



DISTRICT OF COLUMBIA CUSTOMER HANDBOOK



Information about the Rights and Responsibilities
of Verizon Customers in the District of Columbia
A Spanish version is available upon request.
Si lo solicita, le ofreceremos una versión en español.

Verizon Washington, DC Inc.

2010-2011

TABLE OF CONTENTS

OUR VISION	2
CUSTOMER SERVICE	2
STARTING YOUR NEW TELEPHONE SERVICE	2
BILLING PROCEDURES AND INFORMATION	3
UNDERSTANDING YOUR BILL	3
PAYMENT OPTIONS	4
SECURITY DEPOSIT	6
DISCONNECTION AND RECONNECTION OF SERVICE	6
CUSTOMER RIGHTS	7
SERVICE OFFERINGS	8
SPECIAL SERVICES FOR INDIVIDUALS WITH DISABILITIES	9
TELEPHONE PRIVACY ISSUES	10

PARA SERVICIOS EN ESPAÑOL, LLÁME AL 1.800.483.4522

This handbook is provided to District of Columbia residential customers in accordance with the rules of the Public Service Commission of the District of Columbia. It is available from Verizon by contacting our Business Office.

Verizon Washington, DC Inc.

Verizon is a leader in delivering broadband and other wireline and wireless communication innovations to mass market, business, government and wholesale customers.

CUSTOMER SERVICE

Contact Numbers

You may visit us on the web at www.verizon.com. On our website you can check on our latest offers and discounts and if you set up an account online, you can review your bill, make payments, and change your service 24 hours a day. To reach us by phone you may call 1.800.VERIZON (1.800.837.4966). Our office hours are Monday through Friday, 8:00 a.m. to 9:00 p.m. and Saturdays, 9:00 a.m. to 5:00 p.m. When prompted, you will need to enter your ten-digit home telephone number. For billing questions you may also need your account number which is printed on your bill. In addition, you can call outside of those hours and obtain help through automated services to get your bill balance, make payments, and more.

Spanish-speaking customers may call Centro Hispano de Verizon on 1.202.954.6250 Lunes – Viernes (except holidays), 8:00 a.m.–6:00 p.m.

Customers with Disabilities can call 1.800.974.6006 for voice and TTY users, Monday through Friday (except holidays), between 8:30 a.m. and 5:00 p.m.

Our Verizon Repair Service is available 24 hours a day at 1.800.837.4966 (say “Repair and Tech Support” or press “2”).

Call “DC One Call” Before You Dig

Please call “DC One Call” formerly “Miss Utility” at 1.800.257.7777 at least 48 hours in advance of all digging or construction. This will help you avoid costly utility disruptions and repairs in areas where Verizon has underground facilities.

STARTING YOUR NEW TELEPHONE SERVICE

When you are ready to order service, please call our Business Office at 1.800.VERIZON or 1.800.837.4966. Follow the voice prompts to complete the order or to reach a Consultant to place the order. Our Consultants will provide you with information on Verizon’s basic services, optional features, monthly rates and installation charges. They will discuss advance payment or deposit requirements, if applicable, in order to establish service.

BILLING PROCEDURES AND INFORMATION

The bill is due 20 days after the bill is rendered. If the due date falls on a non-business day, the due date is the next business day.

Billing Questions

If you have any questions regarding the accuracy of your bill or need an explanation of your bill, please call Verizon at the number that appears on your bill. If you wish to dispute your bill or a service disconnection please call Verizon to discuss your concern. In the course of a bill dispute, **a customer is required to pay the undisputed portion of the telephone bill** to continue receiving service. If Verizon determines the bill is accurate, the customer must pay the full amount of the outstanding balance. If the telephone bill remains unpaid, telephone service may be subject to disconnection.

UNDERSTANDING YOUR BILL

Information On Your Bill:

Billing Cycle – begins with your bill date and ends the day before your next month's bill date.

Due Date – the due date shown on your telephone bill by which payment in full must be received by Verizon.

Local Service – billed one month in advance.

Itemized Calls – may include charges for long distance and toll calls. The call details include the amount, telephone number, date and time of the call. Also included are the type of calls made and the number of minutes the call lasted.

Other services and charges – includes Directory Assistance Service, and Verizon work completed during the previous month; for example, installation or change service charges or a charge to turn your service back on if you requested the service to be temporarily disconnected.

Message Units – charges for calls within the Washington Metropolitan Area.

Taxes – local and Federal taxes are listed separately on your bill.

Previous Balance – amount unpaid from the previous month's bill.

New Charges – lists the total of the individual charges on your bill for the current billing month.

Total Amount Due – includes current charges and any outstanding unpaid charges still due at the time the bill was prepared.

Taxes and Surcharges

DC Gross Receipt Tax - Verizon Washington, DC is required to collect and turn over certain DC taxes to the DC Treasurer. These taxes are calculated as a percentage of certain items on the bill.

Public Rights-of-Way Use Fee - This is a per line, per month fee imposed by the District of Columbia for the use of the Public Right-of-Way.

DC E911/311 Fee - This is a per line, per month fee imposed by the District of Columbia to pay for the emergency service for personnel and non-personnel costs incurred by the District of Columbia and its agencies in providing 9-1-1 and 3-1-1 systems.

DC Universal Service Trust Fund - This fund was established by the Public Service Commission of the District of Columbia to cover the provision of basic telecommunications services to low income customers and the provision of Telephone Relay Service for the hearing impaired. This is a per line, per month surcharge that recovers Verizon Washington, DC's contribution to the DC Universal Service Trust Fund.

Federal Universal Service Fund - This fund was established by the Federal Communications Commission to maintain local telephone service for all consumers, and to provide discounted services to schools and public libraries and assistance to low income customers. This is a per line, per month charge that recovers Verizon Washington, DC's contribution to the Federal Universal Service Fund.

The Federal Subscriber Line Charge (SLC) - This surcharge is authorized by the Federal Communications Commission to compensate the local telephone companies for a part of the cost of installation and maintenance of the telephone wire, poles and other facilities that link residences to the telephone network. The SLC charge is a flat, per line, per month charge.

PAYMENT OPTIONS

There are several ways to pay your telephone bill:

- **On the Web**

Access your phone bill and make payments online at **www.verizon.com** by clicking on "Support" then "Billing Center." You can choose to make a one time payment or arrange for monthly direct debit from your bank account. Go Green! Go Paperless!

- **Direct Debit**

This alternative to online direct debit also allows you to pay your bill automatically each month from your checking account. Enroll by completing the "Automatic Bill Payment Enrollment" on the second page of your residential phone bill. This also enrolls you in Paperless billing. Go Green! Go Paperless!

- **Pay by Phone**

This service is optional and is provided by an independent third party vendor for a fee. Customers may call 1.800.345.6563, to pay their bill over the phone. This service is available 24 hours a day, seven days a week. Have your Verizon account number and your payment information handy.

- **By Mail**

Customers may pay their bill by mailing payment in the envelope that is included with their bill. Please include the payment page when mailing your bill. Include your 15-digit account number on your check and mail it to:

Verizon
P.O. Box 660720
Dallas, TX 75266-0720

- **In Person**

Payments may be made at one of our conveniently located Authorized Payment Locations. Please bring your complete bill. Authorized Verizon Washington, DC payment locations do not charge a fee and your payment should be posted to your account within a few days and deducted from the balance. For an updated listing of Authorized Payment Locations, please call 1.800.VERIZON (select option 1, then option 6, then option 1).

When you pay by check, you authorize Verizon to use information from your check to make a one-time electronic transfer from your account or to process this transaction as a check. When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your bank account as soon as the same day we receive your payment and you will not receive your check back from your institution. If you wish to be excluded from the electronic fund transfer process, please call 1.888.500.5358.

In addition, you may enter into a deferred payment agreement with Verizon. No charges other than those accrued as of the date of the agreement and no interest will be charged as part of such agreement. For more information, customers may call 1.800.VERIZON.

Returned Payments

If your payment is returned for any reason, we will resubmit it electronically. A charge may apply for each payment returned.

Late Payment Charge

Bill payment is due 20 days after the bill is rendered. If it is not paid by the due date shown on the bill, a late charge will be added to your current bill. The late charge will be 1.5% of the unpaid balance for balances less than or equal to \$5.00 or the greater of 1.5% of the unpaid balance or \$5.00 for balances greater than \$5.00. A late payment charge can be avoided by paying total charges by the due date provided on page 1 of your bill.

SECURITY DEPOSIT

A deposit is not requested from a person who has never had telephone service from Verizon in the District of Columbia.

A deposit may be required as a condition of service if:

- Telephone service has been disconnected for non-payment or unauthorized use,
- There has been a history of repeated delinquent payments, or
- There is an unpaid bill for previous telephone service.

If Verizon requires a deposit, it may not exceed \$100 or 2/12th the annual estimated bill, whichever is less. Deposits of \$35.00 or more can be paid in a minimum of three equal monthly installments. When service is discontinued, the deposit with interest earned will be credited to any outstanding final bill and any remaining balance will be returned to you. Interest on deposits is equal to the average annual yields of one-year Treasury bills for September, October, and November of the previous year. The rate may change annually on January 15th.

Verizon may accept a written guarantee of payment, instead of a deposit, from a responsible third party.

DISCONNECTION AND RECONNECTION OF SERVICE

To discontinue service please notify Verizon at least three business days in advance either by telephone or in writing. The three days are important because you will be responsible for – and will be billed for – all telephone charges due for the period service has been rendered. If you wish to submit a written request to disconnect service, that request should include the customer's name, address and telephone number.

Written requests should be mailed to:

Verizon Communications
P.O. Box 9000
Silver Spring, MD 20914

After proper notice, Verizon may disconnect your service **after 10 days' notice** if you:

- Fail to pay an overdue bill for which there is no disputed balance;
- Fail to make or keep payment arrangements;
- Use service in an unauthorized manner, including making harassing calls;
- Deny access to premises for the purpose of inspection, maintenance or replacement when Verizon has requested an access in writing;
- Misrepresent your identity in order to obtain service;
- Without written authorization, apply for service in the name of an individual who is not an occupant of the dwelling unit;

- Apply for service in the name of a third party without disclosing that fact or without bona fide authority from the third party;
- Apply for service for the purpose of assisting another occupant of a dwelling unit to avoid payment of that occupant's prior outstanding bill;
- Create an unsafe condition or an adverse effect on service;
- Cannot legally enter into or contract for the service you applied for; or
- Violate a regulation, order or tariff provision as approved by the Public Service Commission.

Medical Postponement Procedures

Disconnection may be postponed for up to 21 days if Verizon is provided with a physician's certificate or notice from a public health official stating that it would be detrimental to the health and safety of the occupant of the residence. In addition the customer must enter into a deferred payment plan with Verizon. A postponement of service disconnection for an additional period of not more than 21 days may be made if the medical certificate is renewed and the customer successfully establishes a payment plan.

Service Reconnection

If your service has been temporarily suspended for non-payment, and you need service reconnected, you must pay any past due amount in full, and a deposit if required. Service will be restored within 24 hours. There will be a charge to have your service restored.

CUSTOMER RIGHTS

Inquiries and Complaints

Verizon Consultants make every effort to resolve your inquiries and satisfy your requests. However, if you are not satisfied with our response, please ask to speak to a supervisor. If you are not satisfied after speaking with a supervisor you can contact Verizon Customer Relations on 1.800.483.7988, Monday through Friday (except holidays) between 9:00 a.m. and 4:30 p.m. You may also reach Verizon Customer Relations via Verizon's website at **www.verizon.com/contactus** or you may write to:

Verizon Customer Advocacy
P.O. Box 9488
Richmond, VA 23228

If you are not satisfied with the solutions Verizon Customer Relations offers, you may file a complaint with the Public Service Commission of the District of Columbia at the following address:

The Public Service Commission of the District of Columbia
1333 H Street, N.W., Suite 200, West Tower
Washington, DC 20005
1.202.626.5100
9 a.m. – 5 p.m., Monday – Friday (except holidays)
www.dcpssc.org

Customers may also obtain assistance and legal representation by contacting the Office of the People's Counsel of the District of Columbia at:

1133 15th Street, N.W., Suite 500
Washington, DC 20005
1.202.727.3071
www.opc-dc.gov

Tariffs

The Public Service Commission of the District of Columbia regulates Verizon Washington, DC. Tariffs show rates, rules, and regulations for telephone service approved by the Public Service Commission of the District of Columbia. The current tariffs are available during normal business hours for public inspection at the Public Service Commission of the District of Columbia or upon request from Verizon. You may contact the Public Service Commission of the District of Columbia or Verizon's Business Office.

Customers can mail inquiries or correspondence to Verizon at P.O. Box 9000, Silver Spring, MD 20914.

SERVICE OFFERINGS

Local Services and Optional Services

Verizon offers several local service options. They include:

- Metropolitan Area Service (Unlimited Outgoing Calling)
- Message Area Wide Service (Limited Outgoing Call Allowance)
- District of Columbia Service (Unlimited Calls within DC)
- Economy I Service (Charge per Message Unit)

For more information on our local and optional services, you may contact the Business Office at 1.800.VERIZON and discuss the services with our Consultants. Explanations of these services and how they work are included in the Customer Guide Pages in our White Pages Directory.

Special Telephone Service Offerings

Economy II

Economy II, Verizon's Lifeline Service, is provided to customers who meet the certification requirements of the District Department of the Environment/Energy Office ("DDOE").

With Economy II Service you can make as many outgoing local calls as you want and talk as long as you want within the District of Columbia and the Maryland and Virginia suburbs.

Economy II Service is available to income qualified customers for a discounted rate of \$3.00 a month. Qualified customers 65 years old and over receive a further discount which reduces the \$3.00 monthly rate to \$1.00 per month. Call the DDOE Hotline at 3-1-1 for more information.

Message Rate "B" Service

Message Rate "B" Service may be available to any customer who has received a notice of our intent to disconnect service, is having problems paying their bill, or has an outstanding final bill. Customers must agree to have toll calls blocked on their phone line and agree to timely payment arrangements on their outstanding and current bills. In addition to the payment arrangements agreed upon, customers will pay for a limited number of local calls per month within the District of Columbia and the Maryland and Virginia suburbs. Any calls made in addition to the limited number of calls incur additional charges. Customers who have defaulted on Message Rate "B" Service payment arrangements are not eligible to rejoin the plan until all payments due are paid in full. Economy II customers are not eligible for Message Rate "B" Service.

Link-Up America

Link-Up America helps reduce the cost of getting new service installed. Qualified customers are eligible for a 50 percent discount on service connection charges up to \$30.00 for a single phone line. Qualifying customers may receive the Link-Up discount if they relocate. Call our Business Office at 1.800.VERIZON for more information.

SPECIAL SERVICES FOR INDIVIDUALS WITH DISABILITIES

Telecommunications Relay Service (TRS)

TRS enables specially trained communications Assistants to act as confidential "bridges" between hearing users and text telephone users with hearing or speech disabilities. TRS is available 24 hours a day and can be reached by dialing the following numbers:

TTY/TDD & Voice Users:	711
TTY/TDD/PC	1.202.855.1234
Voice Only Users:	1.202.855.1000

TRS supports local calls, outgoing long distance calls, collect calls, calling card calls, third-party calls and person-to-person calls.

Spanish Relay

Spanish Relay Service allows Spanish speaking persons to communicate with TTY users who type in Spanish.

TTY/TDD/PC Users	1.800.546.7111
Voice Only Users:	1.800.546.5111

Directory Assistance Service

If a disability makes it impossible for you to look up numbers in the telephone book or physically restricts you from dialing a number, you may be eligible for exemptions from local Directory Assistance charges. Contact the Business Office at 1.800.VERIZON for more information.

Unlawful/Unwanted Calls

An unlawful/unwanted call may be an obscene, abusive, threatening or harassing call. If a customer wishes to take action against the caller, please call our Verizon Unlawful Call Center at 1.800.257.2969 for further assistance.

TELEPHONE PRIVACY ISSUES

Customer Lists

Most of our customers' names, addresses and phone numbers are listed in Verizon phone books. Verizon sometimes uses these lists to inform our customers about new products, services and discounts. However, if you prefer not to receive such calls, you may "opt out", or have your name removed from the telemarketing lists that we use. If you do not want your name included in these lists, call our Business Office at 1.866.483.9600. More information about Verizon's Privacy Policies can be found on our website at www.verizon.com/privacy or by calling our Business Office.

Solicitation Phone Calls

To end sales calls simply tell the caller you do not wish to be called. If you receive a sales call and think you are interested, ask the caller to mail information to you. If you do not want any more calls from that company or organization, ask the caller to take your name off their list. The Federal Communications Commission and the Federal Trade Commission have established a national Do-Not-Call Registry. Certain commercial telemarketers are not allowed to call you if your phone number is on the registry. You can register your phone number on the national Do-Not-Call registry, at no cost, either by telephone or by internet. To add your telephone number to the national Do-Not-Call registry via the internet, go to www.donotcall.gov. To register by phone, you may call 1.888.382.1222; for TTY call 1.800.643.3768. You must call from the phone number you wish to register.



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