How to read your Verizon FiOS bill.

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

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

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

Have questions?
Visit fioshelp.verizon.com for more information.

Note: All prices are illustrative and do not reflect actual charges you will see on your bill.
If you did not have Verizon High Speed Internet (HSI) or Dial-up.

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

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**Verizon Online Charges**

These are the charges for your monthly Verizon FiOS service:
- A partial-month charge for service from the date your service started through the end of your first billing cycle
- Your first full month of service

**One-time Charges**

You may see a one-time charge to activate your service and for installation of Verizon FiOS Internet on an additional computer if you requested this service. As an added convenience, all one-time charges are billed in three monthly installments.

**Total**

In this example, although the total for the first statement is $104.81, this customer’s normal monthly total will be $48.84.

**Taxes**

These are monthly taxes and fees Verizon collects on behalf of the area in which you live. You will only see the taxes and fees if they apply in your area.
If you previously had Verizon High Speed Internet (HSI) or Dial-up.

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

Verizon Online Charges
These are the charges for your monthly Verizon FiOS service:
- A partial-month charge for service from the date your service started through the end of your first billing cycle
- Your first full month of service

One-time Charges
You may see a one-time charge to activate your service and for installation of FiOS Internet on an additional computer if you requested this service. As an added convenience, all one-time charges are billed in three monthly installments.

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

Total
In this example, although the total for the first statement is $75.06, this customer’s normal monthly total will be $48.84.

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

Verizon FiOS TV Charges
These are the charges for your monthly Verizon FiOS service:
- A partial-month charge for service from the date your service started through the end of your first billing cycle
- Your first full month of service

One-time Charges
You will see a one-time charge to activate your service and for additional outlet installations.

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

Verizon FiOS TV
New Charges: March 11 to April 21

<table>
<thead>
<tr>
<th>Broadband Services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. FIOS TV Premier (added March 11)</td>
<td>$15.99</td>
</tr>
<tr>
<td>2. Standard Set Top Box Rental (added March 11)</td>
<td>5.85</td>
</tr>
<tr>
<td>3. FIOS TV Premier (March 22 - April 21)</td>
<td>47.99</td>
</tr>
<tr>
<td>4. Standard Set Top Box (March 22 - April 21)</td>
<td>17.97</td>
</tr>
<tr>
<td>5. New Outlet Installation</td>
<td>54.99</td>
</tr>
<tr>
<td>6. Activation Fee</td>
<td>29.99</td>
</tr>
<tr>
<td>7. State Sales Tax</td>
<td>4.00</td>
</tr>
<tr>
<td>8. Peg Grant Fee</td>
<td>6.00</td>
</tr>
<tr>
<td>9. Video Franchise Fee</td>
<td>4.41</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$187.19</strong></td>
</tr>
</tbody>
</table>

Total
In this example, although the total for the first statement is $187.19, this customer’s normal monthly total will be $80.37.