

## Fios TV Notice



**Note:** This notice does not affect your current service or rates.

This notice provides information about your Fios TV service and Verizon's policies and procedures regarding Fios TV. Please note that your Fios TV service is governed by the Verizon Customer Agreement, which can be found at [verizon.com/terms](https://www.verizon.com/terms).

### Products and Services, Pricing, and Programming Options

Fios TV customers have access to a variety of programming packages, premium content, and On Demand and Pay Per View titles, in addition to Fios TV equipment and recording/storage options. Detailed information about these options, including pricing and conditions of subscription, is available at [verizon.com/fiostv](https://www.verizon.com/fiostv), by calling 800-verizon (800-837-4966) or by reviewing the Fios TV Rate Card at [verizon.com/fiostvratecard](https://www.verizon.com/fiostvratecard). The Fios TV rate card is also available via your TV by pressing the Menu button on your Fios remote control, then selecting Customer Support, My Account and Fios TV Rate Card.

Fios TV equipment allows customers to enjoy the full potential of Fios TV, including our Interactive Media Guide (IMG), On Demand Library, Parental Controls and HD. Customers who connect to the Fios network without Fios TV equipment may not receive all Fios TV programming. CableCARD technology allows access to the encrypted HD and standard-definition digital channels on Fios TV, but does not support advanced Fios TV features. Please note that our equipment may not support certain features and functions on older televisions and recording equipment. Please see [verizon.com/support](https://www.verizon.com/support) for more information.

### Using Your Fios TV Service

Visit Channel 131 or [verizon.com/usingfios](https://www.verizon.com/usingfios) for information about your Fios TV service, including remote control and search functions, the IMG, recording functions, On Demand and Pay Per View programming, Parental and Purchase Controls and the Fios Mobile TV App. A variety of information is available in the IMG - just press **Menu > Customer Support** - and is available at [verizon.com/support](https://www.verizon.com/support).

Fios TV Parental and Purchase Controls provide the ability to block access to programming and to On Demand and Pay Per View purchases for each Set Top Box. Parental and Purchase Controls can be accessed in the IMG by pressing **Menu > Settings > System > Parental/Purchase**. Additional information is available at [verizon.com/support](https://www.verizon.com/support)

Closed captioning is available through the IMG by pressing **Menu > Settings > System > Accessibility > Closed Captions**. Customers with hearing disabilities may contact us via TTY at 800-974-6006.

For information about receiving your Fios TV bill or other Fios TV materials in Braille or in large print, call 800-974-6006, Monday - Friday, 8:30 a.m. to 5:00 p.m. ET.

You can temporarily suspend your Fios TV service for seasonal or vacation purposes in certain circumstances by visiting [My Verizon](#) and selecting **Suspend My Service** under **Security, Support & More** or by calling 800-verizon (800-837-4966).

If you disconnect your service, please remember to return all Verizon equipment within 30 days or an unreturned equipment charge will be applied to your account. If your service is terminated before the end of a term agreement, you may be charged an early termination fee.

## **Channel Positions**

You may view and print your channel lineup by signing in to [My Verizon](#) and then clicking on **Services > TV > Manage**.

## **Installation and Maintenance**

Depending on whether there may have been previous Fios service at your address, you may qualify to install your Fios TV service yourself. You may also have a Verizon technician install your service and any additional TV outlets or wiring that might be needed. For details, including rates associated with installation, contact us at 800-verizon (800-837-4966).

You can easily troubleshoot Fios TV issues by:

- Using the Customer Support Menu via the IMG. Go to **Menu > Customer Support**
- Visiting us at [support.verizon.com](http://support.verizon.com)

You may also call 800-verizon (800-837-4966) for technical support.

If the representative is unable to resolve your problem, he or she will set up a service call at your convenience, for which a charge may apply.

## **Billing, Payment and Service Credit Information**

Verizon bills Fios TV service and equipment rentals a month in advance. Other charges, for example, Pay Per View are billed after the service has been ordered. Applicable taxes,

fees and other charges may also apply. If you have questions about a Fios TV bill, you can:

- View our [Billing FAQs](#)
- Use your Fios remote's IMG and go to **Menu > Customer Support > Dashboard**.
- Visit us online at [verizon.com/taxesandfees](https://www.verizon.com/taxesandfees) for information about taxes and fees
- Call us at 800-verizon (800-837-4966).

You have several options for bill payment, including:

- Using the [My Fios App](#)
- Logging into your account at [verizon.com/myverizon](https://www.verizon.com/myverizon)
- Mailing a check
- Auto Pay
- For other options, visit [verizon.com/billing](https://www.verizon.com/billing)

If we do not receive full payment by the bill's due date, we may charge a late fee or suspend or terminate your service.

In the event of a Fios TV service outage or interruption, you may be entitled to a service credit, typically calculated as a prorated amount of your current monthly bill. In most instances, you must promptly report the outage to us in order to qualify for this credit.

## Complaint Procedures

If you have a question or complaint about your Fios TV service, please contact Verizon's customer care 24-hours-a-day, 7-days-a-week, at 800-verizon (800-837-4966). If your concern is unresolved, you may write to us at: Verizon Executive Relations, 1 Verizon Way, Basking Ridge, NJ 07920. If you are dissatisfied with the resolution of your complaint or we are unable to resolve your complaint, you may contact your local franchise authority to discuss your issue. Locate the local franchise authority for your area via this link [verizon.com/localfranchiseauthority](https://www.verizon.com/localfranchiseauthority).

## NJ Complaint Information Consent

Verizon is required to keep a record of customer complaints, and you may choose to have details of your complaint reported to the New Jersey Board of Public Utilities Office of Cable Television and Telecommunications. If you consent, certain personal information and details of your complaint will be made available to the Office of Cable Television and Telecommunications upon its request, which organization will use it to verify the complaint information that Verizon has filed. You may be contacted concerning your experience with Verizon's handling of your complaint. If you do not

consent, we will maintain a record of your complaint and report aggregate complaint information to the Office of Cable Television and Telecommunications, but will not release any information that specifically identifies you or your complaint.

If you choose to grant consent, you will need to provide us with the information below and the exact statement of permission that follows and send that information to us at the address listed below:

Name:

Telephone Number:

Signature:

Date:

“You may provide my name, address and telephone number, and the date of the complaint, the nature of the complaint and whether or not I was satisfied with the resolution Verizon proposed or reached in settlement of my complaint, to the Office of Cable Television and Telecommunications.”

Return to:

Verizon Communications Inc.

Attn: NJ Complaint Waiver

P.O. Box 4846

Trenton, NJ 08650

## **Customer Service**

Verizon maintains offices in your area where you can ask about Fios TV service, exchange or return equipment, and pay your bill. Visit [verizon.com/fiostvstorelocations](https://www.verizon.com/fiostvstorelocations) to view a list of these locations.

## **New Jersey Service Credit Information**

The following Service Credit information is applicable to New Jersey Fios TV customers:

In accordance with the Regulations of the Office of Cable Television and Telecommunications, a service outage is defined as the total loss of the audio or visual portion of any service, not caused by the customer, for which the customer pays a separate charge and which affects Verizon’s distribution equipment. For service outages lasting six (6) to twenty-four (24) hours, you may be eligible to receive a one-day credit, based on your monthly rates for the affected service. For service outages that extend more than twenty-four (24) hours, you may be eligible to receive a credit based upon your monthly rate for the affected service for each calendar day (or part of a calendar day if greater than six (6) hours during which such service is unavailable).

Verizon may offer to provide an alternate form of compensation in lieu of a credit to compensate you for the loss of service caused by an outage. A credit may not be available if restoration of your service within six (6) hours cannot be accomplished due to factors beyond Verizon's control, provided that service within six (6) hours after restoration of service becomes practicable. If a loss of service lasts at least twenty-four hours and is not the result of a service outage, you may be eligible to receive a credit based upon your monthly rate for the affected service for one day of service for each twenty-four (24) hour period during which the service is unavailable. Except and unless specifically provided otherwise by law, such credit (or alternate compensation in lieu of a credit in the case of a service outage) shall be your sole remedy for a service outage or other interruption of service. In order to be eligible for a credit, you must request such credit by phone or in writing to Verizon or the Office of Cable Television within thirty (30) days of the service outage. IN NO EVENT SHALL VERIZON, VERIZON ONLINE LLC, OR ANY VERIZON AFFILIATES (OR OTHER OFFICERS, DIRECTORS, EMPLOYEES, PARENT OR SUBSIDIARIES), OR VERIZON'S THIRD- PARTY LICENSORS, PROVIDERS OR SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, CONSEQUENTIAL OR PUNITIVE DAMAGES OR LOSSES ARISING OUT OF THE SERVICE, WHETHER BASED ON NEGLIGENCE, CONTRACT OR OTHERWISE, REGARDLESS OF THE TYPE OF CLAIM OR THE NATURE OF THE CAUSE OF ACTION, EVEN IF VERIZON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CLAIM OR DAMAGES, OTHER TERMS AND CONDITIONS CONTAINED IN THE FIOS TV TERMS OF SERVICE APPLY.

### **State of New York Department of Public Service Statement of Significant Subscriber Rights:**

As a Fios TV customer, you are entitled to notice of the rates and programming that we offer. This notice will be given to you:

- When you first subscribe to Fios TV;
- When you request any change in service;
- When you request such information;
- Semiannually; and
- When there is a change in programming, such as when a channel is removed.

In the case of certain particularly significant programming changes, we'll give you notice 30 days prior to the change taking effect, if the change is within our control, or we will give you notice within 30 days of our learning of the change. In some cases, you may have the right to modify your service plan without charge or to receive a credit as a result of such a change.

If you are affected by any change that may trigger one of these rights, the specific criteria for determining your eligibility for one or more of these opportunities will be

explained to you in detail.

### **Local Franchise Authority Contact Information:**

New York State Department of Public Service (DPS), Office of Consumer

Services: [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints)

Complaint Line Phone Number: 800-342-3377 8:30 a.m. – 4:00 p.m., Monday – Friday.

TDD System for Hearing Impaired: 800-662-1220 8:30 a.m. – 4:00 p.m., Monday – Friday.

Or you may write to:

Department of Public Service

Office of Consumer Services

Three Empire State Plaza

Albany, NY 12223

### **Equipment Compatibility**

Our Fios TV equipment allows customers to access the dynamic Interactive Media Guide, our extensive On Demand library, Pay Per View, easy-to-use Parental Controls and our 100% digital programming.

Customers who choose to connect their TV directly to the Fios network without a Set Top Box or digital adapter may not be able to receive all of the content to which they subscribe. Certain customer-owned equipment may also be equipped with CableCARD technology or a built-in digital tuner. These devices will allow the customer to access Fios TV content without needing a Set Top Box or digital adapter, but will not allow them access to key Fios TV features, such as the Interactive Media Guide, Pay Per View and On Demand content, or Parental Controls.

Technology is fluid, and our equipment may not support certain features and functions on older customer-owned equipment. For example, you may not be able to view a program on one channel while simultaneously recording a program on another channel, record two or more consecutive programs that appear on different channels or use advanced display features, such as "Picture-in- Picture."

Customers may be able to obtain other remote controls that are compatible with our equipment from retail outlets. Universal remote controls that have a General Instruments IR code set may be used to control a Fios TV Set Top Box. To learn more about Fios TV equipment options, please visit [verizon.com/fiostv](http://verizon.com/fiostv).

*Please NOTE:*

- The information included in the Annual Notice or the sites referenced, including service and pricing information, is subject to change