

Please contact our customer service representatives at 800-837-4966 with your questions.

All rates, terms and conditions included in these notices are current at the time these notices were posted but are subject to change.

**Your guide to residential phone service
from Verizon Communications**

This publication includes telephone service information required by law and the California Public Utilities Commission.

Need Info?

Verizon and the California Public Utilities Commission (CPUC), along with other phone companies, consumer groups and community organizations, have developed a website containing consumer protection information every telecommunications customer should know. Visit www.calphoneinfo.com or call the CPUC at 1-800-649-7570.

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CALIFORNIA LIFELINE PROGRAM

You may be eligible for discounted local telephone service. The California Public Utilities Commission's (CPUC) California LifeLine Program (formerly known as Universal LifeLine Telephone Service or ULTS) provides discounted basic residential (landline) telephone services to low-income households. You also get a discount on installation charges and a credit for the amount of your monthly Interstate Subscriber Line Charge. A second California LifeLine line is available if you or another person in your household is disabled and needs a telephone-text device (TTY) when using the phone.

Two Ways to Qualify for the California LifeLine Telephone Program

Method 1 Program-Based OR Method 2 Income-Based. You just have to choose one of them.

Method 1 Program-Based: You may qualify for California LifeLine if you (or another person in your (household) are enrolled in any one of the following CPUC approved public-assistance programs:

- Medicaid or Medi-Cal
- Supplemental Nutrition Assistance Program (SNAP) or Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8

- Low Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF), also known as California Work Opportunity and Responsibility to Kids (CalWorks), Stanislaus Work Opportunity and Responsibility to Kids (StanWorks), Welfare to Work (WTW) and Greater Avenues for Independence (GAIN)
- Tribal (TANF)
- National School Lunch free lunch program (NSL)
- Head Start Income Eligible (Tribal Only)
- Healthy Families Category A
- Women Infants and Children (WIC)
- Bureau of Indian Affairs General Assistance

Method 2 Income-Based : you may also qualify for California LifeLine if your total household income is at or less than the annual income limits below. Documentation will be needed to show your household meets the annual income limits.

Household Size	California LifeLine Annual Income Limits
1-2 members	\$24,000
3 members.....	\$28,200
4 members.....	\$34,000
Each Additional Member	\$5,800

In order to qualify for California Lifeline based on household income, you will need to provide documents proving that your total household income is at or below the income maximum for your household size. Income documents include:

- Prior year’s state, federal, or tribal tax return; or
- Income statements or paycheck stubs for three consecutive months within the calendar year
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or Worker’s Compensation
- Alimony and/or Child support document
- Other official documents

Eligible residents of Indian reservations or tribal lands can receive additional discounts provided by the Federal Enhanced Lifeline and Link-Up support for Tribal Lands program or Native American LifeLine (NAL) program. Residents of federally recognized tribal lands who qualify for LifeLine may get their basic telephone service for as low as \$1.00 per month up to \$100.00 discount on installation charges to establish telephone service. Your household must still meet the eligibility rules described above.

HOW TO APPLY

Verizon customers may call Verizon and speak with one of our customer service representatives about California LifeLine.

You may also visit the California Public Utilities Commission's website at www.californialifeline.com.

IMPORTANT:

New applicants for California LifeLine must be approved before the California LifeLine discounts are received. If you apply for California LifeLine, you will pay full prices until your application is approved. Interest-free payment plans are available to help you pay the up-front costs of starting your home phone service. If your application is approved, you will receive a bill credit with the California LifeLine discount back to the date your service began or the date you requested to be enrolled, whichever is later. If the credit is greater than \$10 on your bill, you may request a refund check from Verizon.

Shortly after requesting enrollment in the program, an application form with a PIN will be mailed to you in a **PINK** envelope. You can choose to submit your response online at www.californialifeline.com using your PIN OR by mail to the California LifeLine Administrator. Do not send it to Verizon.

Remember to respond before the due date or else you will continue to pay the full prices.

If you are currently enrolled in the LifeLine program you **must** renew your participation each year to keep your discounts.. Current participants will be mailed a California LifeLine renewal form with a PIN in a PINK envelope. Renewing online at www.californialifeline.com using the PIN is the easiest and fastest way to continue getting the discounts.

FOR MORE INFORMATION

If you have questions about Lifeline service, call our special toll-free Lifeline information number at 1-800-794-4741. The California Public Utilities Commission also has California LifeLine information, which can be reviewed at their home web page, <http://www.californialifeline.com>, or visit a website sponsored by the Commission and telephone carriers across the state, at www.calphoneinfo.com.

CA Annual Lifeline Notice

Service Areas

California is divided into 11 service areas. A service area includes one or more area codes.

Types of phone calls within your service area include:

- Local calls - 0 to 12 miles from your rate center (the point from which your calls are rated)
- Zone Usage Measurement or ZUM discounted toll calls - 13 to 16 miles from your rate center (available in most areas)
- Local toll calls - more than 16 miles from your rate center, but within your service area

Basic and Local Toll Services

Verizon offers four types of basic local residence telephone service. Rates listed below are for most areas.*

Please note that the monthly rates below do not include: a \$5.15 or \$6.50 charge for the first (primary) line and \$5.15 or \$7.00 charge for additional (non primary) lines for network access to interstate calling; billing for optional calling services, long-distance companies and companies offering 700, 900 and 976 informational numbers; and taxes, fees and surcharges ordered by city, state and federal agencies. (LifeLine customers do not pay the following California surcharges: High Cost Fund A and B; Teleconnect Fund; Relay Service and Communications Devices Fund and the ULTS [LifeLine] surcharge on their basic service. NOTE: These surcharges may still be applicable to non-basic services and calls placed.)

Service	Cost per month	What you get
Flat rate	\$20.50 - \$20.91*	Unlimited free calling in local area.
Measured rate	\$12.39 plus usage And you get a \$3 credit for local and ZUM** calls.	A lower monthly rate. Your local calls are charged on a usage basis: <ul style="list-style-type: none"> - 4 cents for the first minute - 1 cent for each additional minute with discounts for evening, night and weekend calls.
California LifeLine flat rate (A low cost service for customers who qualify by Public-Assistance program participation or have total household income of \$24,000 or less for one or two people. Income levels vary depending on household size.)	\$6.28 And you get a \$5.15 or \$6.50* credit for your network access charge and installation charges are \$10.00. DISCOUNT OF \$14.22 - \$14.63 FROM REGULAR RATES	Unlimited free calling in local area. You also can get free toll blocking service to help control long distance usage.
California LifeLine	\$3.34 plus usage	A lower monthly rate.

message rate (See income qualifications above)	And you get a \$5.15 or \$6.50* credit for your network access charge and installation charges are \$10.00. DISCOUNT OF \$9.05 FROM REGULAR RATES	You get up to 60 free local, untimed calls. Additional calls cost 8 cents each. You also can get free toll blocking service to help control long distance usage.
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*The basic rate for flat rate service may vary by service area. The basic rate for flat rate, measured and LifeLine service may be slightly higher if your local service area is extended to include calls to nearby communities. Communities with extended area service include Palm Springs, Palm Desert, Lake Hughes, Gaviota, Los Alamos, Santa Maria, Big Pine, Bishop, Lone Pine, Olancho, Pine Creek, Sherwood Ranch and Trona.

**Check the front of the white pages of your Verizon Directory to see if you're in a ZUM area or call us.

Discount Calling Plans and Packages

Discount Calling Plans – reduce the cost of your direct dialed local toll calls 24-hours-per-day.

- **Sensible Minute®** - \$2.99 per month then 8 cents per minute.
- **Verizon Five Cents Plan** – 5 cents per minute for customers with a qualifying Local Package.

Packages* - offer a combination of basic service, unlimited local and ZUM calling, and other optional features such as Caller ID, unlimited local toll, and unlimited long distance calling for one package price. Here are a few examples:

Verizon Freedom Value – offers unlimited local, ZUM, Toll and nationwide long distance calling for \$52.99 per month, with no calling features.

Verizon Freedom Essentials – offers unlimited local, ZUM, Toll and long distance calling within the United States and its Territories plus Caller ID, Call Waiting, and voicemail for \$54.99 per month.

* Available at a reduced cost for California LifeLine customers.

Calling Services*

Voice Mail - is a voice messaging service that's more than an answering machine. Monthly charges** :

- **Home Voice Mail - Basic** - includes call answering and automatic message review. \$7.45 per month.
- **Home Voice Mail - Standard**– includes features of Basic plus reminder messages and wake-up service. \$8.45 per month.
- **Home Voice Mail – OnePoint** – includes features of Deluxe plus Ring Count Change and Multiple Number Service. \$9.45 per month.

**Some calling plans and packages include a mailbox at no additional cost or at a discounted rate.

Call Waiting/Cancel Call Waiting – a special tone lets you know when another caller is trying to reach you. You can either answer the new call or continue talking. You can also temporarily deactivate Call Waiting with a special access code. \$4.75 per month.

Caller ID with Anonymous Call Block - see your caller's name and number on a special display with the date and time of the call. \$7.95 per month. The caller's name and number will not be displayed in certain situations, including when the caller is in an area not equipped to pass numbers, the caller uses Caller ID blocking, or for certain numbers for which Verizon does not purchase Caller ID information.

Call Forwarding – allows you to transfer all of your calls to any local or long distance telephone number with a special code. \$3.50 per month.

***69** - Use *69 to return your last incoming call automatically, if possible. \$5.50 per month or 75 cents per use.

Three-way Calling – allows you to add a third person to your conversation. \$4.50 per month or 75 cents per use.

Speed Dialing – lets you place a call to pre-programmed numbers by dialing just one or two digits. Speed Dialing 8 for \$3.00 or Speed Dialing 30 for \$4.00 per month.

Distinctive Ring – allows you to assign one or two additional numbers to a single line so that each family member can have their own ring. Both can be listed in the directory at no extra charge. \$7.00 per month.

Busy Redial (*66) – automatically redials the last local telephone number you called for up to 30 minutes, leaving you free to do other things and alerts you when your call is ready. \$5.50 per month or 75 cents per use.

Call Trace Service – allows you to automatically trace unlawful, threatening or harassing phone calls, \$5.50 per month.

(NOTE: Complete Caller ID Blocking automatically prevents your number or name and number from being seen on most calls, unless you push *82 before

dialing. Blocking is restored when you end the call. **Selective Caller ID Blocking** shows your number or name and number on Caller ID display units unless you push *67 before making the call. Blocking automatically turns off when you end your call. Both are free. You can change your blocking option once at no charge. Additional changes cost \$7.50. Blocking doesn't work when calling 911 or 700, 800 and 900 numbers.)

* Many of these services may be ordered individually or in specially discounted packages. Services may not be available in all areas. For more information please call us or visit our website at www.verizon.com .

Other Services

Call Restriction (Toll Blocking)- restricts incoming or outgoing long-distance calls. From \$3.00 to \$5.00 per month. (Free for LifeLine customers.)

Directory Listing – provides a free listing in Directory Assistance (411) and in the Verizon White Pages Directory that covers your area.

Additional Listing – List your additional lines, cell phone and alternative phone numbers in Directory Assistance (411) and the local Verizon White Pages Directory for \$2.25 per month per listing. List your local number or additional numbers in a Verizon White Pages Directory outside your area for \$2.25 per month per listing. One-time charges may apply for each service.

Nonpublished Service – omit your number from the Verizon White Pages Directory and from Directory Assistance (411) for \$1.75 per month.

Nonlisted service – omit your number from the Verizon White Pages Directory for \$1.75 per month. Your number will continue to be available through Directory Assistance (411).

Directory Assistance Service (411) –calls to Local DA for assistance in obtaining published phone numbers and addresses within your area code or your service area cost \$1.50 each. To receive two listings in one call, you should inform the DA operator *at the beginning* of your call that you want more than one listing. National DA provides phone numbers for listing requests outside of your service area for \$1.50 per call (up to two listings each). Directory Connect Service completes local calls for you for 45 cents each (available in most areas).

Bill and Payment Options – give you the choice of getting an online bill with email notification (visit www.verizon.com for details) or a regular paper bill. You can pay online at www.verizon.com, make automatic bank draft payments (see the back of your bill stub to enroll), pay by phone at 1-800-345-6563 using a debit card, credit card or electronic check (vendor charges a \$3.50 convenience fee), pay in person at a Verizon Plus (PhoneMart) store or Payment Agent, or mail us a check.

Installation Service

When you call us to place an order, we can tell you what your maximum charges will be. Charges for new phone service or service changes are:

Service Order Charge - Order processing

New service (first line)	\$23.00
Change in existing service	\$17.25
Record changes	\$15.00
LifeLine installation	\$10.00

Local network switching center charge

Connection or change of line	\$23.00
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Outside Facility Connection Charge*

Service charge if technician comes to your home	\$42.10
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Addition of Verizon Calling Services

\$ 7.50

*Excludes internal wiring. See Inside Wire.

Four-Hour Commitment - If we need to visit your home or business for installation or repair work, we can schedule that visit within a mutually agreed upon four-hour time frame. Just ask us!

Important Information about Inside Wiring

If you have a problem with Verizon's network that affects your service - call us. We'll answer your call 24 hours a day. If the problem is in the wiring or jacks inside your home, you have several choices:

If you have our Inside Wire Maintenance Plan, in most cases we'll repair your wiring and jacks for free. The cost for this plan is \$7.99 per month per phone number without a Verizon Freedom package or \$6.99 per month per phone number with a Verizon Freedom package. There may a 30-day waiting period for activation of Inside Wire Maintenance Plan on existing lines.)

- If you don't have our Inside Wire Maintenance Plan, we'll repair your wire and jacks for \$85 per hour with a one-hour minimum. Rates are higher after hours and on weekends and holidays.
- Repair the wire yourself.
- Hire another company to do the work.

Did you know?

Tenants should be aware that under state law, residential landlords - not tenants - are responsible for providing one working telephone jack as well as repair and maintenance of residential inside telephone wire. Check with your landlord before you order wiring repair.

Under state law, all California residential landlords must:

- Install and maintain inside wiring and provide at least one usable telephone jack per residence.
- Ensure that telephone wiring meets the most recent National Electric Code (NEC) standards.

Renters are responsible for:

- Changing or adding more lines and jacks. (As a renter, get your landlord's authorization before making changes or additions.)
- Maintenance or repair of telephone equipment.

Verizon will install, change, rearrange and repair wiring and jacks for you. Or, you can do it yourself or have a contractor do it.

Inside Wire is considered the property of the building owner.

How to determine if the problem is Inside Wire

You may be able to determine if the problem you are having is in the wiring or jacks inside your home by conducting a simple test at the Standard Network Interface Device (SNID). The SNID is the small Verizon box generally located on the wall outside the premises, usually in the garage. Conducting this test could avoid the expense of having a technician come to your home. You will only be able to perform this test if you have a SNID.

- Open the Standard Network Interface Device. You may have to remove a screw first.
- Open the latch inside the box.
- Unplug the clip of the line that is experiencing trouble.
- Connect a telephone that is in good working condition to the jack on the Standard Network Interface Device.

If you have dial tone at the SNID, the problem is somewhere in the inside wiring or jacks. You have the option to repair your inside wiring yourself, hire a vendor of your choice to make repairs, or contact Verizon to have it repaired.

If you do not have dial tone at the SNID, then this usually indicates an outside line problem. Verizon maintains your outside phone lines as part of your basic monthly

service. Outside lines will be repaired at no cost to you. Contact Verizon and we will repair the problem at no charge to you.

Use common sense when testing the SNID. Although the lines are grounded, do not attempt to open the box or test the lines during a storm or if you are standing in a puddle.

If a SNID is present and you do not subscribe to the Inside Wire Maintenance plan, then there may be a charge to isolate trouble. If the trouble is found to be in your inside wiring or customer provided equipment, there will be a charge for isolation. If the trouble is found to be in our network, there will not be a charge for isolation.

If you subscribe to the Inside Wire Maintenance plan, there is no charge for isolation.

If a SNID is not present, there will be no charge for isolation.

CA Inside Wiring ends here

Services for People with Disabilities – makes several products and services available at no charge if you have speech, motion, visual or hearing disabilities. For example, deaf or hard of hearing customers can talk with friends using a TTY - a special visual-display typewriter that connects to standard phones. For more information, call the California Telephone Access Program toll-free at **1-800-806-1191** (voice) or **1-800-806-4474** (TTY) Monday through Friday between 7 a.m. to 9 p.m. and Saturday from 9 a.m. to 5 p.m.

The California Telecommunications Relay Service (TRS), helps establish a communications link between people with hearing or speech disabilities using a TTY and people who use voice phones. Call 711 if you need assistance from the TRS, which is available nationwide 24-hours-a-day, every day. There's no charge for dialing 711 or the 800 numbers listed in your Verizon Directory for the California Relay Service. Certified customers with hearing or speech disability who are qualified for LifeLine service may be eligible for two discounted phone lines.

For more information see the Deaf and Disabled Telecommunications Program website at www.ddtp.org. These programs are funded by a fee on your Verizon bill. See "California Relay Service & Communications Devices Fund".

Customers with Disabilities -- If you have low vision or blindness, hearing loss or deafness, cognitive, speech or mobility disability, give the Verizon Center for Customers with Disabilities a call — we can help. Call **1-800-974-6006** (voice/TTY), Mon. – Fri. 8:00 a.m. – 6:00 p.m. or visit us online at www.verizon.com/disabilities to learn more about telecom solutions or service your account. The Verizon Center for Customers with

Disabilities also services customers with disabilities in Spanish by calling **1-800-826-1227** (voice/TTY).

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Consumer Telemarketing Information Resources

You have privacy rights when it comes to telephone solicitations. To find out more, you can request the following publications:

- **“Straight Talk About Telemarketing”**, Federal Trade Commission, Best Sellers, Consumer Response Center, 600 Pennsylvania Avenue, N.W., Washington, D.C., 20580 or call toll-free 1-877-382-4357, website:
<http://www.ftc.gov/bcp/edu/pubs/consumer/telemarketing/tel15.shtm>
- **"Unwanted Telephone Marketing Calls"**, Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, S.W., Washington, D.C., 20554, or call toll-free **1-888-225-5322**, website:
<http://www.fcc.gov/cgb/consumerfacts/tcpa.html>
- **“Basic Facts About Telemarketing”**, California Department of Consumer Affairs, 400 R Street Sacramento CA 95814, or call **1-800-952-5210**, website:
<http://www.dca.ca.gov/publications/telemarket.shtml>

[Extra CA Telemarketing](#)

You can block calls to 900 and 976* informational numbers

Calls to 900 and 976 numbers provide information or entertainment programming for an additional charge from companies not affiliated with Verizon. 900 and 976 calls are billed either by the minute or as a flat fee each time the number is called. You can request 900 and 976 call blocking by calling Verizon. 900 and 976 call blocking is free for residential lines. 900 and 976 call blocking does not stop incoming calls or calls to emergency numbers such as 911. If you decide to remove blocking, there is a one-time charge of \$5.00 per line for residential lines. These same charges will apply should you decide to re-install call blocking.** For your protection, Verizon also requires an authorization letter before blocking is removed.

You may be entitled to a one-time refund for 900 or 976 charges if:

- Calls were made by your minor child without your permission; or
- You didn't authorized the calls; or
- You are not satisfied with the quality or value of the service you received; or you dispute the amount billed; or
- The 900-number service provider didn't follow federal regulations.

Requests for refunds must be made within 60 days of the date on your phone bill. If you refuse to pay any 900 or 976 charges, we may block calling to these numbers from your phone, but we will not disconnect your local or long-distance phone service.

The Federal Trade Commission (FTC) works for consumers to prevent fraudulent, deceptive and unfair business practices. Although the FTC does not resolve individual consumer problems, your complaint helps them investigate fraud, and can lead to law enforcement action. FTC complaints should be mailed to:

Consumer Response Center
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Extra CA 900/976

How to Reach Us

Give us a call toll-free 8 a.m. to 6 p.m. Monday through Friday.

For Installation, adding new services, billing inquiries or 24 hour repair service: 1-800-VERIZON (1-800-837-4966).

For assistance in these languages, call:

Vietnamese **1- 800- 483-2262**

Chinese **1- 800- 483-8688**

Korean **1- 800- 483-7772**

- If you have a billing problem, please call us to resolve it. If you are not satisfied with the outcome, you may contact the California Public Utilities Commission at **1-800-649-7570**. (Please refer to your bill for further information.)

For more information about Verizon's products and services visit our website 24 hours per day at www.verizon.com.

Chinese: www.verizon.com/chinese

Korean: www.verizon.com/korean

Guide ends here

Service Quality Reports

Verizon's service quality reports are available for public inspection at the California Public Utilities Commission's San Francisco and Los Angeles offices and, by appointment, at Verizon's office at 2535 W. Hillcrest Drive, Newbury Park, CA. Please contact us at 805/480-0714 to schedule an appointment.

EMERGENCY SITUATIONS

If a disaster strikes...

Following a disaster, especially earthquakes, there's usually a high volume of telephone calls. This can cause extreme congestion on the telephone network causing Verizon and/or other long-distance companies to block calls to prevent an overload. Some calls may be diverted to recordings, so others can be completed.

...here's the best way to use your phone.

Limit calls to emergencies only. Don't call 911, the police or fire department for general information about the disaster. Listen to the radio or a local TV station instead.

Help reduce calling into and out of the area. Ask someone outside the area to be an information clearinghouse for you and your family. Since it will probably be easier to call out of the disaster area, let that person know how and where you are, so they can let your friends and relatives know.

Practice sending text messages from your cellular phone. Text messaging requires only short bursts of transmission, which can often get through when voice service cannot.

If you need to make an emergency call:

- Make sure all extension phone receivers are on the hook.
- If you don't hear dial tone right away, stay on the line. Dial tone could be delayed a minute or more.
- Don't repeatedly push the switch hook down. This will further delay your call.
- If you get a "fast busy" or "all circuits busy" recording, hang up and try again.
- If there's damage to our equipment or facilities or your wiring, it may not be possible to complete your call.
- Do not text 911, as text messages cannot be accepted by 911 call centers.

Be prepared:

- Have a corded phone on hand. – most cordless phones won't work during a power outage.
- Keep your cellular or satellite phone fully charged.
- Keep a universal power supply unit fully charged.
- Register with your local emergency notification call program. When registering, include your cellular phone numbers.

More Information About 911

If human life or property is threatened and immediate attention is required, call 911 for fire, police, sheriff, highway patrol, ambulance, paramedics, Coast Guard and/or search and rescue. Do not text 911 as 911 call centers cannot accept text messages. If you're

deaf, hard-of-hearing or have a speech impairment and you use a Teletypewriter (TTY), you also can make emergency calls by dialing 911. All 911 call centers are equipped to respond immediately to all TTY calls as well as trace their origination.

Don't call 911 for non-emergencies; this causes delays in the handling of real emergencies. For non-emergency calls, call the non-emergency numbers listed in your directory for the agencies you're trying to reach.

When calling 911, your telephone number and address may be displayed on a dispatcher's viewing screen, even if you have Caller ID Blocking. This enables the emergency agency to locate you if the call is interrupted. However, not all 911 services identify where you're calling from so when you dial, be certain to first tell the emergency worker where you are. If you don't want your number and address displayed, call the non-emergency number.

FiOS Service

Your FiOS service requires electric power to operate, so make sure your Optical Network Terminal (ONT) is plugged in at all times.

In case there is a power outage or your ONT becomes unplugged, Verizon has provided a battery back up unit (BBU) to power the ONT so as to provide you with voice service for approximately eight hours. The BBU will not power a cordless phone or other telecommunications devices that require power, such as devices used to assist customers with disabilities. Your FiOS is configured to provide voice telephone service from your BBU during a commercial power outage by powering down battery power to your FiOS Internet and video services. Please use your FiOS service only for emergency calls during a power outage, as continued normal use will accelerate depletion of battery power, potentially leaving you without voice service..

Your BBU was installed in a location in your home or garage where it can be easily monitored. Customers may have the BBU placed or relocated in a mutually agreed upon location to increase their accessibility to the battery, subject to the technical requirements of FiOS service.

YOU ARE RESPONSIBLE FOR BATTERY MANAGEMENT AND MAINTENANCE

Since you are responsible for the management of your battery, it is very important that you familiarize yourself with the indicator lights and audible alarms to ensure you have backup power when it's needed.

Your battery backup unit (BBU) has the following status lights:

System Status:

Green – normal operation

Blinking Green – indicates system fault

Battery Power:

Red – ONT is operating off battery, power outage if unplugged

Blinking Red – Battery power is low
Replace Battery:
Red – Battery needs to be replaced

Your battery backup unit has the following buttons:

Alarm Silence: press this button to silence an audible alarm

Battery Emergency Use: To protect you in an emergency, the BBU will shut down approximately one hour before the battery is fully depleted. Once your battery powers off after a power outage and you need to make a phone call, press the Battery Emergency Use button once to have up to one hour of battery life for talk time for emergency calls. After the button is pushed, all remaining battery life is used.

Battery Audible Alarms:

Your BBU is equipped with an audible alarm to inform you of problems with your BBU. Once an audible alarm is triggered, you should view the visual indicators to determine the proper course of action.

Battery Backup Duration and Replacement:

Your battery is engineered to provide backup power for up to eight hours. The battery may need to be replaced after approximately five years but factors such as extremely high or low temperatures may reduce service backup time and battery life. The battery alarms will indicate when the battery needs to be replaced. You can purchase a replacement battery at most major electronics outlets and home improvement stores. Or you can contact the Verizon Fiber Solutions Center at 1.888.553.1555 and they will direct you to an approved battery replacement vendor who will be able to handle your request for a new battery. You may also visit our website for additional information: fioshelp.verizon.com.

A sealed lead acid battery, 12 VDC, 7.2AH, dimensions of 6" X 2.5" X 3.75", with ¼" connection is the proper battery for the Verizon BBU. Batteries with different dimension or connection size may not fit in the BBU or properly connect. To replace the battery, remove the BBU cover, remove the connected wires and the depleted battery, connect the wires from a new battery and insert the new battery.

If you are a new FiOS customer in a location where FiOS has been installed for a previous customer and your battery requires replacement within your first year of service, upon your request Verizon will replace your battery at Verizon's expense. Verizon does not install new batteries for each new customer at an existing FiOS location.

You may use a generator or Uninterruptable Power Supply Unit (UPS) to provide backup power to the ONT. Please call the Verizon Fiber Solutions Center at 1.888.553.1555 for instruction in the event you choose this option.

800 and 900 phone numbers – your number may be disclosed

When you call an 800 (855,866,877,888) or 900 telephone number, your number could be disclosed to the party you're calling and could be recorded in a database sold to telemarketers.

The California Public Utilities Commission wants consumers to know that some companies listing 800 or 900 numbers are now using Automatic Number Identification (ANI) which is approved by the Federal Communications Commission. When you dial their number, ANI equipment can automatically add your phone number to their customer database and companies are not required to tell you if they have ANI.

Companies with ANI can then use your phone number to get your address, income level, items purchased, and similar information from other marketing databases. Or they can sell your number to telemarketers who can then pitch their products and services to you.

Never assume that an 800 or 900 number is a toll free call! If the number uses ANI, you may reach a recording advising that you will be called back collect. Or you may be told to call a 900 number. In either case, the call would be billed to you!

If a person answers an 800 or 900 number, you can advise them that you do not want your number, name, or address kept in his or her company records. You may want to make it clear that you do not want this information rented or sold to other companies. You may also advise them that you do not want the company to solicit future business from you.

To complain about a company using ANI, write to:

Office of the Attorney General-Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550
<http://caag.state.ca.us/consumers/mailform.htm>
Or, call 1-800-952-5225.

You may also contact the Federal Communications Commission (FCC) at:

Consumer and Governmental Affairs Bureau (CGB)
1919 M Street NW
Washington, DC 20544
<http://www.fcc.gov/cgb/>

If you suspect that your name is on a direct marketing list and want it removed, write to:

Telephone Preference Service
c/o Direct Marketing Association
PO Box 1559
Carmel, NY 15012

<http://www.dmachoice.org/>

Extra CA 800/900

Important Consumer Information

INFORMATION ON TELEMARKETING CALLS

Do Not Call Listings

California consumers may register to be placed on the national Do Not Call list at <http://www.donotcall.gov>. Phone registration also is available toll-free at 1-888-382-1222. It is illegal for most telemarketers to call a number listed on the national Do Not Call registry. If you want to file a telemarketing complaint, contact the Federal Trade Commission at <http://www.ftc.gov/> or call toll-free 1-877-382-4357.

Telemarketing

Verizon Customer Proprietary Network Information

Under Federal Law, 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, and share it with our affiliates and agents 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. 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 www.verizon.com or you may call your Verizon service representative. If you wish to restrict this use of your information to offer services as described above, please call us at any time. 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.

Notice Concerning Monitoring

As permitted by state law, a sampling* of certain two-way telephone calls

between Verizon employees and our customers* are monitored for training and quality control purposes by supervisory or management personnel.

This is done without notice to the customer or the employee. No recording of these two-way conversations is made.**

Calls between customers are not monitored for this or any other purpose without the use of an automatic warning tone. The only exception is when it's required by law enforcement or national defense agencies, according to law and under legal safeguards. If you have any questions about monitoring, please call your Verizon customer representative. The toll-free customer service number is listed in the white pages of your local Verizon Directory.

*One percent or less of operator-assisted or directory assistance calls.

**The telephone company's automated operator and directory assistance systems may incidentally record customers' voice responses, for example, to prompts for the name and city of the called party.

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