



The Dirty, Little, Secret Lives of Phone Bills

Phone Bill Exhibits

Phone Bill Account Summary (Phone Bill Exhibit 1)

Billing Date: 12/10/03 Page 1 of 4	
Telephone Number: 212 228	
Account Summary	
Previous Charges	\$21.60
Payment Received Dec. 4, Thank You.	-15.66
Past Due Charges	\$5.00
New Charges	
Verizon (page 3)	\$16.82
Total New Charges Due January 5	\$16.82
Avoid a 1.5% late payment charge. Payment must be received by 01/05/04	
Total Due (Past Due + New)	\$22.75
These monthly charges are for your service from December 10 to January 09.	

New Jersey Phone Bill – FCC Charge as Part of Basic Service. (Phone Bill Exhibit 2)

BASIC CHARGES

Basic service includes all charges that are regulated by the New Jersey Board of Public Utilities, such as the line charge, local calling, etc.

Basic Local Charges - Charges for local telephone service, local service usage, nonrecurring charges for basic services (i.e., service ordering charges and installation charges for basic service), federally mandated subscriber line charges and applicable State and Federal taxes. Your bill will always include some regulated service charges.



Taxes and Surcharges (Phone Bill Exhibit3)

4 Surcharges and Taxes

FCC Line Charge	\$6.50	911 Surcharge	\$1.00
Local Number Portability	\$.23	Federal USF Surcharge	\$.62
Federal Tax	\$.22	Surcharge(s)	\$.48
NY State/Local Sales Tax	\$.63		

Total			\$9.68
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Optional Services (Phone Bill Exhibit 4)

Verizon Optional Services

7 Custom Calling Package			\$7.75
Call Waiting			
Call Forwarding			
8 Inside Wire Maintenance			3.45
10 Surcharges and Taxes			1.95
Federal Tax	\$.25	Surcharge(s)	\$.68
NY State/Local Sales Tax	\$1.02		
Total			\$13.15

A Non-Basic Charge From NJ Bills (Phone Bill Exhibit 5)

NON-BASIC CHARGES

Non-basic service includes all charges, except tolls, that are not regulated by the New Jersey Board of Public Utilities, such as Inside Wiring and Guardian.

Monthly charges May 8 to Jun 7	\$3.95
NJ Sales tax.....	+.24
Total Verizon non-basic charges	\$4.19

New York Phone Bill with Touchtone Charge and Other Idiot Items (Phone Bill Exhibit 6)

Billing Date: 12/10/03 Page 3 of 4
Telephone Number: 212 228

Verizon Basic Local Services

1 Monthly Charge for Dial Tone	\$8.61
2 Verizon Local Calls*	1.71
3 Verizon Calling Card	.00
4 Touch-tone	.00



Optional “Denial” and “Blocking” Services with \$0.00 Charge (Phone Bill Exhibit 7)

Verizon Optional Services		
5	Repeat Dialing Denial	\$.00
6	*69 Denial	.00
7	All Call Blocking	.00
8	Network Interface	.00
9	Blocking Service	.00
	for Pay	
	Per Use Activation	
	of Three Way Calling	
Total		\$.00

Local Calls: The 9-Cent Scam (Phone Bill Exhibit 8)

ITEMIZED CALLS

**Verizon
Local Calls**

*Refer to your phone
book for rates and
discount information.*

With message rate service you pay a set price for each local call you make no matter how long you talk.

<i>no.</i>	<i>place called</i>	<i>charge per call</i>	<i>number of calls</i>	<i>period</i>	<i>amount</i>
11	N.Y. City	9.0¢	62	day	
12			17	eve	
13			102	ngt	
Total					\$16.29



Toll Calls from New Jersey. (Phone Bill Exhibit 9)

No.	Date	Time	Call type	Place	Number	Minutes	Cost	T
Save money on *69 with a subscription plan, which offers you unlimited usage for one low monthly rate. There is no charge to make this change. Find out more by calling your Service Representative at the number listed below. T= Tax rate applied: A=9.00%								
Toll charges for 973-							\$9.00	
Calls for 973-								
1	Apr 9	8:56AM	Flat	To RIDGEWOOD	NJ 201	1.0 m	.08	A
2	Apr 10	10:43AM	Flat	To MT VIEW	NJ 973	1.3 m	.10	A
3	Apr 10	5:28PM	Flat	To MT VIEW	NJ 973	1.0 m	.08	A
4	Apr 11	12:27PM	Flat	To HAWTHORNE	NJ 973	1.0 m	.08	A
5	Apr 11	1:01PM	Flat	To MT VIEW	NJ 973	1.0 m	.08	A
6	Apr 11	4:54PM	Flat	To MT VIEW	NJ 973	3.4 m	.27	A
7	Apr 13	5:51PM		To LOCAL DA				
8	Apr 13	5:55PM	Flat	To WYCKOFF	NJ 201	1.0 m	.08	A
9	Apr 13	8:01PM	Flat	To MADISON	NJ 973	1.0 m	.08	A
10	Apr 13	8:03PM	Flat	To MADISON	NJ 973	6.7 m	.54	A
11	Apr 14	11:08AM	Flat	To MT VIEW	NJ 973	1.0 m	.08	A
12	Apr 14	11:30AM	Flat	To HAWTHORNE	NJ 973	2.9 m	.23	A
13	Apr 15	1:19PM	Flat	To RIDGEWOOD	NJ 201	1.2 m	.10	A
14	Apr 15	1:23PM	Flat	To RIDGEWOOD	NJ 201	1.0 m	.08	A
15	Apr 15	1:25PM	Flat	To RIDGEWOOD	NJ 201	1.5 m	.12	A
16	Apr 16	9:42PM	Flat	To WYCKOFF	NJ 201	3.2 m	.26	A
17	Apr 17	4:43PM	Flat	To MT VIEW	NJ 973	1.0 m	.08	A
18	Apr 21	7:48PM	Flat	To HAWTHORNE	NJ 973	3.2 m	.26	A
19	Apr 22	9:57AM	Flat	To RIDGEWOOD	NJ 201	1.1 m	.09	A

"411" Directory Assistance with Tax (Phone Bill Exhibit 10)

Verizon Calls

5 Directory Assistance Calls \$.80

In State

Requests: 1 at \$.80

6 Surcharges and Taxes .15

Federal Tax \$.03 Surcharge(s) \$.05
NY State/Local Sales Tax \$.07

Total \$.95



Verizon Freedom Package, New York, (Phone Bill Exhibit 12)

Verizon Optional Services				
6	Anonymous Call Rejection			\$.00
7	All Call Blocking			.00
8	Verizon Freedom SM *			59.95
	Call Waiting			
	Three-Way Calling			
	Speed Dialing 8			
	Call Waiting ID With Name			
	Call Forwarding Busy			
	Line/Don't Answer			
	Home Voice Mail			
	*Includes Local Package Basic provided by Verizon-NY and Unlimited Long Distance provided by Verizon Long Distance (\$15 of the total package price of \$59.95 is associated with long distance services and \$44.95 is associated with Local Package Basic).			
9	Surcharges and Taxes			11.99
	USF - Long Distance	\$1.22	Federal Tax	\$1.91
	Surcharge(s)	\$3.62	NY State/Local Sales Tax	\$5.24
Total				\$71.94

Additional Taxes on the Verizon Freedom Package (Phone Bill Exhibit 13)

3	Surcharges and Taxes			9.43
	FCC Line Charge	\$6.00	911 Surcharge	\$1.00
	Local Number Portability	\$.23	Federal USF Surcharge	\$.57
	Federal Tax	\$.29	Surcharge(s)	\$.53
	NY State/Local Sales Tax	\$.81		