

Alexander W. Moore  
Associate General Counsel



125 High Street – Oliver Tower  
Room 718  
Boston, MA 02110-1585

Phone: (617) 743-2265  
Fax: (617) 737-0648  
alexander.w.moore@verizon.com

December 15, 2009

Ms. Luly E. Massaro  
Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Blvd.  
Warwick, Rhode Island 02888

Re: Docket No. 4020 – Cox RI Telecom Petition for Adoption of the FCC's Lifeline Certification & Verification Procedures for Eligible Telecommunications

Dear Ms. Massaro:

Enclosed for filing in the above referenced proceeding are an original and three copies of the responses of Verizon Rhode Island to the requests of record from the November 19, 2009 hearing.

Thank you for your assistance in this matter.

Sincerely,

*Alexander W. Moore* (610)

Alexander W. Moore

cc: Docket No. 4020 Service List

Attachments

RECEIVED  
2009 DEC 15 PM 3:40  
PUBLIC UTILITIES COMMISSION

Verizon New England, Inc.  
d/b/a Verizon Rhode Island

State of Rhode Island

Docket No. 4020

Respondent: Theresa L. O'Brien  
Title: Vice President-  
Regulatory Affairs

**RECORD REQUEST**

**DATED:** November 19, 2009

**ITEM: RR 1** Please provide a listing of popular ancillary services and current pricing for each. If Lifeline customers can purchase bundles, please provide the same for the most popular bundles.

**REPLY:**

<b>Popular Ancillary Feature</b>	<b>Monthly Rate</b>
Call Waiting	\$6.00*
Call Forwarding	\$5.50*
Three-way Calling	\$5.50*
Speed Dialing 8	\$4.50*
Speed Dialing 30	\$5.50*
Caller ID	\$9.00
Caller ID Number Only	\$7.00
Call Waiting ID with Name	\$9.00
Non Directory Listed Number	\$3.00
Non Published Number	\$4.95
	* Discounts apply when three or more features are purchased or when multiple features are purchased in Various combinations (Value Added Packages).

Lifeline customers may not purchase bundles.

Verizon New England, Inc.  
d/b/a Verizon Rhode Island

State of Rhode Island

Docket No. 4020

Respondent: Theresa L. O'Brien  
Title: Vice President-  
Regulatory Affairs

**RECORD REQUEST**

**DATED:** November 19, 2009

**ITEM: RR 2** Please provide sample bills of the following: standard customer with ancillary services, standard customer without ancillary services, Lifeline customer with and without ancillary services, Lifeline measured customer.

**REPLY:** See attachments.

RI PUC Docket 4020  
November 11, 2009  
RR#2  
Attachment 1

Verizon Bill for Standard  
Unlimited Customer  
With Ancillary Service(s)

# Quick Bill Summary for

**Verizon News**

**Staying In Touch Made Easy!**  
 Call 1-888-541-7502 for a great value. Get unlimited residential calling across the U.S. with Verizon Freedom® Essentials. Plus, get Caller ID, Call Waiting & Home Voice Mail (where available) for just \$49.99/mo. Terms & restrictions apply.

**Get More, Save More**  
 Call 1-888-610-7288 to make sure you're getting the best Verizon services at the best value - from phone and Internet, to TV and money-saving bundles. Together we'll evaluate your current services, and find ways to save you even more.

**Moving? 1-866-VZ-MOVES**  
 One call gets you up & running! Count on the Verizon network to make at least one part of your move easier. Across the street or across the nation all you need is one call to Verizon to set up your Internet, phone & digital TV in your new home in no time. Service availability varies.

Previous Balance	\$44.88
Payments Received Nov 2	-\$45.00
<b>Credit Balance</b>	<b>-\$.12</b>

**New Charges**

Voice Services	(See pg 3)	\$32.68
Taxes, Fees & Other Verizon Charges		\$12.30
<b>Total New Charges Due by December 15, 2009</b>		<b>\$44.98</b>
<b>Total Amount Due by December 15, 2009</b>		<b>\$44.86</b>

These monthly charges are for your service from October 15 to November 14.  
 Esta conta é importante. Por favor, arranje quem a traduza.

Direct Payment Enrollment	Online Billing & Payment	Questions about your bill?
verizon.com/billpay	verizon.com/billview	verizon.com or 1-800-VERIZON (1-800-837-4966)

Please return this remit slip with payment



*Yes! I want to be a Literacy Champion.  
 Sign me up for a \$1 monthly donation  
 to Verizon Reads.*

New Charges Due  
 Account Number

Dec 15 2009

**Total Amount Due: \$44.86**

111409

Make Check Payable to Verizon

\$

KEYLINE

25



VERIZON  
 PO BOX 1100  
 ALBANY NY 12250-0001



**How to Reach Us**

Visit [verizon.com](http://verizon.com) 24 hours a day or call 1-800-VERIZON (1-800-837-4966)

Enter your ten digit number

asked for the three digits following your account number.

Billing Questions and Bill Balance

- say "**Billing**" or press "**1**"

Amount of Payment Due or Payment Arrangements

- say "**Payment**" or press "**1**"

24 Hour Repair or Technical Support

- say "**Repair and Tech Support**" or press "**2**"

To Order New Products

- say "**New Products**" or press "**3**"

For Pending Orders

- say "**Order Status**" or press "**4**"

Centro Hispano de Verizon

[verizon.com/espanol](http://verizon.com/espanol) or 1-800-430-2222

Customers with Disabilities

1-800-974-6006 v/tty

**Account Information**

**Bill Cycle Dates**

Except for months when new services are added or dropped, your bill contains charges for one month of service. The bill cycle date (i.e., the billing period start and end date) often varies by service. As a result, when you add or drop a service, the partial month charges will be based on the specific bill cycle start and end date.

make an electronic fund-transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your institution. If you wish to be excluded from the electronic fund transfer process, please call 1-888-500-5358.

**Returned Payments**

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

**Questions and Correspondence**

If you have a question about your bill, please call at the number above or write to us at SRC, PO Box 9000, Annapolis, MD 21401-9000. If you still think your bill is incorrect after contacting us, you can appeal the disputed portion of the bill for local telephone service by calling 1-401-780-9700 or writing the Rhode Island Division of Public Utilities, 89 Jefferson Blvd., Warwick, RI 02888.

**Credit Reporting**

We furnish our customers' bill payment information to the major credit reporting agencies in accordance with the Fair Credit Reporting Act.

Your telephone service will not be shut off if you do not pay the disputed portion of your bill. If you need more time to pay, call us. An explanation of customers rights and responsibilities is printed in the introductory pages of your phone book.

**Late Payment Charges**

To avoid a 1.0% late payment charge, payment must be received before December 15, 2009.

**Payment by Check**

When you pay by check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. When we use information from your check to

**Payment Address**

PO Box 1100, Albany, NY 12250-0001

**Service Providers**

Verizon RI provides local, regional calling and other voice services, unless otherwise indicated. FIOS is a registered mark of Verizon Trademark Services LLC.

**Change of Address**

Go to [verizon.com/billing](http://verizon.com/billing) address or call us.

**Automatic Bill Payment Enrollment for Account:**

Enroll at [verizon.com](http://verizon.com), or complete 4 steps below to authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. This also enrolls you in Paperless billing. To discontinue Automatic Bill Payment, you must call Verizon.

1. Check box

2. Sign here

3. Put date here

4: Print email address here

Go Green! Go Paperless Billing! Pay Electronically!

**Questions?**  
 Visit [verizon.com](http://verizon.com)  
 or call 1-800-VERIZON  
 (1-800-837-4966)

## Breakdown of Charges

Oct 15 - Nov 14

### Voice Services

Regional Toll Calls (see Call Detail)	.07
Unlimited Local Calling	18.62
Caller ID	7.00
Inside Wire Maintenance	6.99
<b>Total Voice Services</b>	<b>\$32.68</b>

### Taxes, Fees & Other Verizon Charges

#### Voice

Federal Excise Tax	.96
Rhode Island State&Local Tax	2.79
Federal Universal Service Fee	.79
Federal Subscriber Line Charge	6.41
911 State / County Charges	1.00
Dual Party Relay Charge	.09
School and Library Fund	.26
<b>Total Taxes, Fees &amp; Other Verizon Charges</b>	<b>\$12.30</b>

## Call Detail

### Regional Toll Calls

Date	Time	Place called	Number called	Rate period	Minutes	Amount
Directly Dialed						
				night	1:00	.07
<b>Regional Toll Calls</b>					<b>1</b>	<b>\$.07</b>

## Need-to-Know Information

### **Closed Captioning Concerns or Complaints?**

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at [videoclosedcaption@verizon.com](mailto:videoclosedcaption@verizon.com), or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, 821 1st Ave N, St. Petersburg, FL 33701 Att: Valerie DeCastro, Manager, fax 1-888-806-7026, or via email at [videoclosedcaption@verizon.com](mailto:videoclosedcaption@verizon.com).

### **Verizon Foundation**

Visit [Thinkfinity.org](http://Thinkfinity.org) for thousands of FREE educational resources for teachers, students, parents and the after-school community.

RI PUC Docket 4020  
November 11, 2009  
RR#2  
Attachment 2

Verizon Bill for Standard  
Unlimited Customer  
Without Ancillary Service(s)

**Verizon News**

**Staying In Touch Made Easy!**  
Get unlimited residential calling across the U.S. and to Canada with Verizon Freedom Value for a great low price of just \$44.99/mo. One low price and the best of the Network. Call 1-888-747-5772 for details. Terms & restrictions apply.

**Get More, Save More**  
At Verizon, we want to make sure you're getting the best services at the best value - from phone and Internet, to TV and money-saving bundles. Call 1-888-652-8111 today, and together we'll evaluate your current services, and find ways to save you even more.

**Moving? 1-866-VZ-MOVES**  
One call gets you up & running! Count on the Verizon network to make at least one part of your move easier. Across the street or across the nation all you need is one call to Verizon to set up your Internet, phone & digital TV in your new home in no time. Service availability varies.

## Quick Bill Summary for

Previous Balance	\$26.82
Payments Received Sep 3	-\$26.82
<b>Balance Forward</b>	<b>\$0.00</b>

<b>New Charges</b>		
Voice Services	(See pg 3)	\$15.94
Taxes, Fees & Other Charges		\$10.88
Other Providers	(See pg 4)	\$24.61
<b>Total New Charges Due by October 10, 2009</b>		<b>\$51.43</b>
<b>Total Amount Due by October 10, 2009</b>		<b>\$51.43</b>

These monthly charges are for your service from August 7 to September 6.  
You have a new service provider.

Direct Payment Enrollment verizon.com/billpay	Online Billing & Payment verizon.com/billview	Questions about your bill? verizon.com or 1-800-VERIZON (1-800-837-4966)
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Please return this remit slip with payment



New Charges Due  
Account Number

Oct 10, 2009

*Yes! I want to be a Literacy Champion.  
Sign me up for a \$1 monthly donation  
to Verizon Reads.*

**Total Amount Due: \$51.43**

090609

Make Check Payable to Verizon

\$

KEYLINE



VERIZON  
PO BOX 1100  
ALBANY NY 12250-0001



**How to Reach Us**

Visit [verizon.com](http://verizon.com) 24 hours a day or call 1-800-VERIZON (1-800-837-4966)

Enter your ten digit number if asked for the three digits following your account number.

- Billing Questions and Bill Balance - say "**Billing**" or press "1"
- Amount of Payment Due or Payment Arrangements - say "**Payment**" or press "1"
- 24 Hour Repair or Technical Support - say "**Repair and Tech Support**" or press "2"
- To Order New Products - say "**New Products**" or press "3"
- For Pending Orders - say "**Order Status**" or press "4"

Centro Hispano de Verizon  
Customers with Disabilities

[verizon.com/espanol](http://verizon.com/espanol) or 1-800-430-2222  
1-800-974-6006 v/tty

**Account Information**

**Bill Cycle Dates**

Except for months when new services are added or dropped, your bill contains charges for one month of service. The bill cycle date (i.e., the billing period start and end date) often varies by service. As a result, when you add or drop a service, the partial month charges will be based on the specific bill cycle start and end date.

**Questions and Correspondence**

If you have a question about your bill, please call at the number above or write to us at SRC, PO Box 9000, Annapolis, MD 21401-9000. If you still think your bill is incorrect after contacting us, you can appeal the disputed portion of the bill for local telephone service by calling 1-401-780-9700 or writing the Rhode Island Division of Public Utilities, 89 Jefferson Blvd., Warwick, RI 02888. Your telephone service will not be shut off if you do not pay the disputed portion of your bill. If you need more time to pay, call us. An explanation of customers rights and responsibilities is printed in the introductory pages of your phone book.

**Payment by Check**

When you pay by check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. When we use information from your check to make an electronic fund-transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your institution. If you wish to be excluded from the electronic fund transfer process, please call 1-888-500-5358.

**Returned Payments**

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

**Credit Reporting**

We furnish our customers' bill payment information to the major credit reporting agencies in accordance with the Fair Credit Reporting Act.

**Late Payment Charges**

To avoid a 1.0% late payment charge, payment must be received before October 10, 2009.

**Payment Address**

PO Box 1100, Albany, NY 12250-0001

**Service Providers**

Verizon RI provides local, regional calling and other voice services, unless otherwise indicated. Services provided by Verizon Long Distance are identified by "VLD" in the applicable billed line item. FiOS is a registered mark of Verizon Trademark Services LLC.

**Change of Address**

Go to [verizon.com/billing](http://verizon.com/billing) address or call us.

**Automatic Bill Payment Enrollment for Account:**

Enroll at [verizon.com](http://verizon.com), or complete 4 steps below to authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. This also enrolls you in Paperless billing. To discontinue Automatic Bill Payment, you must call Verizon.

1. Check box

2. Sign here

3. Put date here

4: Print email address here

Go Green! Go Paperless Billing! Pay Electronically!

**Questions?**

Visit [verizon.com](http://verizon.com)  
or call 1-800-VERIZON  
(1-800-837-4966)

**Breakdown of Charges****Voice Services**

Unlimited Local Calling	15.94
<b>Total Voice Services</b>	<b>\$15.94</b>

**Taxes, Fees & Other Charges**

Voice	
Federal Excise Tax	.67
Rhode Island State&Local Tax	1.62
Federal Universal Service Fee	.83
Federal Subscriber Line Charge	6.41
911 State / County Charges	1.00
Dual Party Relay Charge	.09
School and Library Fund	.26
<b>Total Taxes, Fees &amp; Other Charges</b>	<b>\$10.88</b>

### Other Providers

Account Number:

If you have questions concerning this portion of your bill, please contact Enhanced Services Billing, Inc at 1-888-296-3724 or on the web at [www.billview.com/esbi](http://www.billview.com/esbi)

This portion of your bill is provided as a service to Enhanced Services Billing, Inc.

### Breakdown of Charges

#### Enhanced Services Billing, Inc. Summary

Miscellaneous Charges and Credits	23.00
State Tax	1.61
<b>Total</b>	<b>\$24.61</b>

### Miscellaneous Charges and Credits

Date	Description	Amount
<hr/>		
Billed on behalf of Patient Portal		
This is a new service provider this month.		
Aug 3	Tms Hospphone	23.00
<b>Total of Patient Portal</b>		<b>\$23.00</b>
<hr/>		
<b>Total Miscellaneous Charges and Credits</b>		<b>\$23.00</b>

## Need-to-Know Information

### Closed Captioning Concerns or Complaints?

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at [videoclosedcaption@verizon.com](mailto:videoclosedcaption@verizon.com), or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, 821 1st Ave N, St. Petersburg, FL 33701 Attn: Valerie DeCastro, Manager, fax 1-888-806-7026, or via email at [videoclosedcaption@verizon.com](mailto:videoclosedcaption@verizon.com).

### Dial Dig Safe Before You Dig

It takes only one call to the Dig Safe Center to notify all member utility companies of your excavation work. To prevent harm to underground telephone, gas, electric, or cable facilities, you need to call ahead of time. Rhode Island requires at least two business days prior notice.

For information, call toll free 811 or 1 888 DIG SAFE (1 888 344-7233), or visit the Dig Safe web site at [www.digsafe.com](http://www.digsafe.com).

If there are underground facilities in your area, the utility company will identify their location for you. This will eliminate the possibility of damage and save you the expense of costly repairs.

### International Calling Reminder

You currently subscribe to Verizon Long Distance for domestic and international long distance service. Our records indicate that you have not chosen an international calling plan. Verizon offers international calling plans designed to meet your international calling needs. Unless you chose an international plan you will be charged basic international rates for all your direct-dialed international calls.

### Go Green. In Your New Prius

Now Verizon customers can enter for a chance to win a 2010 Toyota Prius, a Daily Instant Win \$100 Visa virtual account or a trendy Tote bag. For details go to [verizon.com/gogreen](http://verizon.com/gogreen). It's never been easier to do your part and maybe drive in style at the same time. No purchase necessary.

### Verizon Foundation

Visit [Thinkfinity.org](http://Thinkfinity.org) for thousands of FREE educational resources for teachers, students, parents and the after-school community.

RI PUC Docket 4020  
November 11, 2009  
RR#2  
Attachment 3

Verizon Bill for Lifeline  
Unlimited Customer  
With Ancillary Service(s)

**Verizon News**

**Get More, Save More**  
 Call 1-888-610-7288 to make sure you're getting the best Verizon services at the best value - from phone and Internet, to TV and money-saving bundles. Together we'll evaluate your current services, and find ways to save you even more.

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 Visit [Thinkfinity.org](http://Thinkfinity.org) for thousands of FREE educational resources for teachers, students, parents and the after-school community.

### Quick Bill Summary for

Previous Balance	\$27.26
Payments Received Oct 30	-\$27.26
<b>Balance Forward</b>	<b>\$0.00</b>

**New Charges**

Voice Services (See pg 3)	\$23.82
Taxes, Fees & Other Verizon Charges	\$3.23
Other Providers (See pg 4)	\$7.83
<b>Total New Charges Due by December 20, 2009</b>	<b>\$34.88</b>

**Total Amount Due by December 20, 2009 \$34.88**

These monthly charges are for your service from October 19 to November 18.  
 Esta conta é importante. Por favor, arranje quem a traduza.  
 You have a new service provider.

Direct Payment Enrollment <a href="http://verizon.com/billpay">verizon.com/billpay</a>	Online Billing & Payment <a href="http://verizon.com/billview">verizon.com/billview</a>	Questions about your bill? verizon.com or 1-800-VERIZON (1-800-837-4966)
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Please return this remit slip with payment



*Yes! I want to be a Literacy Champion.  
 Sign me up for a \$1 monthly donation  
 to Verizon Reads.*

New Charges Due  
 Account Number

Dec 20, 2009

**Total Amount Due: \$34.88**

111809

Make Check Payable to Verizon

\$

KEYLINE

VERIZON  
 PO BOX 1100  
 ALBANY NY 12250-0001



**How to Reach Us**

Visit [verizon.com](http://verizon.com) 24 hours a day or call 1-800-VERIZON (1-800-837-4966)

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Billing Questions and Bill Balance

- say "Billing" or press "1"

Amount of Payment Due or Payment Arrangements

- say "Payment" or press "1"

24 Hour Repair or Technical Support

- say "Repair and Tech Support" or press "2"

To Order New Products

- say "New Products" or press "3"

For Pending Orders

- say "Order Status" or press "4"

Centro Hispano de Verizon  
Customers with Disabilities

[verizon.com/espanol](http://verizon.com/espanol) or 1-800-430-2222  
1-800-974-6006 v/tty

**Account Information**

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**Service Providers**

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**Change of Address**

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1. Check box

2. Sign here

3. Put date here

4: Print email address here

Go Green! Go Paperless Billing! Pay Electronically!

**Questions?**

Visit [verizon.com](http://verizon.com)  
or call 1-800-VERIZON  
(1-800-837-4966)

**Breakdown of Charges****Oct 19 - Nov 18****Voice Services**

Lifeline Service	10.62
Inside Wire Maintenance	8.25
Non-Published Service	4.95
<b>Total Voice Services</b>	<b>\$23.82</b>

**Taxes, Fees & Other Verizon Charges****Voice**

Federal Excise Tax	.47
Rhode Island State&Local Tax	1.67
911 State / County Charges	1.00
Dual Party Relay Charge	.09
<b>Total Taxes, Fees &amp; Other Verizon Charges</b>	<b>\$3.23</b>

## Other Providers

If you have questions concerning this portion of your bill, please contact USBI at 1-888-477-8724 or on the web at [www.billview.com/usbi](http://www.billview.com/usbi). This portion of your bill is provided as a service to USBI.

Account Number

### Breakdown of Charges

#### USBI Summary

Toll Calls	5.66
Miscellaneous Charges and Credits	1.46
Rhode Island gross receipts tax surcharge	.20
State Tax	.51
<b>Total</b>	<b>\$7.83</b>

### Call Detail

#### Toll Calls

Date	Time	Place called	Number called	Rate period	Min:Sec	Amount
Billed on behalf of STARTEC INC						
This is a new service provider this month.						
Directly Dialed						
Oct 31	12:52 pm	Portugal		econ	7.00	1.22
Billed on behalf of STARTEC INC						
This is a new service provider this month.						
Sep 28	7:27 pm	Framingham MA		night	1.00	.64
Oct 12	11:25 am	Framingham MA		night	2.00	.69
Oct 17	4:20 pm	Framingham MA		night	9.00	1.04
Oct 29	6:56 pm	Framingham MA		night	3.00	.74
Nov 1	4:07 pm	Framingham MA		night	2.00	.69
Nov 4	5:28 pm	Framingham MA		night	1.00	.64
<b>Total Toll Calls</b>						<b>\$5.66</b>

### Miscellaneous Charges and Credits

Date	Description	Amount
Billed on behalf of STARTEC INC		
This is a new service provider this month.		
Oct 10	Lec Billing Fee	.08
Oct 10	Universal Service Fnd	.09
Nov 10	Lec Billing Fee	.60
Nov 10	Universal Service Fnd	.69
<b>Total of STARTEC INC</b>		<b>\$1.46</b>
<b>Total Miscellaneous Charges and Credits</b>		<b>\$1.46</b>

## Need-to-Know Information

### **Closed Captioning Concerns or Complaints?**

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at [videoclosedcaption@verizon.com](mailto:videoclosedcaption@verizon.com), or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, 821 1st Ave N, St. Petersburg, FL 33701 Attn: Valerie DeCastro, Manager, fax 1-888-806-7026, or via email at [videoclosedcaption@verizon.com](mailto:videoclosedcaption@verizon.com).

RI PUC Docket 4020  
November 11, 2009  
RR#2  
Attachment 4

Verizon Bill for Lifeline  
Measured Customer  
(No Ancillary Service(s))

**Verizon News**

**Get More, Save More**  
 Call 1-888-610-7288 to make sure you're getting the best Verizon services at the best value - from phone and Internet, to TV and money-saving bundles. Together we'll evaluate your current services, and find ways to save you even more.

**Moving? 1-866-VZ-MOVES**  
 One call gets you up & running! Count on the Verizon network to make at least one part of your move easier. Across the street or across the nation all you need is one call to Verizon to set up your Internet, phone & digital TV in your new home in no time. Service availability varies.

**Verizon Foundation**  
 Visit Thinkfinity.org for thousands of FREE educational resources for teachers, students, parents and the after-school community.

### Quick Bill Summary for

Previous Balance	\$2.41
No Payment Received	\$0.00
<b>Balance Forward</b>	<b>\$2.41</b>

#### New Charges

Voice Services	(See pg 3) \$1.00
Taxes, Fees & Other Verizon Charges	\$1.19
<b>Total New Charges Due by December 13, 2009</b>	<b>\$2.19</b>

**Total Amount Due \$4.60**

These monthly charges are for your service from October 11 to November 10.  
\$2.41 is past due.

Esta recibo es importante, por favor traduzca inmediatamente.

Direct Payment Enrollment verizon.com/billpay	Online Billing & Payment verizon.com/billview	Questions about your bill? verizon.com or 1-800-VERIZON (1-800-837-4966)
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Please return this remit slip with payment



New Charges Due  
Account Number

Dec 13, 2009

Yes! I want to be a Literacy Champion.  
Sign me up for a \$1 monthly donation to Verizon Reads.

**Total Amount Due: \$4.60**

111009

Make Check Payable to Verizon

\$

KEYLINE

25

VERIZON  
PO BOX 1100  
ALBANY NY 12250-0001



**How to Reach Us**

Visit [verizon.com](http://verizon.com) 24 hours a day or call 1-800-VERIZON (1-800-837-4966)

Enter your ten digit number \_\_\_\_\_ asked for the three digits following your account number.

- Billing Questions and Bill Balance - say "**Billing**" or press "**1**"
- Amount of Payment Due or Payment Arrangements - say "**Payment**" or press "**1**"
- 24 Hour Repair or Technical Support - say "**Repair and Tech Support**" or press "**2**"
- To Order New Products - say "**New Products**" or press "**3**"
- For Pending Orders - say "**Order Status**" or press "**4**"

Centro Hispano de Verizon  
Customers with Disabilities

[verizon.com/espanol](http://verizon.com/espanol) or 1-800-430-2222  
1-800-974-6006 v/tty

**Account Information**

**Bill Cycle Dates**

Except for months when new services are added or dropped, your bill contains charges for one month of service. The bill cycle date (i.e., the billing period start and end date) often varies by service. As a result, when you add or drop a service, the partial month charges will be based on the specific bill cycle start and end date.

**Questions and Correspondence**

If you have a question about your bill, please call at the number above or write to us at SRC, PO Box 9000, Annapolis, MD 21401-9000. If you still think your bill is incorrect after contacting us, you can appeal the disputed portion of the bill for local telephone service by calling 1-401-780-9700 or writing the Rhode Island Division of Public Utilities, 89 Jefferson Blvd., Warwick, RI 02888.

Your telephone service will not be shut off if you do not pay the disputed portion of your bill. If you need more time to pay, call us. An explanation of customers rights and responsibilities is printed in the introductory pages of your phone book.

**Payment by Check**

When you pay by check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. When we use information from your check to

make an electronic fund-transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your institution. If you wish to be excluded from the electronic fund transfer process, please call 1-888-500-5358.

**Returned Payments**

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

**Credit Reporting**

We furnish our customers' bill payment information to the major credit reporting agencies in accordance with the Fair Credit Reporting Act.

**Late Payment Charges**

To avoid a 1.0% late payment charge, payment must be received before December 13, 2009.

**Payment Address**

PO Box 1100, Albany, NY 12250-0001

**Service Providers**

Verizon RI provides local, regional calling and other voice services, unless otherwise indicated. FiOS is a registered mark of Verizon Trademark Services LLC.

**Change of Address**

Go to [verizon.com/billing](http://verizon.com/billing) address or call us.

**Automatic Bill Payment Enrollment for Account:**

Enroll at [verizon.com](http://verizon.com), or complete 4 steps below to authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. This also enrolls you in Paperless billing. To discontinue Automatic Bill Payment, you must call Verizon.

1. Check box

2. Sign here

3. Put date here

4: Print email address here

Go Green! Go Paperless Billing! Pay Electronically!

**Questions?**

Visit [verizon.com](http://verizon.com)  
or call 1-800-VERIZON  
(1-800-837-4966)

## Breakdown of Charges

Oct 11 - Nov 10

### Voice Services

Verizon Local Calls (see Call Detail)	.00
Lifeline Service - Measured	1.00
<b>Total Voice Services</b>	<b>\$1.00</b>

### Taxes, Fees & Other Verizon Charges

#### Voice

Federal Excise Tax	.03
Rhode Island State&Local Tax	.07
911 State / County Charges	1.00
Dual Party Relay Charge	.09
<b>Total Taxes, Fees &amp; Other Verizon Charges</b>	<b>\$1.19</b>

## Call Detail

### Verizon Local Calls

Total minutes	Minute allowance	Billed minutes	Rate per minute	Amount
With Measured Service you receive a monthly minute allowance for local calls. Additional usage charges are on a per minute basis.				
129	180	0	.037	.00
<b>Total Verizon Local Calls</b>				<b>\$0.00</b>

## Need-to-Know Information

### **Closed Captioning Concerns or Complaints?**

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at [videoclosedcaption@verizon.com](mailto:videoclosedcaption@verizon.com), or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, 821 1st Ave N, St. Petersburg, FL 33701 Attn: Valerie DeCastro, Manager, fax 1-888-806-7026, or via email at [videoclosedcaption@verizon.com](mailto:videoclosedcaption@verizon.com).

Verizon New England, Inc.  
d/b/a Verizon Rhode Island

State of Rhode Island

Docket No. 4020

Respondent: Theresa L. O'Brien  
Title: Vice President-  
Regulatory Affairs

**RECORD REQUEST**

**DATED:** November 19, 2009

**ITEM: RR 3** For the most recent two to three-year period, please provide the number of customers receiving Lifeline service broken out by those with and without measured service and those with and without ancillary services.

**REPLY:**

	EOY 2007	EOY 2008	YTD Nov. 2009
Measured Service Lifeline	2,726	2,523	2,291
Unlimited Service Lifeline	24,807	21,126	18,138
Lifeline with Ancillary Services	15,205	12,196	9,905
Lifeline without Ancillary Services	9,602	8,930	8,233