



2013 Annual Customer Notification for

FiOS TV

FiOS

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We appreciate your loyalty as a Verizon FiOS customer and hope you're enjoying all that FiOS® TV brings to your home. As part of our ongoing commitment to serving you, we're sending this important notice to keep you up-to-date about your FiOS TV service, and Verizon's policies and procedures.

Verizon FiOS TV Products and Services

At Verizon, we're constantly enriching your entertainment experience. Now, FiOS TV offers 590+ all-digital channels, including more High-Definition (HD), sports and multicultural content than ever before. Our expanded On Demand library puts TV watching on your terms, offering over 65,000 titles to choose from every month. Plus buy, rent, and watch over 20,000 FiOS On Demand Flex View titles. Additionally, many of our On Demand selections are absolutely FREE with your FiOS TV subscription, and include a growing number of titles that are available in HD. And, of course, FiOS TV offers the most amazing picture and HD quality — period.

We continue to add exciting new enhancements to your FiOS TV service to give you flexible options in watching TV shows, movies, HD and On Demand programming. Now you can search TV and On Demand programming by title, actor, director, genre and more. FiOS TV provides a variety of Widgets that contain the most popular information our customers request. Local weather and traffic, national sports and news headlines, horoscopes and games such as Sudoku and Nickelodeon's® Teenage Mutant Turtles are available at the touch of a button. In addition, you can access your Twitter or Facebook accounts directly from your TV screen. Or try out the ESPN® Fantasy Sports Widget, or even check out "What's Hot" on TV and On Demand in your viewing area — the list keeps growing. To learn more about these and other new features, press the **Menu** button on your FiOS TV remote or visit us at verizon.com/fiosvcentral.

FiOS TV also offers the hottest premium content subscriptions available with HBO®, Cinemax®, SHOWTIME®, STARZ®, TMC™ and EPIX. In addition, customers who subscribe to HBO, Cinemax, SHOWTIME, STARZ, Encore, ESPN, Fox, Nickelodeon, CNN, TNT, TBS, TruTV, Adult Swim, Cartoon Network, Comedy Central, MTV, VH1, Spike, BET, Speed 2, NBA League Pass, Long Horn Network, and Big Ten Network can stream content online. So whether you're home or on the go, you can view your content. This is just another example of Verizon's dedication to improving your viewing experience and providing the most value possible!

For great tips on using FiOS features, visit verizon.com/usingfios.

Billing and Payment Policies

Billing for your FiOS TV equipment and services begins upon installation. For a self-installation, billing begins when the Set Top Box is activated or 10 days from the order date, whichever occurs first. Regular monthly service and equipment charges are billed each month in advance. Other transactional charges, such as for On Demand purchases, are billed after the applicable content, service or feature has been ordered or provided to you. Applicable taxes, fees and other charges will also be included in your monthly bill. For information about receiving your Verizon bill in either Braille or Large Print, call 1.800.974.6006, Monday-Friday, 8:30 a.m.-5:00 p.m.

How to Pay Your Bill

You have several options to pay your FiOS TV bill. Pick the one that works best for you:

- Check
- Credit or debit card
- Phone (for a fee)
- From your TV using your Verizon remote control (Press the Menu button, scroll down to Customer Support and select View My Account)
- Electronic funds transfer (EFT)

- Cash or money order at an authorized payment vendor (visit verizon.com and look for the Store Locator at the end of the page to find a convenient location near you)
- Visit myverizon.com and follow the instructions to set up an account. You'll be able to view and pay your bill and access your most up-to-date account details. You can also "go green" by signing up for paper free billing and we will email your bill to you each month.

Questions About Your Statement

If you have questions about your FiOS TV bill, you can access a complete and interactive overview by visiting us at verizon.com/billingdemo or from your TV by using your remote control (Press the Menu button, scroll down to Customer Support and select View My Account). You can also contact us 24 hours a day, 7 days a week at 1.800.VERIZON (1.800.837.4966). We will respond to you and try to resolve any complaints you have as promptly as we can. If you write to us or send us an e-mail, please be sure to include your name and account number and a detailed description of the problem or your question.

Bill Payment Policies

If we do not receive your full payment by the due date indicated on your bill, we may charge you a late fee on the unpaid balance, and may also suspend or terminate your service. If any bank or other financial institution refuses to honor any check, bank card (debit or credit) charge, or other instrument or electronic funds transfer (EFT) submitted for payment of your bill, we may charge you a fee in accordance with applicable law. If your service is disconnected for nonpayment, you will be required to pay the full remaining balance and may be required to pay a reconnect fee or a deposit before your service will be reconnected.

Technical Support

If you experience problems with your FiOS TV picture, the issue can often be resolved quickly, without the need to schedule a service appointment. We encourage you to take the following few simple steps and self-help options before calling our customer service department, to help troubleshoot and possibly restore your service.

1. Check to see if your television is plugged in and securely connected to the FiOS TV equipment.
2. Check to ensure that the FiOS TV equipment is plugged in and securely connected to the cable outlet on the wall.
3. Finally, check to see if the problem is occurring on other televisions in your home.

If you are a FiOS TV customer who also subscribes to our FiOS Internet service, you can download the Verizon In-Home Agent by visiting verizon.com/inhomeagent. In-Home Agent is a PC application that provides you with fast, easy solutions for common FiOS questions. It's 24/7 support at the click of your mouse! All FiOS TV customers can also access In-Home Agent on the TV by clicking the Menu button on the Verizon remote, selecting Customer Support and selecting In-Home Agent.

All FiOS TV customers can also find easy troubleshooting tips online at verizon.com/fiosvhelp by clicking on "troubleshooting."

If it is necessary to call for technical support, you can expect the following during the call:

- Your account will be accessed.
- You will be asked a series of questions in order to pinpoint the problem.
- The representative will then attempt to troubleshoot the problem over the phone.

If the remote troubleshooting is unsuccessful, the representative will set up a service call at a time that is convenient for you.

Credits for Loss of Service

In the event of a FiOS TV service outage or service interruption, you may be entitled to a service credit typically calculated as a proportionate amount of your current monthly bill. In most instances, you must promptly report the outage to us in order to qualify for this credit.

Voluntary Service Suspension

You can temporarily suspend your FiOS TV service for seasonal or vacation purposes under the following conditions:

- A minimum suspension period of one (1) month and a maximum time frame of nine (9) months is required to take advantage of this option.
- Programming will be suspended during this time, along with all applicable monthly recurring charges, including any applicable taxes or other fees.
- A one-time suspension fee is charged at the time of suspension.
- Your account must be in good standing and not have any outstanding balances in order to suspend or reconnect your service.

Changes or Termination of Service

You can make changes to your FiOS TV account or discontinue your FiOS TV service at any time and we will stop billing you for service on the date you wish to discontinue service. If you have chosen to subscribe to a bundled services plan with a term commitment, cancellation of service before the term is up may result in an early termination fee. Please remember to return all FiOS TV equipment to Verizon within thirty (30) days of terminating your service. The failure to do so will result in an unreturned equipment fee for each piece of unreturned equipment. Regardless of whether the equipment fee is paid, ownership of the equipment will remain with Verizon. Please do not return the Optical Network Terminal (ONT), which is a piece of Verizon-owned FiOS equipment that may be attached to the outside or inside of your home or building. The ONT should be left intact and removed only by a Verizon technician.

Installation Policies

Your FiOS TV installation includes the connection of up to three televisions using existing outlets (this includes installation of any Set Top Boxes, Cable Cards or Digital Adapters). It also includes programming the FiOS TV remote control for use with your Set Top Boxes and televisions. Additional TVs can be set up for an additional charge (see "Rates" on page 14). During the installation, a FiOS TV-trained technician will evaluate your home and discuss your FiOS TV installation with you, including installing and testing all of your Set Top Boxes and installing extra outlets and any wiring you might need. Our FiOS TV technicians will also install any required network equipment, such as the ONT and the Router. A person 18 years of age or older must be present for the installation and able to make decisions on placement of wiring and equipment at your home. All Verizon employees, designated representatives or agents who visit your residence will carry identification badges and/or wear uniforms clearly identifying them as Verizon employees, or authorized agents or representatives of Verizon.

In-Home Wiring

In-Home wiring refers to the cable that runs from your TV set to a point approximately 12 inches outside of your home or building. It includes extra outlets, splitters, connections and fittings or wall plates attached to the wire, but does not include devices such as Set Top Boxes and other FiOS TV equipment. FCC regulations require that all customers be given the option to acquire the In-Home wiring that we install within their home or building upon termination of service. However, even prior to termination of service, we allow our FiOS TV customers to remove, replace, rearrange, repair or maintain any cable wiring located within the interior space of their homes or buildings, so long as such actions do not interfere with Verizon's ability to meet FCC technical standards or to provide services to you or your neighbors.

FiOS TV Equipment

Your FiOS TV Remote Control

Whether you're browsing through channels, recording your favorite shows or ordering the latest hit movies from our extensive On Demand library, your Verizon FiOS TV remote allows you to enjoy all the advanced features of FiOS TV, such as our state-of-the-art Interactive Media Guide. The Interactive Media Guide not only gives you access to a full on-screen channel guide but also offers access to an array of features that both enhance and improve your FiOS TV experience — learn more about these features at verizon.com/fiosvcentral. Our remote control and Interactive Media Guide also provide access to closed captioning, an assistive technology that provides customers with hearing disability access to our television programs. Customers with disabilities can contact us via TTY at 1.800.974.6006. Please note that non-Verizon remote controls may not be compatible with FiOS TV equipment. If you have a question about the compatibility of a particular remote control unit, please contact the manufacturer of the remote control.

Equipment Compatibility

FiOS TV's line of state-of-the-art equipment allows our customers to enjoy the full potential of FiOS TV, including our dynamic Interactive Media Guide, extensive On Demand library, easy-to-use Parental Controls and 100% digital programming.

Customers who connect their TVs or VCRs directly to the FiOS network without a Set Top Box or digital adapter will not be able to receive all of the content carried on FiOS TV. For example, all On Demand content and most of the channels offered on FiOS TV are "scrambled" or "encrypted" and require additional FiOS TV equipment provided by Verizon to view. Some digital TV sets may have a built-in QAM (digital) tuner that will tune in to the channels included in the FiOS TV Local Package without the need for a Set Top Box or digital adapter. Please check your TV's manual to verify if your TV has a built-in QAM tuner. Certain DVRs and TVs may also be equipped with Cable Card technology. This device is slightly larger than a credit card and plugs into compatible TVs or DVRs, and allows access to the encrypted HD and standard-definition digital channels on FiOS TV without the need for a Set Top Box or digital adapter.

Please note that Cable Cards do not support advanced FiOS TV features such as the Interactive Media Guide, Pay Per View (PPV), On Demand, FiOS TV Widgets and Parental Controls. Please also note that our equipment may not support certain features and functions of older televisions or VCRs. For example, you may not be able to use a VCR to view a program on one channel while simultaneously recording a program on another channel, record two or more consecutive programs that appear on different channels or use advanced display features on certain televisions such as "Picture-in-Picture." To learn more about FiOS TV's equipment options, please visit verizon.com/fiosv.

Parental Controls

FiOS TV's Parental Controls give you the ability to control and manage the programming that comes into your home. Parental Controls may be established for each Set Top Box and individually customized to your specific needs. This feature allows you to block access to shows by channel or rating. You can also block unauthorized Pay Per View and On Demand purchases by setting up purchase PINs, and choose to show or hide adult information from the TV listings. When programs with a particular rating level are blocked, the FiOS TV Interactive Media Guide automatically blocks the higher ratings. For example, if you choose to block PG-rated programming, PG-13 and R-rated programs will be blocked from view as well. Once Parental Controls have been enabled, access to blocked programming can only be obtained by entering a Personal Identification Number (PIN) that you will be prompted to set up the first time the Parental Controls feature is used. You can create a PIN to ensure that controls won't be changed without your approval, as only those with the correct PIN can access blocked content. In the event that your Set Top Box is reinitialized for any reason, such as for maintenance or for software upgrade purposes, you must reestablish the Parental Control PIN. If you have questions about using Parental Controls or any of the many features of the

Interactive Media Guide, you can use your FiOS TV remote and press the button marked **Menu** to access the “Help Menu” for answers or go to channel 131, the FiOS TV help channel. There, you'll find detailed information and instructional videos to help you get the most out of FiOS TV. Answers to your questions about Parental Controls as well as other FiOS TV features can also be found online at verizon.com/fiostvhelp.

Complaints and Customer Service

The Verizon customer care team works hard to earn the loyalty of our FiOS TV customers by providing them world-class FiOS TV support each and every day. Please note the following ways in which we can assist you in resolving any concerns regarding customer service, billing or service quality. If you experience a service interruption or have a question or concern about your FiOS TV service, please contact Verizon's customer care number 24 hours a day, 7 days a week at 1.800.VERIZON (1.800.837.4966). Verizon is confident we can resolve any question you may have with our FiOS TV service in a timely manner. In the unlikely event your concern is still unresolved after contacting the above number, you may write to us at: Verizon Customer Relations, 290 W. Mt. Pleasant Avenue, 1st Floor - DRC, Livingston, NJ 07039. When you write or call us, please explain the nature and history of the problem. We will promptly address your concern. If we are unable to provide resolution, we will notify you that we are unable to do so and explain the reason why. If you are either dissatisfied with the resolution of your complaint or we are unable to resolve your complaint, you may contact the local franchising authorities at the address or number listed below to discuss your complaint.

PENNSYLVANIA LOCATIONS	LOCAL FRANCHISE AUTHORITY CONTACT & ADDRESS INFO
Abington Township	1176 Old York Road Abington, PA 19001 267.536.1000
Aldan Borough	1 West Providence Road Aldan, PA 19018 610.626.3554
Ambler Borough	122 E. Butler Avenue Ambler, PA 19002 215.646.1000
Aston Township	5021 Pennell Road Aston, PA 19014 610.494.1636
Avondale Borough	110 Pomeroy Avenue Avondale, PA 19311 610.268.8501
Bedminster Township	3112 Bedminster Road P.O. Box 92 Bedminster, PA 18910 215.795.2190
Bensalem Township	2400 Byberry Road Trevose, PA 19020 215.633.3603

Bethel Township	1082 Bethel Road Garnet Valley, PA 19061 610.459.1529
Birmingham Township	1040 West Street Road West Chester, PA 19382 610.793.2600
Bridgeport Borough	4th & Mill Streets Bridgeport, PA 19406 610.272.1811
Bristol Borough	250 Pond Street Bristol, PA 19007 215.788.3828
Bristol Township	2501 Bath Road Bristol, PA 19007 215.785.0500
Brookhaven Borough	2 Cambridge Road Brookhaven, PA 19015 610.874.2557
Bryn Athyn Borough	2835 Buck Road P.O. Box 683 Bryn Athyn, PA 19009 215.947.9889
Buckingham Township	4613 Hughesian Drive P.O. Box 413 Buckingham, PA 18912 215.794.8834

Caln Township	253 Municipal Drive P.O. Box 72149 Thorndale, PA 19372 610.384.0600
Chadds Ford Township	10 Ring Road Chadds Ford, PA 19317 610.388.8800
Chalfont Borough	40 North Main Street Chalfont, PA 18914 215.822.7295
Charlestown Township	4030 Whitehorse Road P.O. Box 507 Devault, PA 19432 610.240.0326
Cheltenham Township	8230 Old York Road Elkins Park, PA 19027 215.887.6200
Chester Heights Borough	222 Llewelyn Road P.O. Box 658 Chester Heights, PA 19017 610.459.3400
Chester Township	1150 Engle Street Chester, PA 19013 610.494.4149
City of Allentown	435 Hamilton Street Allentown, PA 18101 610.439.5999
City of Chester	1 Fourth Street Chester, PA 19013 610.447.7700
City of Philadelphia	Cable Television Administrator Division of Technology 1400 John F. Kennedy Blvd. City Hall, Room 702 Philadelphia, PA 19107 215.686.2934
Clifton Heights Borough	30 S. Springfield Road Clifton Heights, PA 19018 610.623.1000
City of Coatesville	1 City Hall Place Coatesville, PA 19320 610.384.0300
Collegeville Borough	491 East Main Street Collegeville, PA 19426 610.489.9208
Collingdale Borough	800 MacDade Blvd. Collingdale, PA 19024 610.586.0500
Concord Township	689 Smithbridge Road Glen Mills, PA 19342 610.459.8911

Conshohocken Borough	1 West First Avenue Suite 200 Conshohocken, PA 19428 610.828.1092
Darby Borough	821 Summit Street Darby, PA 19023 610.586.1102
Darby Township	21 Bartram Avenue Glenolden, PA 19036 610.586.1514
Downingtown Borough	4-10 West Lancaster Avenue Downingtown, PA 19335 610.269.0344
Doylestown Borough	57 W. Court Street Doylestown, PA 18901 215.345.4140
Doylestown Township	425 Wells Road Doylestown, PA 18901 215.348.9915
Dublin Borough	119 Maple Avenue P.O. Box 52 Dublin, PA 18917 215.249.3310
East Bradford Township	666 Copeland School Road West Chester, PA 19380 610.436.5108
East Brandywine Township	1214 Horseshoe Pike Downingtown, PA 19335 610.269.8230
East Caln Township	110 Bell Tavern Road Downingtown, PA 19335 610.269.1989
East Coventry Township	855 Ellis Woods Road Pottstown, PA 19465 610.495.5443
East Fallowfield Township	2664 Strasburg Road East Fallowfield, PA 19320 610.384.7144
East Goshen Township	1580 Paoli Pike West Chester, PA 19380 610.692.7171
East Lansdowne Borough	55 Lexington Avenue East Lansdowne, PA 19050 610.623.7131
East Marlborough Township	721 Unionville Road Kennett Square, PA 19348 610.444.0725
East Nantmeal Township	3383 Conestoga Road Glenmore, PA 19343 610.458.5780

East Norriton Township	2501 Stanbridge Street East Norriton, PA 19401 610.275.2800
East Pikeland Township	P.O. Box 58 1158 Rapps Dam Rd. Kimberton, PA 19442 610.933.1770
East Rockhill Township	1622 Ridge Road Perkasie, PA 18944 215.257.9156
East Vincent Township	262 Ridge Road Spring City, PA 19475 610.933.4424
East Whiteland Township	209 Conestoga Road Frazer, PA 19355 610.648.0600
Easttown Township	P.O. Box 79 566 Beaumont Road Devon, PA 19333 610.687.3000
Edgmont Township	1000 Gradyville Road P.O. Box 267 Gradyville, PA 19039 610.459.1662
Falls Township	188 Lincoln Highway Fairless Hills, PA 19030 215.949.9000
Folcroft Borough	1555 Elmwood Avenue Folcroft, PA 19032 610.522.1305
Franconia Township	671 Allentown Road P.O. Box 128 Franconia, PA 18924 215.723.1137
Glenolden Borough	36 Boon Avenue Glenolden, PA 19036 610.583.3221
Green Lane Borough	P.O. Box 514 Green Lane, PA 18054 215.234.8633
Hatboro Borough	414 S. York Road Hatboro, PA 19040 215.443.9100
Hatfield Borough	401 S. Main Street P.O. Box 190 Hatfield, PA 19440 215.855.0781
Hatfield Township	1950 School Road Hatfield, PA 19440 215.855.0900
Haverford Township	2325 Darby Road Havertown, PA 19083 610.446.1000

Haycock Township	640 Harrisburg Road Quakertown, PA 18951 215.536.3641
Highland Township	100 Five Points Road Coatesville, PA 19320 610.857.1791
Hilltown Township	13 West Creamery Road P.O. Box 260 Hilltown, PA 18927 215.443.6000
Horsham Township	1025 Horsham Road Horsham, PA 19044 215.643.3131
Hulmeville Borough	321 Main Street Hulmeville PA, 19037 215.757.6531
Ivyland Borough	991 Pennsylvania Avenue Ivyland, PA 18974 215.675.0110
Jenkintown Borough	700 Summit Avenue P.O. Box 2176 Jenkintown, PA 19046 215.885.0700
Kennett Square Borough	120 Marshall Street Kennett Square, PA 19348 - 610.444.6020
Kennett Township	801 Burrows Run Road Chadds Ford, PA 19317 610.388.1300
Langhorne Borough	114 E. Maple Avenue Langhorne, PA 19047 215.757.3768
Langhorne Manor Borough	210 Comly Avenue Langhorne, PA 19047 215.752.5835
Lansdale Borough	1 Vine Street Lansdale, PA 19446 215.361.8310
Lansdowne Borough	12 East Baltimore Avenue Lansdowne, PA 19050 610.623.7300
Limerick Township	646 West Ridge Pike Limerick, PA 19468 610.495.6432
London Grove Township	372 Rose Hill Road Suite 100 West Grove, PA 19390 610.345.1000
Londonderry Township	103 Daleville Road Cochranville, PA 19330 610.869.2138

Lower Chichester Township	1410 Market Street P.O. Box 1255 Linwood, PA 19061 610.485.1472
Lower Frederick Township	53 Spring Mount Road P.O. Box 253 Zieglerville, PA 19492 610.287.8857
Lower Gwynedd Township	P.O. Box 625 1130 N. Bethlehem Pike Spring House, PA 19477 215.646.5302
Lower Makefield Township	1100 Edgewood Road Yardley, PA 19067 267.274.1179
Lower Merion Township	Public Affairs Information Office 75 East Lancaster Avenue Ardmore, PA 19003 610.645.6199
Lower Moreland Township	640 Red Lion Road Huntingdon Valley, PA 19006 215.947.3100
Lower Pottsgrove Township	2100 Buchert Road Pottstown, PA 19464 610.323.0436
Lower Providence Township	100 Parklane Drive Eagleville, PA 19403 610.539.8020
Lower Salford Township	379 Main Street Harleysville, PA 19438 215.256.8087
Lower Southampton Township	Cable Advisory Board 1500 Desire Avenue Feasterville, PA 19053 215.357.7300
Malvern Borough	1 East First Avenue, Suite 3 P.O. Box 437 Malvern, PA 19355 610.644.2602
Marcus Hook Borough	10th and Green Streets Marcus Hook, PA 19061 610.485.1341
Marlborough Township	6040 Upper Ridge Rd Green Lane, PA 18054 215.234.9300
Marple Township	227 S. Sproul Road Broomall, PA 19008 610.356.4040
Media Borough	301 North Jackson Street Media, PA 19063 610.566.5210
Middletown Township, Bucks County	Cable & Telecommunications Advisory Board 3 Municipal Way Langhorne, PA 19047 215.750.3800

Middletown Township, Delaware County	P.O. Box 157 27 N. Pennell Road Lima, PA 19037 610.565.2700
Milford Township	2100 Krammes Road P.O. Box 86 Spinnerstown, PA 18968 215.536.2090
Millbourne Borough	9 Park Avenue Millbourne, PA 19802 610.352.9080
Modena Borough	16 Union Street P.O. Box 116 Modena, PA 19358 610.384.6777
Montgomery Township	1001 Stump Road Montgomeryville, PA 18936 215.393.6900
Morrisville Borough	35 Union Street Morrisville, PA 19067 215.295.8181
Morton Borough	500 Highland Avenue Morton, PA 19070 610.543.4565
Narberth Borough	100 Conway Avenue Narberth, PA 19072 610.664.2840
Nether Providence Township	214 Sykes Lane Wallingford, PA 19086 610.566.4516
New Britain Borough	45 Keeley Avenue New Britain, PA 18901 215.348.4586
New Britain Township	207 Park Avenue Chalfont, PA 18914 215.822.1391
New Garden Township	299 Starr Road Landenberg, PA 19350 610.268.2915
New Hanover Township	2943 North Charlotte Street Gilbertsville, PA 19525 610-323-1008
New Hope Borough	41 North Main Street New Hope, PA 18938 215.862.3347
New London Township	902 State Road New London, PA 19360 610.869.8658
Newlin Township	P.O. Box 447 Unionville, PA 19375 610-486-1141
Newtown Borough	23 North State Street Newtown, PA 18940 215.968.2109

Newtown Township, Bucks County	100 Municipal Drive Newtown, PA 18940 215.968.2800
Newtown Township, Delaware County	209 Bishop Hollow Road Newtown Square, PA 19073 610.356.0200
Norristown Municipality	235 East Airy Street Norristown, PA 19401 610.272.8080
North Wales Borough	300 School Street North Wales, PA 19454 215.699.4424
Northampton Township	55 Township Road Richboro, PA 18954 215.357.6800
Norwood Borough	10 West Cleveland Avenue Norwood, PA 19074 610.586.5800
Parkesburg Borough	315 West First Ave. Parkesburg, PA 19365 610.857.2616
Parkside Borough	22 East Elbon Road Parkside, PA 19015 610.876.3659
Penn Township	260 Lewis Road West Grove, PA 19390 610.869.9620
Penndel Borough	300 Bellevue Avenue Penndel, PA 19047 215.757.5153
Pennsbury Township	702 Baltimore Pike Chadds Ford, PA 19317 610.388.7323
Perkasie Borough	P. O. Box 96 Perkasie, PA 18944 215.257.5065
Perkiomen Township	One Trappe Road Collegeville, PA 19426 610.489.4034
Phoenixville Borough	140 Church Street Phoenixville, PA 19460 610.933.8801
Plumstead Township	P. O. Box 387 Plumsteadville, PA 18949 215.766.8914
Plymouth Township	700 Belvoir Road Plymouth Meeting, PA 19462 610.277.4100
Pocopson Township	P.O. Box One 740 Denton Hollow Road Pocopson, PA 19366 610.793.2151

Quakertown Borough	35 North 3rd Street Quakertown, PA 18951 215.536.5001
Radnor Township	Public Information & Telecommunications 301 Iven Avenue Wayne, PA 19087 610.688.5600
Richland Township	1328 California Road Suite A Quakertown, PA 18951 215.536.4066
Richlandtown Borough	125 S. Main Street Richlandtown, PA 18955 215.538.9290
Ridley Park Borough	105 E. Ward Street Ridley Park, PA 19078 610.532.2100
Ridley Township	100 East MacDade Boulevard Folsom, PA 19033 610.534.4800
Rockledge Borough	121 Huntingdon Pike Rockledge, PA 19046 215.379.8572
Rose Valley Borough	Old Mill Lane P.O. Box 198 Rose Valley, PA 19065 610.566.2040
Royersford Borough	300 Main Street Royersford, PA 19468 610.948.3737
Rutledge Borough	212 Unity Terrace Rutledge, PA 19070 610.544.1028
Sadsbury Township	2920 Lincoln Highway Sadsburyville, PA 19369 610.857.9503
Salford Township	139 Ridge Road P.O. Box 54 Tylersport, PA 18971 215.257.5664
Schuylkill Township	111 Valley Park Road Phoenixville, PA 19460 610.933.5843
Schwenksville Borough	140 Main Street Schwenksville, PA 19473 610.287.7442
Sellersville Borough	140 E. Church Street Sellersville, PA 18960 215.257.5075
Sharon Hill Borough	250 Sharon Avenue Sharon Hill, PA 19079 610.586.8200

Silverdale Borough	100 W. Park Avenue P.O. Box 187 Silverdale, PA 18962 215.257.5550
Skippack Township	4089 Heckler Road P.O. Box 164 Skippack, PA 19474 610.454.0909
Souderton Borough	31 W. Summit Street Souderton, PA 18964 215.723.4371
South Coatesville Borough	136 Modena Road South Coatesville, PA 19320 610.384.1700
Springfield Township, Delaware County	50 Powell Road Springfield, PA 19064 610.544.1300
Springfield Township, Montgomery County	1510 Paper Mill Road Wyndmoor, PA 19038 215.836.7600
Swarthmore Borough	121 Park Avenue Swarthmore, PA 19081 610.543.4599
Telford Borough	122 Penn Avenue Telford, PA 18969 215.723.5000
Thornbury Township, Chester County	8 Township Drive Cheyney, PA 19319 610.399.1425
Thornbury Township, Delaware County	6 Township Drive Cheyney, PA 19319 610.399.8383
Towamencin Township	1090 Troxel Road P.O. Box 303 Lansdale, PA 19446 215.368.7602
Trainer Borough	824 Main Street Trainer, PA 19061 610.497.3838
Trappe Borough	525 West Main Street Trappe, PA 19426 610.489.7181
Tredyffrin Township	Cable TV Advisory Committee 1100 DuPortail Road Berwyn, PA 19312 610.644.1400
Trumbauersville Borough	One Evergreen Drive P.O. Box 100 Trumbauersville, PA 18970 215.536.1761
Tullytown Borough	500 Main Street Tullytown, PA 19007 215.945.1560

Upland Borough	224 Castle Avenue Upland, PA 19105 610.874.7317
Upper Chichester Township	P.O. Box 2187 Furey Road Boothwyn, PA 19061 610.485.5881
Upper Darby Township	100 Garrett Road Room 206 Upper Darby, PA 19082 610.734.7600
Upper Dublin Township	801 Loch Alsh Avenue Fort Washington, PA 19034 215.643.1600
Upper Frederick Township	P.O. Box 597 Frederick, PA 19435 610.754.6436
Upper Gwynedd Township	P.O. Box 1 West Point, PA 19486 215.699.7777
Upper Makefield Township	1076 Eagle Road Newtown, PA 18940 215.968.3340
Upper Merion Township	Public Information Office 175 W. Valley Forge Road King of Prussia, PA 19406 610.265.2600
Upper Moreland Township	117 Park Avenue Willow Grove, PA 19090 215.659.3100
Upper Oxford Township	1185 Limestone Road Oxford, PA 19363 610.932.9233
Upper Pottsgrove Township	1409 Farmington Avenue Pottstown, PA 19464 610.323.8675
Upper Providence Township, Delaware County	935 North Providence Road Media, PA 19063 610.565.4944
Upper Providence Township, Montgomery County	1286 Black Rock Road Box 406 Oaks, PA 19456 610.933.9179
Upper Salford Township	P.O. Box 100 Salfordville, PA 18958 610.287.6160
Upper Southampton Township	939 Street Road Southampton, PA 18966 215.322.9700
Upper Uwchlan Township	140 Pottstown Pike Chester Springs, PA 19425 610.458.9400
Uwchlan Township	715 N. Ship Road Exton, PA 19341 610.363.9450

Valley Township	P.O. Box 467 890 West Lincoln Highway Coatesville, PA 19320 610.384.5751
Wallace Township	1250 Creek Road P.O. Box 670 Glenmoore, PA 19343 610.942.2880
Warminster Township	401 Gibson Avenue Warminster, PA 18974 215.443.5414
Warrington Township	852 Easton Road Twp. Administration Bldg. Warrington, PA 18976 215.343.9350
Warwick Township	1733 Township Greene Jamison, PA 18929 215.343.6100
West Bradford Township	1385 Campus Drive Downingtown, PA 19335 610.269.4174
West Brandywine Township	198 Lafayette Road Coatesville, PA 19320 610.380.8200
West Caln Township	P.O. Box 175 Wagontown, PA 19376 610.384.5643
West Chester Borough	401 East Gay Street West Chester, PA 19380 610.692.7574
West Conshohocken Borough	112 Ford Street West Conshohocken, PA 19428 610.828.9747
West Goshen Township	1025 Paoli Pike West Chester, PA 19380 610.696.5266
West Grove Borough	P.O. Box 61 117 Rosehill Ave. West Grove, PA 19390 610.869.2792
West Marlborough Township	1300 Doe Run Road Coatesville, PA 19320 610.383.5986
West Nantmeal Township	455 N. Manor Road Elverson, PA 19520 610.286.9722
West Norriton Township	1630 W. Marshall Street Jeffersonville, PA 19403 610.631.0450
West Pikeland Township	1645 Art School Road Chester Springs, PA 19425 610.827.7660

West Pottsgrove Township	980 Grosstown Road Stowe, PA 19464 610.323.7717
West Rockhill Township	1028 Ridge Road Sellersville, PA 18960 215.257.9063
West Vincent Township	729 Saint Matthews Road Chester Springs, PA 19425 610.458.1601
West Whiteland Township	222 North Pottstown Pike Exton, PA 19341 610.363.9525
Westtown Township	1039 Wilmington Pike Westtown, PA 19395 610.692.1930
Whitemarsh Township	616 Germantown Pike Lafayette Hill, PA 19444 610.825.3535
Whitpain Township	960 Wentz Road Blue Bell, PA 19422 610.277.2400
Willistown Township	688 Sugartown Road Malvern, PA 19355 610.647.5300
Worcester Township	1721 Valley Forge Road P.O. Box 767 Worcester, PA 19490 610.584.1410
Wrightstown Township	2203 Second Street Pike Wrightstown, PA 18940 215.598.3313
Yardley Borough	56 S. Main Street Yardley, PA 19067 215.493.6832
Yeadon Borough	600 Church Lane Yeadon, PA 19050 610.284.1606

LOCAL VERIZON OFFICES - PENNSYLVANIA

Philadelphia	Ivy Ridge Shopping Center 7110 Ridge Avenue Philadelphia, PA 19128
Philadelphia	1455 Franklin Mills Circle Philadelphia, PA 19154
Philadelphia	7646 City Line Avenue Philadelphia, PA 19151
Philadelphia	We R Wireless 1300 S. Columbus Blvd. Philadelphia, PA 19147

Programming Services and Equipment Rates

There are a wealth of entertainment choices to go along with your current Verizon FiOS TV package. And, since we're always adding new options, go to verizon.com/fios to see the latest choices available to you.

Digital Service ¹	Number of Channels	Monthly Price ^{5,6}
FiOS TV Local	15-35	\$12.99
FiOS TV Select HD	Approximately 60	\$49.99
FiOS TV Prime HD	Approximately 270	\$64.99
FiOS TV Extreme HD	Approximately 340	\$74.99
FiOS TV Ultimate HD	Approximately 390	\$89.99
La Conexión	Approximately 180	\$54.99

For just a few dollars extra, you can enjoy more of your favorite programming.

Premium Sports Channels	Monthly Price ⁵
Sports Pass	\$9.99
ESPN 3D	\$9.99
Fox Soccer Plus	\$14.99

Premium Channels & Packages ³	Monthly Price ⁵
Cinemax®	\$15.99
EPIX™	\$15.99
Showtime®	\$15.99
SHOWTIME® STARZ® Entertainment Pack + EPIX	\$28.99
HBO®	\$19.99
HBO + Cinemax	\$29.99
here!	\$8.99
Fully Loaded Entertainment Pack (SHOWTIME STARZ Entertainment Pack + HBO, Cinemax, EPIX)	\$48.99
Playboy + Playboy en Español	\$16.99
SHOWTIME STARZ Entertainment Pack (SHOWTIME®, STARZ®, TMC, FLIX, Encore, Indieplex, Retroplex)	\$19.99
SHOWTIME STARZ Entertainment Pack for Ultimate HD (adds STARZ/ Encore to FiOS TV Ultimate HD bundle)	\$13.99
Starz®	\$15.99
Spanish Language Package ²	\$14.99

International Premiums ³	Monthly Price ⁵
International Premium Channels	Individually Priced

Video On Demand (VOD) and Pay Per View (PPV)	Monthly Price ⁵
On Demand Movies and Games	Varies

On Demand Subscriptions	Monthly Price⁵
Anime Network	\$6.99
Bollywood TV, Music & Movies	\$7.99
Disney Family Movies	\$5.99
ESPN FullCourt — NCAA Basketball	Varies
ESPN GamePlan — NCAA Football	Varies
Karaoke	\$7.99
Gaiam TV	\$7.99
MLB Extra Innings*	Varies
MLS Direct Kick	Varies
NBA League Pass	Varies
NHL Center Ice	Varies
NFL RedZone	Varies
The Jewish Channel	\$5.99
Too Much for TV!	\$14.99
WWE 24/7	\$9.99

Equipment	Monthly Price⁵
CableCARD	\$4.99
Digital Adapter	\$5.99
HD Home Media DVR (features Multi-Room DVR)	\$19.99
High Definition Digital Video Recorder (includes HD channels)	\$16.99
Set Top Box (includes HD channels)	Up to \$11.99

Initial Installation	One-Time Charges
Additional Outlet/Set Top Box Connection (per existing outlet)	\$29.99
Existing Outlet Connection (up to 3)	FREE
FiOS Activation Fee	\$69.99
New Outlet Install/Existing Outlet Rewire (per outlet)	\$64.99
Outlet Relocation (per outlet)	\$64.99

Subsequent Installations/Charges	One-Time Charges
New Outlet Install/Existing Outlet Rewire (per outlet, plus \$89.99 Tech Visit Charge)	\$64.99
Existing Outlet Connection (per outlet, plus \$89.99 Tech Visit Charge)	\$29.99
Service Repair Visit Charge ⁴ (for the first 1/2 hr.)	\$91.00
Service Repair Visit Charge (for each additional 1/2 hr.)	\$46.00
Set Top Box Addition ⁷ (self-install)	FREE
Set Top Box Retrieval	\$89.99
Tech Visit Charge (additional charges may apply)	\$89.99
Set Top Box Return with equipment drop-off at	
Verizon authorized locations/UPS locations with prepaid mailer	FREE
Specialty DVR Upgrade (upgrade to expanded storage capacity Set Top Box)	\$49.99
Standard DVR Upgrade	FREE
Set Top Box Add/Upgrade Drop Ship Fee	\$19.99
Set Top Box Return to a designated Verizon Retail Store	\$9.99

Other Services and Charges**One-Time Charges**

Seasonal Service Suspension (charged at initiation, 1–6 months)	\$24.99
Unreturned/Damaged — CableCARD	\$100.00
Unreturned/Damaged Broadband Home Router	\$99.99
Unreturned/Damaged STB — Digital Adapter	\$175.00
Unreturned/Damaged STB — HD Digital Video Recorder (DVR)	\$550.00
Unreturned/Damaged STB — High Definition	\$350.00
Unreturned/Damaged STB — SD Digital Video Recorder (DVR)	\$475.00
Unreturned/Damaged STB — Standard Definition	\$240.00

1. Equipment may be required (see equipment prices section). Listed monthly prices do not include equipment fees. Unless otherwise provided in the Terms of Service, if the service is cancelled, Verizon-supplied equipment must be returned or an equipment fee applies.
2. The Spanish Language package cannot be combined with La Conexión. 30-day minimum billing period required for all packages.
3. 30-day minimum billing period required for all Premiums.
4. A service repair visit charge is assessed when a technician visit is required for general service education, to repair problems related to in-home wiring, or to connect or reconnect the service to customer-owned equipment. A service visit charge is not assessed when the repair or maintenance is related to the service itself or Verizon-owned equipment.
5. Prices do not include taxes, franchise fees and other charges paid to federal, state and local governments.
6. A Regional Sports Network Fee of \$2.42 applies monthly to Prime HD, Extreme HD, Ultimate HD and La Conexión packages.
7. Shipping fees may apply.

Rates effective September 2013. Service/program availability varies by location and the number of channels within each package is an approximation. Pricing applies to residential use only within the United States and is subject to change. Taxes, franchise fees and other terms apply. ©2013 Verizon.