



FiOS[®] TV

2011 Annual Customer Notification

FiOS
A NETWORK AHEAD

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We appreciate you as a loyal 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 550+ all-digital channels, including more Hi-Definition (HD), sports and multi-cultural content than ever before. Our expanded On Demand library puts TV watching on your terms, offering over 30,000 titles to choose from every month. Additionally, many of our On Demand selections are absolutely FREE with your FiOS TV subscription, and include a growing array 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 complete control of 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, games such as Sudoku and Checkers and Nickelodeon® are available at the touch of a button. In addition, you can access your Twitter or Facebook account 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/fiostvcentral.

FiOS TV also offers the hottest premium content subscriptions available with HBO®, Cinemax®, SHOWTIME®, STARZ®, TMC™, EPIX and HBO GO®. Customers who subscribe to EPIX can stream its 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 your hard-earned money!

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. Regular monthly service and equipment charges are billed each month in advance. Other transactional charges, such as for On Demand titles, are billed after the applicable content, service or feature has been ordered or provided to you. Taxes, governmental fees and other charges, if any, 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 can pay your FiOS TV bill by check, credit or debit card, phone (for a fee), cash, money order at an authorized payment vendor or electronic funds transfer (EFT). You can also view and pay your FiOS TV bill online by accessing verizon.com/myaccount and establishing an online profile. To create an online profile, you will be asked to select a username and password in order to securely access your account information. Through the "My Account" feature on verizon.com/myaccount, you can access your most up-to-date account details and even elect to "go green" by receiving all your FiOS bills electronically to an email address of your choosing. Customers can pay their bills in person at a FiOS Local Presence Center (LPC) or a third-party payment center. For a listing of these locations, please visit our help site at verizon.com/fiostvhelp and enter "New York billing payment locations" in the "Search Site & Support" search bar.

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 you can 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/connect. 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/fiostvhelp 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. Termination of your FiOS TV service by Verizon will be effective upon notice to you by Verizon, and you may designate a third party to receive a notice of termination on your behalf by submitting a written request to Verizon. 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 to avoid applicable fees. The failure to do so will result in an unreturned equipment fee for each piece of unreturned equipment. This does not include the Optical Network Terminal (ONT) which is a piece of 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 9). 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, Battery Backup Unit and 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 a Verizon employee, or an authorized agent or representative 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 home or building, 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/fiostvcentral. In addition to operating your Verizon Set Top Box, you can use your FiOS TV remote control to operate up to three other devices of your choice. Remote control units that are compatible with FiOS TV equipment may be obtained from other sources, such as retail stores and outlets. If you choose to purchase a remote control from a third party, the following is a representative list of remote controls currently compatible with FiOS TV:

| Brand | Model |
|-----------------|--------------|
| Philips..... | PM435S |
| URC..... | .R5G |
| RCA..... | RCR450 |
| RCA..... | .RCR311ST |
| RCA..... | RCU300xxx |
| URC..... | .4110 |
| RadioShack..... | 15-2147 |

Please note that remote controls, in addition to those listed above, may 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. Your remote control also provides 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.

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 newer 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 (channels 1–49 and the local HD channels) 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. Newer digital television sets 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/fiostv.

Parental Controls

FiOS TV's Parental Controls give you the ability to control and manage the programming that comes into your home. 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. 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 access the FiOS TV help channel on channel 131. 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/fiosvthelp.

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, 140 West Street, 23rd Floor, New York, NY 10007. 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 on the next page to discuss your complaint. FiOS TV Technical Support is available 24 hours a day, 7 days a week, for your convenience.

State of New York Public Service Commission Statement of Significant Subscriber Rights

As a FiOS TV customer:

You are entitled to notice of all programming and other FiOS TV services offered by Verizon and the rates and charges therefore. This notice must be given to you:

- at the time you first subscribe to FiOS TV;
- at the time you request any change in service;
- at the time you make a request for any such information; and
- semiannually.

You are entitled to notice whenever a network or channel is removed from a service tier to which you are subscribing. You are also entitled to notice of certain other changes in programming. We will give you notice of these significant changes thirty days prior to the effective date of the change if we know about the change sufficiently in advance, or we will give you notice within thirty days of the date upon which we first learn of the change. Upon receipt of the notice, you may elect to terminate your service or downgrade your service to a less expensive tier at no charge, provided that you tell us of your decision within forty-five days of the receipt of the notice.

In addition to the foregoing, if a network or channel is moved from one service tier to another or is removed from the system altogether and you first subscribed to our service during the nine months preceding the date of the change or upgraded your service during the six months preceding the date of the change, you may be entitled to a refund of installation, upgrade or other one-time charges paid to us if you choose to terminate or downgrade your subscription after the change. If a network is moved from our basic service tier to a more expensive tier, you may also have the opportunity to upgrade to the more expensive tier at no charge and to receive the more expensive tier, also at no charge, for a period of six months. If a network is removed from the basic cable service tier and is not available on any FiOS TV service tier, you may be entitled to a credit for a portion of your monthly service payment for a fixed period of time after the network is removed from the system.

The specific criteria for determining your eligibility for one or more of these opportunities will be explained to you in detail when it becomes necessary for us to give you notice of a change in programming.

| NEW YORK LOCATIONS | LOCAL FRANCHISE AUTHORITY CONTACT & ADDRESS INFO | City of New York | DoITT Consumer Service Dept. - Cable TV 15 Metro Tech Center, 18th Flr Brooklyn, NY 11201 311 |
|----------------------------|--|-----------------------------|--|
| All New York Areas | Consumer Services Division Consumer Assistance 3 Empire State Plaza Albany, NY 12223-1350 Complaint Line Phone Number 1.800.342.3377 TDD System for Hearing Impaired 1.800.662.1220 | Village of Nyack | 9 North Broadway Nyack, NY 10960 845.358.0548 |
| Town of Hempstead | One Washington Street Hempstead, NY 11550 | Village of South Nyack | Village Clerk Village of South Nyack 282 South Broadway South Nyack, NY 10960 845.358.0244 |
| Village of Larchmont | Cable TV Board of Control c/o Village of Mamaroneck 123 Mamaroneck Rd. Mamaroneck, NY 10543 | Town of Wappingers | Town Hall 20 Middlebush Road Wappingers Falls, NY 12590 845.297.2744 |
| Town of Mamaroneck | Cable TV Board of Control c/o Village of Mamaroneck 123 Mamaroneck Rd. Mamaroneck, NY 10543 | Village of Wappingers Falls | 2628 South Avenue Wappingers Falls, NY 12590 845.297.8773 |
| Village of Mamaroneck | Cable TV Board of Control c/o Village of Mamaroneck 123 Mamaroneck Rd. Mamaroneck, NY 10543 | City of White Plains | 255 Main Street White Plains, NY 10601 914.422.1419 |
| Village of Massapequa Park | 151 Front St. Massapequa Park, NY 11762 | | |

Programming Services and Equipment Rates

There's a wealth of entertainment choices to go along with your current FiOS TV package. Check out all the digital packages and premium channels you can choose from right now. And, since we're always expanding our entertainment choices, go to verizon.com/fios to see the latest choices available to you.

| Digital Service ¹ | Number of Channels | Monthly Price ⁵ |
|--|--------------------|----------------------------|
| FiOS TV Local | 15-35 | \$12.99 |
| 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 (for new customers after 4/17) | Approximately 180 | \$54.99 |

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

| Packages ² | Number of Channels | Monthly Price ⁵ |
|---|--------------------|----------------------------|
| Movie | 47SD +17HD | \$16.99 |
| Spanish Language | 26 | \$12.99 |
| Sports Package | 24 | \$14.99 |
| Sports Package (For Extreme HD Customers) | 18 | \$9.99 |

| Premiums ³ | Number of Channels | Monthly Price ⁵ |
|--|--------------------|----------------------------|
| Cinemax [®] | 12SD +12HD | \$11.99 |
| EPIX | 1SD + 1HD | \$9.99 |
| Showtime/Starz Movie Package with EPIX | 48 | \$24.99 |
| Fox Soccer Plus | 1 | \$14.99 |
| HBO [®] | 14SD +14HD | \$16.99 |
| HBO/Cinemax | 26SD +26HD | \$24.99 |
| here! | 1 | \$8.99 |
| Movie/HBO/Cinemax/EPIX | 99 | \$39.99 |
| Playboy TV [®] /Playboy TV en Español | 2 | \$16.99 |
| Showtime | 22SD + 10HD | \$11.99 |
| Starz | 23SD + 5HD | \$11.99 |

| International Premiums ³ | Number of Channels | Monthly Price ⁵ |
|-------------------------------------|--------------------|----------------------------|
| International Premium Channels | 27 | Individually Priced |

| Video On Demand (VOD) and Pay Per View (PPV) | Monthly Price ⁵ |
|--|----------------------------|
| On Demand Movies | |
| FiOS TV Games | Varies |
| New Releases & Library | Varies |
| On Demand Adult | Varies |

| On Demand Subscriptions | Monthly Price⁵ |
|----------------------------------|----------------------------------|
| Bollywood TV, Music & Movies | \$7.99 |
| Disney Family Movies | \$5.99 |
| ESPN FullCourt — NCAA Basketball | Varies |
| ESPN GamePlan — NCAA Football | Varies |
| Karaoke | \$7.99 |
| MLB Extra Innings | Varies |
| MLS Direct Kick | Varies |
| NBA League Pass | Varies |
| NHL Center Ice | Varies |
| PPV Events | Varies |
| PPV Sports | Varies |
| The Jewish Channel | \$5.99 |
| WWE 24/7 | \$9.99 |

| Set Top Box (STB) | Monthly Price⁵ |
|---|----------------------------------|
| Cable Card | \$3.99 |
| Digital Adapter | \$3.99 |
| HD Home Media DVR (features multi-room DVR & Media Manager) | \$19.99 |
| High Definition Digital Video Recorder (includes HD channels & Media Manager) | \$15.99 |
| Set Top Box (includes HD channels) | \$5.99 |

| Initial Installation | One-Time Charges |
|--|-------------------------|
| Additional Outlet/Set Top Box Hookup (per existing outlet) | \$19.99 |
| Existing Outlet Hookup (up to 3) | FREE |
| FiOS Activation Fee | \$49.99 |
| New Outlet Install/Existing Outlet Rewire (per outlet) | \$54.99 |
| Outlet Relocation (per outlet) | \$54.99 |

| Subsequent Installations/Charges | One-Time Charges |
|---|-------------------------|
| New Outlet Hookup | \$54.99 |
| Service Repair Visit Charge ⁴ | \$79.99 |
| Set Top Box Addition (self-install) | FREE⁶ |
| Set Top Box Installation/Retrieval (one new/relocated outlet included, if required) | \$79.99 |
| Set Top Box Return with equipment drop-off at Verizon authorized locations/UPS location with prepaid mailer | FREE |
| Specialty DVR Upgrade (upgrade to expanded storage capacity Set Top Box) | \$39.99 |
| Standard DVR Upgrade | FREE |

| Other Services and Charges | One-Time Charges |
|---|------------------------------|
| Replacement Remote | \$6.99 + Shipping & Handling |
| Seasonal Service Suspension (charged at initiation, 1-6 months) | \$24.99 |
| Unreturned/Damaged — Cable Card | \$100.00 |
| 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. A Set Top Box and a router are required for access beyond local channels. Listed monthly prices do not include Set Top Box fees. Unless otherwise provided in the terms of service, if service is canceled, the router 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. Shipping fees may apply.

Rates effective November 2011. 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. Voice service for FiOS customers is provisioned over fiber. A battery unit will supply backup power for standard voice service (but not Voice Over IP services), including E-911, for up to eight hours. ©2011 Verizon.

Verizon FiOS TV Privacy Notice

Verizon respects your right to privacy. In addition to our compliance with laws and regulations designed to protect your privacy, we adhere to a set of General Privacy Principles (available at [verizon.com/privacy](https://www.verizon.com/privacy)) that provide the basic foundation for all of our privacy practices and policies.

Why is Verizon providing this notice to me?

As a subscriber to Verizon's FiOS TV cable service and other FiOS TV services provided over Verizon's facilities that are used to provide cable service ("other services"), we are providing this notice to help you understand our privacy practices and your rights under Section 631 of the Cable Communications Policy Act of 1984 (the "Cable Act"). Under the Cable Act, you are entitled to know:

- the nature of the personally identifiable information we collect
- how we may use this personally identifiable information
- under what conditions and circumstances we may disclose personally identifiable information and to whom
- how long we maintain personally identifiable information
- how you may obtain access to your personally identifiable information
- our rights under the Cable Act concerning the collection and disclosure of personally identifiable information and your right to enforce limitations provided by federal law

In this notice, when we use the terms "Verizon," "we," "us" or "our," we are referring to the Verizon company or companies that are providing FiOS TV service to you.

What is personally identifiable information?

Personally identifiable information is information that identifies a particular person. It does not include aggregate data that does not identify a particular person. This notice applies to the personally identifiable information that you have furnished to us or that we have collected using the FiOS TV cable system when we provide FiOS TV or other services to you.

What kind of personally identifiable information does Verizon collect?

Under the Cable Act, unless a subscriber consents, Verizon is only permitted to use the FiOS TV cable system to collect personally identifiable information necessary to render our FiOS TV cable service or other services or to detect unauthorized reception of cable communications. The Cable Act prohibits us from using our cable system to collect personally identifiable information about any subscriber for any other purpose without the subscriber's prior written or electronic consent.

The personally identifiable information we collect typically includes name, address, telephone number, driver's license number, Social Security Number, and credit card or bank account number. We also collect other information, which may not be personally identifiable, to enable us to provide our subscribers with quality service. This may include billing, payment and deposit history, service and credit records, past correspondence with subscribers, the services subscribed to and subscriber service preferences, the purchases subscribers make over the system, and the types and number of devices subscribers use to connect to the cable system (e.g., televisions, Set Top Boxes).

Additionally, if a subscriber rents his or her residence, we may have a record of whether landlord permission was required to install our cable service facilities, as well as the landlord's name and contact information. We may also maintain research records containing information obtained through voluntary subscriber interviews or surveys.

When a subscriber uses or interacts with our FiOS TV cable service or equipment, our FiOS TV system automatically collects certain information on the use of the service

and equipment. Most of this information is anonymous and/or aggregated and not personally identifiable and is used, for example, to execute commands made using the remote control or Set Top Box. This may include information required to change the television channel, review listings in the interactive media guide, and pause or fast-forward through certain programs, among other information. It may also include other information such as the specific service features used and the amount of time spent using them. However, in order to carry out a request to watch a Pay-Per-View program or Video On Demand, for example, the FiOS TV cable system may collect certain personally identifiable information, such as a subscriber's account information, in addition to the product or service purchased, so that the subscriber may be properly billed for the program.

How does Verizon use personally identifiable information?

Verizon uses personally identifiable information in order to provide the highest quality FiOS TV service and other services to our subscribers, and to help us detect theft of service. This means maintaining good business records for a number of business activities, including, but not limited to, records needed:

- to ensure that subscribers are receiving the services ordered
- to allow us and our affiliates, vendors and agents to properly maintain those services and to make improvements or upgrades when necessary
- to confirm that subscribers are being properly billed
- to inform subscribers of new products or services that may be of interest to subscribers
- to allow us to understand the use of, and identify improvements to, our services
- to prevent fraud, including the unauthorized use of our service
- to ensure our own compliance with the law

The FiOS TV cable system may also collect anonymous and/or aggregated information using Set Top Boxes and other equipment when providing FiOS TV cable service or other services to subscribers. We use this anonymous and/or aggregated information to improve our services and to improve the content that subscribers receive (for example, to determine which programs and channels are most popular, to measure viewership of commercials and to understand how the interactive media guide is being used). We may also use anonymous and/or aggregated information to make programming and advertising more relevant to our subscribers. Anonymous or aggregated information is not personally identifiable, is not connected or associated with any particular subscriber, and our collection, use and disclosure of anonymous or aggregate information varies in accordance with our business needs and activities.

Does Verizon disclose personally identifiable information to others?

Verizon considers the personally identifiable information contained in our business records to be confidential. We are, however, authorized under the Cable Act to disclose personally identifiable information if the disclosure is necessary to provide or conduct a legitimate business activity related to the FiOS TV service or other services provided over our facilities or as required by law or legal process.

Our disclosure of personally identifiable information to other parties (such as our affiliates, vendors and agents) will depend on whether it is necessary to conduct a legitimate business activity related to the FiOS TV service or other services rendered to our subscribers. For example, we may engage such parties to assist us in billing and collections, administration, surveys, marketing, service delivery and customization, maintenance and operations, and fraud prevention. We may also disclose personally identifiable information about our subscribers to outside auditors and regulators as permitted by law. We may also disclose information in anonymous and/or aggregate formats, such as ratings surveys and service usage and other statistical reports, which do not personally identify particular subscribers, a subscriber's particular viewing habits, or any transaction a subscriber has made over our system. We may provide certain anonymous and/or aggregate information to third parties such as audience

measurement firms in connection with various business needs and activities, who may combine it with other anonymous and/or aggregated demographic information (such as census data) to provide audience analysis information. We use this information to improve our services and make programming and advertising decisions.

If we (or our parent company) enter into a merger, acquisition or sale of all or a portion of our assets, subscribers' personally identifiable information will, in most instances, be transferred as part of the transaction.

When is Verizon required to disclose personally identifiable information by law?

We make every reasonable effort to protect our subscribers' privacy as described in this notice; however, we may be required by law to disclose personally identifiable information about a subscriber without his or her consent and without notice in order to comply with a valid legal process such as a subpoena, court order or search warrant.

The Cable Act requires that we disclose personally identifiable information (including the selection of video programming) to a third party or governmental entity in response to a court order. In the event the court order is sought by a nongovernmental entity, we are required to notify our subscriber of the court order. If the court order is sought by a governmental entity, the Cable Act requires that the subscriber be afforded the opportunity to appear and contest any claims made in support of the court order sought. We may also be required by federal law to disclose certain subscriber record information (but not records revealing the selection of video programming) to comply with valid legal process, such as warrants, court orders or subpoenas without any subscriber notice or consent to such disclosure.

Additionally, we may also use or disclose personally identifiable information about our subscribers without subscriber consent to protect our customers, employees or property, in emergency situations, and to enforce our rights under our Terms of Service and policies, in court or elsewhere.

Can I limit or prohibit Verizon's use of my personally identifiable information?

You may contact Verizon at the Ordering/Billing number referenced on your bill to ask us to put you on our "Do Not Call," "Do Not Email" or "Do Not Mail" lists so that you do not receive marketing or promotional telephone calls, email or mail from us or our agents.

The Cable Act permits cable operators to disclose subscriber name and address information to other parties, but only after providing subscribers with the opportunity to limit or prohibit such disclosure. It is Verizon's policy not to disclose any personally identifiable information about our subscribers to others outside of Verizon and its affiliates, vendors and business partners unless our subscribers provide prior consent or we are required to do so by law. Before Verizon ever makes such mailing lists available to others outside of Verizon and its affiliates, vendors and business partners, it will provide our subscribers with notice and an opportunity to prohibit or limit such disclosure.

How does Verizon protect personally identifiable information?

We follow industry-standard practices to prevent unauthorized access to personally identifiable information by a person other than the subscriber or us. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use or disclose personally identifiable information.

How long does Verizon maintain personally identifiable information?

Verizon will maintain personally identifiable information about our subscribers no longer than necessary for the purpose for which it was collected or as required by law. This means we may also maintain this information for a period of time after they are no longer subscribers if it is necessary for business, legal or tax purposes. We will destroy the information if we have no pending requests, orders or court orders for access to this personally identifiable information, after we determine that it is no

longer necessary for the purposes for which it was collected and in compliance with any local requirements.

Where and when can I see my personally identifiable information?

If you would like to see your personally identifiable information, please send us a written request to the correspondence address listed in the “How to Reach Us” section of your bill or at the following email address: videocompliance@verizon.com. We will be glad to arrange a convenient time and location during regular business hours for you to see the information upon furnishing proper identification. You will only be permitted to examine records that contain personally identifiable information about you and no one else. If you believe any of your personally identifiable information is inaccurate, we will work with you to ensure that the appropriate corrections are made. Verizon reserves the right to charge you for the cost of photocopying any documents that you request.

What can I do if I think my privacy rights have been violated?

Verizon takes your privacy rights very seriously. If you believe that your privacy rights have been violated, please contact us immediately. We will take immediate steps to address your concerns. If you believe that you have been aggrieved as a result of our violation of the Cable Act, you may enforce the limitations imposed on us by the Cable Act through a civil lawsuit seeking damages, attorney’s fees and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

Does this notice apply to Verizon’s FiOS Internet service, voice or wireless service?

If you are a subscriber to Verizon FiOS Internet, a description of our privacy practices may be found at verizon.net/policies/privacy.asp. If you are a subscriber to Verizon’s voice service, our privacy practices are described in Verizon’s Privacy and CPNI Policies for Voice Services available at verizon.com/privacy. Click on “FiOS TV Subscriber Privacy Notice.” If you are a Verizon Wireless subscriber, a description of Verizon Wireless privacy practices and CPNI policies can be found at verizonwireless.com/privacy.

Will Verizon notify me if it changes this notice?

As required by the Cable Act, we will provide you with a copy of our subscriber privacy notice on an annual basis. We may modify this notice at any time. We will notify you of any material changes through written, electronic or other means as permitted by law. You may cancel your service at any time if you do not agree to any change. By continuing to use the service after a change is in effect, you accept the change and agree to abide by it.