purposes. Your Verizon FiOS TV technician can connect additional existing outlets beyond the first three or install new outlets for an additional charge.

8. What should I expect on my first bill?  
Answer: When you activate a new service, we will bill you for a partial month or portion of the monthly charge. This is calculated from the date you began service to the last day of your billing cycle. You are also billed in advance for the next month’s charges.

9. What happens at the end of the promotional period?  
Answer: At the end of the promotion you will be billed the applicable existing retail rates for your services. If you would like to make changes to your account contact us at 1-800-VERIZON.

10. Are there any charges if I cancel my services before my agreement is up?  
Answer: If you cancel your services before your agreement is up, you will be charged an Early Termination Fee (ETF). Your bundle term and ETF clock begin when all of your services are provisioned. If you cancel in the first month after all of your bundle components have been provisioned, you will be charged the full fee. After that, the ETF is prorated so you’ll get credit for each full month you remain in service. You can downgrade or enroll in a new bundle at anytime without an ETF. As long as you are enrolled in a bundle, no ETF will be charged.

11. What happens when my agreement ends?  
Answer: At the end of your bundle term you will automatically be moved to month-to-month bundle pricing, if available, at the current market price. You also have the option of enrolling in a new bundle at that time or before.

12. How do I make changes to my account?  
Answer: If you would like to make changes to your account or add services following your installation, you may go to our website www.verizon.com or contact us at 1-800-VERIZON.

13. Who do I call if there are service issues?  
Answer: If you are experiencing service related issues, you may go to www.verizon.com or call Verizon at 1-800-VERIZON. You may report a service issue 24 hours/day, 7 days/week.

14. What other services can Verizon provide?  
Answer: Verizon has services that are available to enhance your FiOS experience. These range from sophisticated Internet security services to a variety of movie and entertainment packages. Contact your Verizon representative for more information on these services.