

A Phone Bill of the Prison Policy Initiative





Account Number 413 527 0845 941 009 5

Date Due 3/11/13

Other Providers



If you have questions concerning this portion of your bill, please contact Correctional Billing Services at 1–800–844–6591

This portion of your bill is provided as a service to Correctional Billing Services.

Your local telephone service will not be disconnected for failure to pay the charges on this portion of your bill. Account Number: 4135270845941

Breakdown of Charges

Correctional Billing Services Summary

Collect Calls	11.96		
Miscellaneous Cha	5.57		
State Tax			.75
Total	n na stron		\$18.28
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Call Detail

Collect Calls

Date	Time Place called	Number called	period	Min:Sec	Amount
	n behalf of Securus Tecl or Assisted	nnologies		anota lla dés	Misliona 400-
Dec 28	12:41pm Austin TX	512-961-6861	day	9.00	11.96
Total of	Securus Technologie	S			11.96
Total C	ollect Calls	Topherica alterativa da 55-a	10. FE St. 45	on Opinio in	\$11.96

Rate

Miscellaneous Charges and Credits

Date	Description		Amount
Billed on I	behalf of Securus Technologies		ristion chan
Dec 28	Jan Federal Usf Fee		2.08
Dec 28	Jan Reg Fee		3.49
Total of S	Securus Technologies	inter Cherny and Isatha to fail	\$5.57
Total Mis	cellaneous Charges and Credits		\$5.57



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Need-to-Know Information

Information for Massachusetts Customers about Major Extended Service Outages

In the event of a major extended service outage, Verizon offers customers several service options to assist them during the outage. A major extended service outage is defined as one affecting 200 or more customers for more than 48 hours. These options can be arranged by contacting Verizon repair service.

Intercept. This service will forward incoming calls to a recorded message informing the caller that the line is out of service, and is being repaired by Verizon. Intercept is available in all areas.

Call Forwarding. This service will transfer your incoming calls to a telephone number of your choice. (For calls forwarded to toll areas, applicable toll charges will be billed to your account). With this service, callers to your number won't know that their calls are being forwarded. This service is available in all areas.

Call Answering. This service provides small business or residence customers with the capability to receive and store voice messages, and to retrieve them by using a touch tone telephone. Call Answering is not available in all areas.

Medical Emergencies. A residence service customer with a critical medical condition may submit a doctor's letter verifying the need for telephone service to: Verizon Customer Sales and Service Center 350 Granite Street 3F Braintree MA 02184. In case of a major extended service outage, Verizon will provide a cellular telephone to customers with a verified medical need. Cellular service may not be available in all areas.

Verizon Surcharges

Verizon's Surcharges include (i) a Federal Subscriber Line and Access Recovery Charge applicable to local services that helps pay for the costs of providing and maintaining the local phone network; (ii) a Federal Universal Service Charge applicable to interstate and international services to recover fees imposed on us by the government to support universal service, and; (iii) a Carrier Cost Recovery Charge applicable to long distance customers that helps defray various charges we pay, including those for government number administration, local number portability, regulatory fees, and charges we or our agents must pay to terminate calls on other networks. Please note that these are Verizon charges, not taxes. These charges, and what is included in these charges, are subject to change from time to time. For additional information regarding the charges on your Verizon bill, please visit Verizon.com or call the number listed on your bill.

Telephone Sales Calls. Know The Facts

Under the Federal Telephone Consumer Protection Act, telemarketers must identify the individual or business they represent and the purpose of the call. Telemarketers are prohibited from making unsolicited sales calls between the hours of 9 pm and 8 am.

From time to time, Verizon calls its customers to inform them about special promotions or new products and services. For those customers who indicate that they do not wish to receive sales calls, you can request to be added to Verizon's do-not-call list. Being on the federal list does not prevent sales calls to existing customers.

Certain organizations (such as political groups, not-for-profits and telephone surveys) are exempt from the do-not-call registry. In addition, federal law exempts calls made to parties with whom the caller has an established business relationship, and calls for which the calling party has received the called party's prior express invitation or permission. Consumers may follow the same procedure to revoke their registration for the federal do-not-call list.

To place your number on the Federal do-not-call registry, call 1-888-382-1222 (Voice) or 1-866-290-4236 (TTY), or visit the website at www.donotcall.gov. To learn more about telephone sales calls, see the Protection Tips section of the Customer Guide in your Verizon Directory.

Bundle Today & Start Saving

Call 1–888–905–7528 or visit verizon.com/savenow and let us review your account. We can help find the best bundle to meet your entertainment and communication needs. Thank you for being a valued Verizon customer.

Important Changes to Verizon's Operator Services.

Effective April 6, 2013, Verizon will discontinue services commonly referred to as Busy Line Verification and Busy Line Interrupt. Verizon's Operators will no longer verify a busy line condition or interrupt a conversation at the calling party's request. These services are now rarely used and cannot be performed on the large number of lines with call waiting, voicemail or call forwarding. Verizon appreciates your business and offers many optional services to meet your voice, Internet and television needs.

Notice of Price Increase

Effective March 16, 2013, the Verizon Long Distance Carrier Cost Recovery Charge will increase from \$0.49 per line to \$0.99 per line. This monthly surcharge helps defray a portion of the costs Verizon Long Distance must pay to terminate calls on other networks, fees paid to support government programs such as Telecommunications Relay Service and Local Number Portability, along with other charges assessed by the FCC, and additional indirect costs associated with administering and complying with government programs. This surcharge is not a customer tax or fee assessed by a government agency. Visit verizon.com for more information.

How to Reach Us

Call 1–800–Verizon (1–800–837–4966) Enter your ten digit number 413–527–0845. Use 941 if asked for the three digits following your account number.