

# TELEPHONE BILL HIGHLIGHTS

**Unlimited local residence service** is the base rate for local telephone service, allowing unlimited calling within your local calling area.

**911 Enhanced Surcharge** is a state-leveled, \$1-per-line fee that pays for 911 communication services. More than half this fee goes into the general treasury to pay for non-911 related

**FCC Line Charge** can be up to \$6 a month on the first phone line and \$6.49 on each additional line. It helps cover the costs of the local phone network that are not covered in basic rates.

**Local Number Portability** is a 23-cent fee that helps local phone companies defray the costs of allowing customers to keep their phone number when they switch local car-

**Federal USF Surcharge** makes sure everyone, regardless of income or location, has access to phone service. It provides discounts to the poor, and also helps finance phone lines used for Internet access by schools and libraries.



**Authorization Agreement**  
Please sign and return reverse. Be sure to use pre-authorized payment.  
I authorize and instruct my agent and remit directly to Verizon. I understand that if at any time I agree that Verizon is not direct in the bill statement, I understand that my agreement and/or my parties.

**Optional Services** include caller ID, call-waiting, voice mail, inside wire maintenance and others. These are the frills that consumers should consider carefully when looking to save money. Inside wire service (not shown here) is one optional service consumer advocates often recommend canceling. Verizon charges \$3.45 a month for it, Cox \$2.95.

**Check your bill.** Telephone billing errors may be infrequent, but they do happen. Review your bill each month to be sure you are not being charged for calls you did not make. If you find a mistake, first contact your telephone company. There is an appeal process if you are not satisfied by the company's response.

### Important Consumer Information

- If you think your bill is incorrect
1. Contact your Verizon Service Representative. You may write Verizon at the address listed below.
  2. If you still think your bill is incorrect after you can appeal the disputed portion of the bill by calling (1 401) 780-9700 or writing the Rhode Island Telephone Company, 1000 Rhode Island Telephone Co. Bldg., Warwick, R.I. 02888.

### IMPORTANT

Your telephone service will not be shut off until you pay your bill. If you need more time to pay, call your telephone company for an explanation of customers rights and responsibilities in your phone book.

Verizon Center for the Deaf and Hard of Hearing