

Verizon LifeLine Service

A discounted telephone service for income-eligible customers

So that all Verizon customers in New York State can have telephone service when they need it—even when money is tight—Verizon offers a special discounted service called **LifeLine**.

With Verizon LifeLine Service, you can have phone service for as little as \$2.00 per month. This provides you with basic dial-tone service to make and receive calls. If you are a new customer, you also can receive a discounted rate as low as \$5.00 for installation of a telephone line. Regular rates apply for each call you make and any optional services you request. Your Verizon LifeLine Service is separate from your long distance service.



You qualify for Verizon LifeLine Service if you are enrolled in or are income-eligible for any one of the following government programs:

- Family Assistance
- Supplemental Security Income (SSI)
- Food Stamps
- Veteran's Disability Pension (non-service related)
- Home Energy Assistance Program (HEAP)
- Veteran's Surviving Spouse Pension (non-service related)
- Medicaid
- Safety Net Assistance

Applications for Verizon LifeLine Service are available by calling, toll free, **1 800 555-5000**.

LifeLine Service For Residents On Tribal Lands

If you are a resident on Tribal Lands and qualify for **LifeLine**, you may pay as little as \$1.00 per month for your basic monthly service charge. In addition, you pay a set monthly charge to make unlimited calls within your primary calling area. **Flat Rate** service is not available in all areas. Call your Verizon service representative for details. The installation charge for LifeLine Service may be as low as \$5.00 for the inside wire and one jack. Call **1 890-7100** for details and an application.

www.verizon.com



NEW YORK FOR YOUR HOME JANUARY 2008 EXTRA



Verizon Customer Proprietary Network Information—Special Notice



Under Federal Law, Verizon is required to provide notification every two years that 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 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. Without further authorization by you, Verizon may also share this information with its affiliates and agents to offer you the full range of products and services mentioned above. 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 how Verizon and its affiliates use your information to offer you additional or different services than the type of services you currently receive from us, please call us at any time at **1 866 483-3885**. 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.

Important Information About Telecommunications Relay Service

Think for a moment how valuable the telephone is in your everyday life. The telephone lets you talk to others immediately and conveniently. But what about people who can't hear, can't speak or those whose hearing has diminished with age? How do you communicate with them?

Telecommunications Relay Service, also known as **TRS**, is your convenient link to telephone system users who are deaf, hard-of-hearing or speech-disabled and use text telephones or TTYs.

When you want to call a TTY user, simply call the TRS. A Communications Assistant (CA) will place your call and type your spoken words for the text telephone user to read. The Communications Assistant will also read messages that the TTY user sends back to you. All conversations are private and confidential, and everything the CA hears will be relayed to the TTY user. There is no censorship. There is no charge to TRS users for this service, however, regular phone charges do apply. Callers can use TRS as often as they want—24 hours a day, seven days a week—and conversations have no time limits.

You can reach the TRS by dialing **711** in any state. TRS providers also have direct-dial numbers that are listed in the telephone directories or on their websites.

TRS also provides for other services to be used as well:

Speech-to-Speech is the relaying of calls for those who have a speech disability and may not be readily understood when using the telephone. This service is also available by calling 711 or the direct number provided by the TRS provider. The CA is able to assume an active or passive role in repeating the conversation and follows the same guidelines as with a TTY call—all conversations are private, confidential and relayed in their entirety, 24 hours a day.

TRS calls from payphones—On October 25, 2002, the Federal Communications Commission (FCC) ruled that TRS calls from payphones will remain free of charge for local calls, and that TRS toll calls from payphones can only be made using the following payment options: Calling Cards, Prepaid Cards, Collect or Third Party Billing. More information on prepaid phone cards is available on the FCC's Consumer and Governmental Affairs Bureau (CGB) website at fcc.gov/cgb/consumerfacts/prepaidcards.html.

Video Relay Service (VRS) is a video link using TRS that allows a CA to view and interpret the caller's sign language and relay the conversation to a voice caller. This type of relay service is not required by the FCC, but is offered on an optional basis by certain TRS providers. To learn more about VRS in your area, call your local TRS provider, or go to the following FCC website: fcc.gov/cgb/dro/trsphonebk.html.

IP Relay Service: On April 22, 2002, the FCC ruled that IP Relay Services fall within the definition of TRS. IP Relay enables two-way communication between an individual who uses a non-voice terminal device (a computer, PDA, Web-capable telephone, or pager device) and an individual using a standard voice telephone. IP Relay Service works as follows:

- A user establishes a local connection to an **Internet Service Provider (ISP)** using a computer, web phone, personal digital assistant, or any other IP-capable device.
- The user types in an IP Relay provider's Internet address, such as **IP-Relay.com**, and clicks on the relay operator's icon. When the call reaches the Internet platform, it automatically establishes a connection via an 800 number to that TRS provider's relay center.
- The call is immediately routed to a Communications Assistant, and a regular relay session is initiated.



Telephone Sales Calls— Know The Facts

Under the **Federal Telephone Consumer Protection Act**, telemarketers must identify the individual or business they represent and the purpose of the call. Telemarketers are prohibited from making unsolicited sales calls between the hours of 9 pm and 8 am.

From time to time, Verizon calls its customers to inform them about special promotions or new products and services. For those customers who indicate that they do not wish to receive such calls, Verizon maintains a **do-not-call** list, which is based on the Federal government's national do-not-call registry.

Certain organizations (such as political groups, not-for-profits and telephone surveys) are exempt from the do-not-call registry. In addition, federal law exempts calls made to parties with whom the caller has an established business relationship, and calls for which the calling party has received the called party's prior express invitation or permission. Consumers may follow the same procedure to revoke their registration for the do-not-call list and must renew their registration every five years.

To place your number on the Federal do-not-call registry, call **1 888 382-1222** (Voice) or **1 866 290-4236** (TTY), or visit the website at fcc.gov/donotcall. To learn more about telephone sales calls, see the Protection Tips section of the Customer Guide in your *Verizon White Pages Directory*.



Dial 911 For Emergencies

Today, virtually all counties in New York State are served by **Enhanced 911** service. With Enhanced 911, detailed information about a caller—including name, address and phone number—is sent automatically over telephone lines to the emergency operator. These calls are processed by digital technology, which means they are routed quickly, reliably and without static. Within seconds, vital information about a caller is retrieved from a computer and routed to the 911 system at the police department, which administers the emergency system for the county. This information pinpoints a caller's location, even if the caller is unable to speak or hangs up before providing an address. All emergency numbers are capable of handling calls in English, Spanish and TTY.

Call Before You Dig . . . It's The Law

Whether you're laying a foundation for a building or planting a tree, you must first check for the existence of underground utility lines and cables. If you or your contractor disrupt any of these lines, the results can be dangerous—and costly—to everyone. Call before you dig, toll free, **1 800 272-4480** (in New York City and Long Island) or **1 800 962-7962** (in all other areas of the state).

Observing For Service Quality

When you speak with a Verizon representative, a supervisor may listen in on the call. Supervisors listen in only to help train employees and ensure that we provide you with accurate information and high-quality customer service.