

How to read your Verizon FiOS Internet bill.

As part of our commitment to providing you with the best online experience possible, we want to make sure that you're up to speed on every aspect of your service — and that includes your bill.

Your first FiOS statement will look similar to one of the following bills, which also includes a breakdown of the fees that may appear on your monthly statement. We hope this helps to simplify things and gives you an idea of what to expect when your first FiOS bill arrives in the mail.

If your Verizon FiOS Internet is billed to your credit card, you will see a single line item charge on your credit card bill for the total amount.

Have questions?

Visit fioshelp.verizon.com for more information.

If you did not have Verizon Online DSL or Dial-up.

Since Verizon bills one month in advance, your first bill includes charges for both the partial first month and the full second month of service. This means that you'll see two charges for your monthly FiOS service: one is a prorated charge for service from the date your service started through the end of your first billing cycle; the other is for a full month of service. Your subsequent bills will include charges for a single month only. Your first bill may also include a one-time setup fee. If you qualify for a promotional price or any other credits, this amount will appear as a line item on your bill. Depending on the package you ordered, you may also see installation or equipment charges on your first bill.

verizon We never stop working for you.

Bill Date: Aug 16, 2006
Telephone: (555) 555-5555
Account: (555) 555-5555

Verizon Online

This portion of your bill is provided as a service to Verizon Online.
Helpful Numbers
For billing inquiries on Verizon Online, please call 1-888-553-1555.

Welcome to Verizon Online!
We hope you're enjoying your new Internet service. Please note that services with a monthly charge are billed one month in advance. Your first bill may be higher because it includes billing for the days of service you've received up to this bill date, plus the charges for the following month. Your second bill will reflect charges for one month. You can find a complete guide to reading your Verizon Online bill on the Web at www.verizon.com/bill. For other billing questions, please call Verizon Online Customer Support.

New Charges: July 12 to August 09

Broadband Services	
1. Verizon FiOS Internet (07/12-08/09)	\$46.45
2. Verizon FiOS Internet (08/10-09/09)	49.99
3. Activation Fee	49.99
4. State Tax	4.39
5. City Tax	1.46
Total	\$152.28

Service Charges

You'll see three charges for your monthly FiOS service: one is a prorated charge for service from the date your service started through the end of your first billing cycle; the second is for your first full month of service; and the third is a one-time charge to activate your service.

Total

In this example, although the total for the first statement is \$152.28, this customer's normal monthly total will be \$52.05.

Taxes

These are monthly taxes Verizon collects on behalf of the area in which you live. You will only see the taxes if they apply in your area.

If you previously had Verizon Online DSL or Dial-up.

Since you changed your service from Verizon Online DSL or Dial-up to Verizon FiOS Internet, your next bill will include charges for a partial month, plus a full month of FiOS service, and a credit for a partial month of DSL or Dial-up. FiOS monthly charges are billed one month in advance. If you qualify for a promotional price or any other billing credits, this amount will appear as a line item on your bill. Depending on the package you ordered, you may also see installation or equipment charges on your first bill.

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New Charges: July 12 to August 09

Broadband Services	
1. Verizon FiOS Internet (07/12-08/09)	\$46.45
2. Verizon FiOS Internet (08/10-09/09)	49.99
3. Activation Fee	49.99
4. Disconnect Service Credit	28.61 CR
5. State Tax	3.53
6. City Tax	1.18
Total	\$122.53

Service Charges

You'll see three charges for your monthly FiOS service: one is a prorated charge for service from the date your service started through the end of your first billing cycle; the second is for your first full month of service; and the third is a one-time charge to activate your service.

Disconnect Service Credit

This is a credit for your Verizon Online DSL or Dial-up service as of the date your FiOS service began.

Taxes

These are monthly taxes Verizon collects on behalf of the area in which you live. You will only see the taxes if they apply in your area.

Total

In this example, although the total for the first statement is \$122.53, this customer's normal monthly total will be \$52.05.

Note: All prices are illustrative and do not reflect actual charges you will see on your bill.