


CITY OF SOMERVILLE
Primary Phone: 617-625-4790
Account Number: 156-385-778-0001-48
Bill Date: April 15, 2021

 **Get answers fast**
• Visit enterprisecenter.verizon.com
• Call 1.800.903.1526

These monthly charges are for your service from March 16 to April 15.

Balance forward:

\$2,211.18

+

This month's charges:


\$294.07

=


Total due:

\$2,505.25

Due by May 14.

 **Take action**

- You have an overdue balance so your bill is higher than normal. If you haven't already, please pay the overdue balance, via one of our easy ways to pay.

 **This month's charges**

Services & Equipment	\$243.80
Your One-Time Activities	-\$29.95
Fees & Other Charges	\$80.22
Charges Due by May 14	\$294.07
Balance Forward	\$2,211.18
Total Due	\$2,505.25

Return only this stub with your payment. We will not review or honor other written notifications. Visit verizon.com.

Account Number: 156-385-778-0001-48

Charges Due by May 14, 2021 :

\$294.07

Balance Forward:

\$2,211.18

Total Due:

\$2,505.25 041521

Make check payable to Verizon

\$ _____.

00012382 01 AB 0.425 KG041511 0052 XX
CITY OF SOMERVILLE
ITT46 – SCHOOL DEPT
93 HIGHLAND AV
SOMERVILLE MA 02143–1740

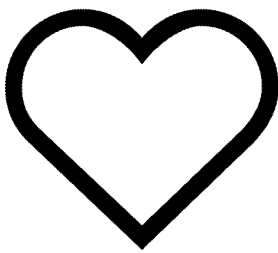


VERIZON
PO BOX 15124
ALBANY NY 12212-5124

V5 156385778000148 00000221118 000002505253

Thanks for being you.

We know you have a choice...
and we're happy to be yours.



Frequently Asked Questions

Why does my bill fluctuate?

Your bill amount fluctuates when you:

- Request a change to your service
- Purchase or rent movies
- Use directory assistance
- Make calls outside of your calling plan
- Receive a promotional credit
- Lose a promotional credit
- Receive a price change

Details of Payments

Payments	
Previous Balance	2,211.18
No Payment Received	.00
Balance Forward	\$2,211.18

Payment activity since last bill date.

Details of Charges

Services & Equipment	
Services	
Federal Subscriber Line Charge 10 @ 7.38	73.80
Federal Access Recovery 10 @ 3	30.00
Main Line/s 10 @ 14	140.00
Subtotal	\$243.80

Equipment and additional services to personalize your Verizon service.

Your One-Time Activities	
Contract Credit (617-625-4790)	-30.00
Verizon Local Calls - Additional Calls	.05
Subtotal	-\$29.95

Charges that vary monthly based on your account activity.

Fees & Other Charges	
Taxes, Governmental Fees & Surcharges	
Federal Excise Tax	7.32
911/Disability Access Fee	15.00
Verizon Surcharges & Fees	
Federal Universal Service Fee	57.90
Subtotal	\$80.22

Includes both Verizon fees and governmental taxes and fees. For details, visit verizon.com/taxesandfees.

Charges	\$294.07
Total Due	\$2,505.25

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Usage Detail

Verizon Local Calls					
Call area	Rate per call	Rate per minute	Number of calls	Number of minutes	Amount
Zone 1	0.0000	0.0160	12	3	.05
Additional Calls					\$.05

Important

Manage Your Account Online

1. Go to www.verizonenterprise.com and select register.
2. Enter your invitation code O6FSJV17YW and complete the simple registration process.
3. Upon signing into Verizon Enterprise Center you will have immediate access to your billing account.

The Invitation Code provided expires on 5/31/2021 and provides access to your billing information, including Customer Proprietary Network Information as defined by the FCC and the CPNI statute at 47 U.S.C. sec. 222(h) (1). Any person who enters the Invitation Code online will be understood by Verizon to be your authorized and authenticated representative. Protect this Invitation Code as you would any password.

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/consumers/guides/prepaid-phone-cards-what-consumers-should-know.

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/consumers/guides/telecommunications-relay-service-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. Information on IP Relay is available at fcc.gov/consumers/guides/ip-relay-service.

Video Relay Service (VRS) relays calls for those using sign language. VRS information is available at fcc.gov/consumers/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. Also available is IP Captioned Telephone Service (IP CTS) which combines elements of captioned telephone service and IP Relay. Information on IP CTS is available at fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service.

FUSF Fee Changes April 1, 2021

Your Federal Universal Service Fund (FUSF) fee may change on April 1, 2021. 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.

Business Services Price Changes

On or after June 1, 2021, the monthly rates for select business services will increase as listed below. These pricing changes do not apply to services included in a bundle or package.

- CustoSak MTM (Month-to-Month) will increase by \$2.00. CustoSak (24 Month Term) will increase by \$2.00 at the start of the new term.
- Dialtone MTM will increase by \$1.00. Dialtone (24 Month Term) will increase by \$1.75 at the start of the new term.
- Caller ID, Caller ID Number only, Call Forwarding, Call Forwarding for Voicemail, Call Forwarding Don't Answer, Call Waiting, and Three Way Calling will increase by \$1.25.
- Business Voicemail (Answer Call, Call Answering, Home Voice Mail, Business Call Answering Single) will increase by \$1.25.
- Remote Call Forwarding will increase by \$2.00.
- ISDN Primary Service Port (Initial and additional at same location) Month-to-Month will increase by \$29.25. Calling Line Identification With Name Month-to-Month will increase by \$7.50.

If any of these increases apply to you, you may contact the Business Office before the new monthly rates go into effect to determine options.

Customer Notices

Your Choices to Limit Use and Sharing of Information for Marketing

You have choices about Verizon's use and sharing of certain information for the purpose of marketing new services to you. Verizon offers a full range of services, such as television, telematics, high-speed internet, video, and local and long distance services.

Unless you notify us as explained below, we may use or share your information beginning 30 days after the first time we notify you of this policy. Your choice will remain valid until you notify us that you wish to change it, which you have the right to do at any time. Verizon protects your information and your choices won't affect the provision of any services you currently have with us.

- Customer Proprietary Network Information

Customer Proprietary Network Information (CPNI) is information available to us solely by virtue of our relationship with you that relates to the type, quantity, destination, technical configuration, location, and amount of use of the telecommunications and interconnected VoIP services you purchase from us, as well as related billing information.

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. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

- Information about Your Credit

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Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

Electronic Fund Transfer (EFT)

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1.888.500.5358.

MA Late Payment Charge

To avoid a late payment charge of 0.827% of your total due, full payment must be received before May 18, 2021

Service Providers

Verizon MA 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 and Fios TV equipment. Fios is a registered mark of Verizon Trademark Services LLC.

Questions and Correspondence

If you have a question about your bill, please call us. If we are unable to resolve your problem on local telephone service, you may contact The Department of Telecommunications and Cable-Consumer Division by calling 1.800.392.6066, or 1000 Washington St., Suite 600, Boston MA 02118. You may write Verizon at: PO Box 16804 Newark, NJ 07101-6804. Your telephone service will not be shut off for failure to pay the portion of your bill which you are disputing. If you need more time to pay, please call us at 1-800-VERIZON (1.800.837.4966).

Late Payment Charge

Effective February 1, the late payment charge for business customers will change to the rate paid on two-year United States Treasury notes for the preceding 12 months ending December 31, plus 10 percent.

Services

Bankruptcy Information

If you are or were in bankruptcy, this bill 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.

Blocking of Third Party Charges Available

You can block third party charges to your Verizon bill. Visit verizon.com/blocking or call 1.800.VERIZON (1.800.837.4966).