

IRIS MINIER

RECEIVED  
PUBLIC SERVICE  
COMMISSION  
EXEC-FILES-ALBANY

2013 NOV -4 PM 3: 28

MS KATHLEEN SECRETARY  
AT PUBLIC SERVICE COMMISSIO  
Three Empire State Plaza  
Albany N.Y. 12223

DEAR:

THANKS FOR YOUR ANSWER OF OCTOBER 18, 2012.

I NEED AT LEAST 30 DAYS FOR THE APPEAL.

AFTER READING THESE LONG PAGES I FOUND THAT SUCH CONTAINED MANY , MANY ERRORS OR MISTAKES IN IT, ANY WAY IS NOT YOUR FAULT AT ALL.

THE COMPANY OWES ME (VERIZON) A TOTAL OF \$177,84 FROM THE DIFFERENCE AMONG MONILY PAYMENTS AND THE REAL BILL FROM THEM. THIS CHECK MENTIONED ON PAGE 33 OF YOUR PAPER IS ERRONEOUS. SUCH CHECK IS CREDITED TO VERIZON FIRST BUT EVENTUALLY I RECOVER IT BACK TROUGH THE BANK EFORTS. CHECK 276 FOR \$33.52.

THE CHECK NUMBER 276 WAS PAYED TO ME AFTER THE DISPUTE WAS SETTLED WITH CHASE BANK SUCH WAS TAKEN AWAY FROM VERIZON BY CHASE BANK. IT WILL SHOW IN THAT STATEMENT ENCLOSED IN THIS LETTER, DURING AUGUST 2012. BUT CHECK PAYED TO VERIZON 267 FOR \$39.00 THAT DOESN'T APPEAR IN THEIR ITEMIZED STATEMENT.

ON PAGE 6 OF YOUR PAPERS THEY STATE THAT IS A CLOSING BALANCE OF \$79.91 NOT TRUE BECAUSE THE ACCOUNT WAS CLOSED ON DECEMBER 30, 2012, HOWEVER. YOUR PAPER IS ALL DEFECTIVE ALL ERRONEOUS, STATEMENTS AND CONFIGURATIONS THAT YOU DON'T HAVE AN IDEA OF \$79,91 AS CREATED AFTER ACCOUNT FOR PHONE WAS CLOSED AND THE BILL FOR DEC OF \$79.91 WAS CREATED BY THE CROOKS ON VERIZON BILLING STATEMENT AS YOU CAN SEE IN THIS STATEMENT ENCLOSED THE CHECK FOR \$33.52 WAS GIVEN BACK TO ME BY THE BANK. I SWEAR THAT I WILL DISCOVER THE TRUTH ABOUT THIS TRICKS.

ENCLOSED IS A PAGE OF BILL OF NOV 2012 AND DEC 2012 RESPECTIVELY FROM VERIZON ACCOUNTING PRACTICES. PLEASE LOOK AT THE BACK YOUR PAPERS ARE ERRONEOUS IN THAT YOU ARE DELIBERATING IN BEHALF OF UTILITIES CROOKS.

PLEASE LOOK AT THE BACK OF THESE BILLS TO SEE ALL THE ERRORS THEY MAKE IN THEIR BILLINGS AN ASSUMPTION THAT THEY ARE HONEST.

IRIS MINIER



Account Number

Due Date  
11/26/12

Amount Due  
\$43.48

Visit [verizon.com/myverizon](http://verizon.com/myverizon)

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Account Changes \* Repair

On Demand/Pay Per View Details

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### Verizon News

#### Save With Verizon.

Did you know you could be eligible for savings on Verizon services? Call us at 1-888-558-6855 today to review your account.

#### Get The Speed You Need

Order Verizon High Speed Internet up to .5 to 1 Mbps for only \$24.99/month for 1 yr. with NO TERM CONTRACT REQUIRED. Call 1-888-558-6788 today. Visit [verizon.com/copper/5ev](http://verizon.com/copper/5ev) for an even better price! Ltd. time offer. Subject to taxes & fees. Terms and restrict. apply. Voice service req'd.

#### Bundle With Verizon And Save

Get High Speed Internet Enhanced and unlimited local calling, plus 3 calling features for \$49.99/mo. for 1 yr. and NO TERM CONTRACT. Call 1-888-558-6733 or visit [verizon.com/copper/5ev](http://verizon.com/copper/5ev). Subject to taxes & fees. Terms & restrictions apply. Don't miss this great offer.

#### Account Information

Statement Date: 11/1/12

IRIS MINIER

Phone: [REDACTED]

#### Account Summary

Previous Balance *owed cr 10.64* \$19.36

Payments Received *ck 15.00* \$3.52

Balance Forward *11.48* *10.64 cr* *25.64* *3* *Prnt \$15.00* *22.88*

#### New Charges

Current Activity \$17.48

Taxes, Fees and Other Charges \$3.12

Total New Charges due by November 26, 2012 \$20.60

Amount Due \$43.48

*4348*

#### Want Automatic Payment?

Enroll below or at [Verizon.com](http://Verizon.com) to authorize your financial institution to deduct the amount of your monthly bill from the account associated with your enclosed check and send payment directly to Verizon. To discontinue Automatic Payment, call Verizon. Please keep a copy of this authorization.

#### Questions about your bill or service?

View your bills in detail at [verizon.com](http://verizon.com) or call 1-800-VERIZON (1-800-837-4966). Enter your ten digit number 718-739-5524. Use 102 if asked for your customer identification code. Customers with disabilities call 1-800-974-6006 TTY.

Please return remit slip with payment.

*see back of this statement*



Phone Number



Account Number



Date Due

11/26/12

Page

2 of 4

**Payments**

10/4 Returned Payment(s)  
10/31 Payment

33.52

-30.00

**Total Payments**

**\$3.52**

**Current Activity**

**Current Charges**

11/1	11/30 LifeLine-Message Rate Service	1.00
11/1	11/30 Non-Published Service	2.50
11/1	11/30 Sensible Minute Plan	2.99
11/1	11/30 Verizon Local Calls	9.45
11/1	11/30 Sensible Minute™ Calls	1.54

**Current Charges Subtotal** **\$17.48**

**Current Activity Total**

**\$17.48**

**Taxes, Fees and Other Charges**

**Taxes, Governmental Surcharges and Fees**

Federal Excise Tax	.42
NY State and Local Sales Tax	1.64

**Verizon Surcharges and Other Charges and Credits**

NY State and Local Tax Surcharges 1.06

**Total Taxes, Fees and Other Charges**

**\$3.12**

**Restatement of Charges**

The Restatement of Charges chart displays your charges by category. If you do not pay your bill in full each month, your payment will be applied to your account as follows: Basic, Regional Calls, Non-Basic, and All Other. This payment order helps you to maintain your basic local service if you cannot pay your bill in full.

Charge Type	New Charges
Basic	15.36
Regional Calls	1.77
Non-Basic	3.47
All Other	.00
<b>Total</b>	<b>20.60</b>

Basic includes local telephone service, associated order and installation charges, subscriber line charge, non-published service and applicable tax and fees.

Regional Calls include Intralata toll and Inter-regional calling, Directory Assistance and applicable tax and fees.

Non-Basic includes, but is not limited to, Caller ID Freedom packages, Home Voice Mail, Inside Wire Maintenance plans and applicable tax and fees.

All Other includes long distance services, services provided by other companies, and applicable tax and fees.

*Back of Bill  
see how they fabricate  
from the 33.52 returned to  
me they took as total payment  
3.52*

**Correspondence**

Go to [verizon.com/contactus](http://verizon.com/contactus) or mail to  
PO Box 33078, St. Petersburg, FL 33733



Account Number

Due Date  
12/26/12

Amount Due  
\$68.30



Visit [verizon.com/myverizon](http://verizon.com/myverizon)  
Shop • Bill Pay • Autopay  
Account Changes • Repair  
On Demand/Pay Per View - Details  
Go green today - Go Paper Free

**Account Information**

Statement Date: 12/1/12  
IRIS MINIER  
Phone: [Redacted]

**Account Summary**

Previous Balance	\$43.48
Payment Received Nov 27	-\$15.00
<b>Balance Forward</b>	<b>\$28.48</b>

**New Charges**

Current Activity	\$33.92
Taxes, Fees and Other Charges	\$5.90
<b>Total New Charges due by December 26, 2012</b>	<b>\$39.82</b>

**Amount Due**

\$68.30

*no print*

*28.48  
39.82  
\$68.30*

**Verizon News**

**Service Update**

If you've experienced a Verizon service outage related to Hurricane Sandy, you may request a bill credit. Please call 1-877-375-1935 to request your credit. If you have already reported a trouble to Verizon, no action is required; you will receive a credit on an upcoming bill.

**Save With Verizon**

Did you know you could be eligible for savings on Verizon services? Call us at 1-888-941-8111 today to review your account.

**Get The Speed You Need**

Order Verizon High Speed Internet up to .5 to 1 Mbps for only \$24.99/month for 1 yr. with NO TERM CONTRACT REQUIRED. Call 1-888-914-8111 today for a great deal. Limited time offer. Subject to taxes and fees. Terms and restrictions apply. Voice service required.

*in credits owed 167.20  
Verizon \$177.84*

**Want Automatic Payment?**

Enroll below or at [Verizon.com](http://Verizon.com) to authorize your financial institution to deduct the amount of your monthly bill from the account associated with your enclosed check and send payment directly to Verizon. To discontinue Automatic Payment, call Verizon. Please keep a copy of this authorization.

**Questions about your bill or service?**

View your bills in detail at [verizon.com](http://verizon.com) or call 1-800-VERIZON (1-800-837-4966). Enter your ten digit number 718-739-5524. Use 102 if asked for your customer identification code. Customers with disabilities call 1-800-974-6006 TTY.

Please return remittance slip with payment.

To enroll in Automatic Payment (Sign and date below)

By signing above I verify that I have reviewed and accepted the terms and conditions at [verizon.com/autopayterms](http://verizon.com/autopayterms) for automatic bill payment

00016026 01 AV 0.350 V1723411 0053 XX  
IRIS MINIER P61

Account Number: [Redacted]  
New Charges Due: DEC 26, 2012  
Amount Due: \$68.30 120112

Make check payable to Verizon

\$ 00.00



VERIZON  
PO BOX 15124  
ALBANY NY 12212-5124





201000 000

**Current Activity**

**Current Charges**

12/1	12/31	LifeLine -Message Rate Service	1.00
12/1	12/31	Non-Published Service	2.50
12/1	12/31	Sensible Minute Plan	2.99
12/1	12/31	Verizon Local Calls	15.93
12/1	12/31	Sensible Minute™ Calls	2.75
12/1	12/31	Pay-Per-Use Services	3.75
<b>Current Charges Subtotal</b>			<b>\$28.92</b>

Basic includes local telephone service, associated order and installation charges, subscriber line charge, non-published service and applicable tax and fees.

Regional Calls include Intralata toll and Inter-regional calling, Directory Assistance and applicable tax and fees.

Non-Basic includes, but is not limited to, Caller ID Freedom packages, Home Voice Mail, Inside Wire Maintenance plans and applicable tax and fees.

All Other includes long distance services, services provided by other companies, and applicable tax and fees.

**Change in Service and Partial Month**

11/21	All Call Blocking	5.00
<b>Change in Service and Partial Month Subtotal</b>		<b>\$5.00</b>

**Current Activity Total**

**\$33.92**

33.92  
5.90  

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39.82

**Taxes, Fees and Other Charges**

**Taxes, Governmental Surcharges and Fees**

Federal Excise Tax	.75
NY State and Local Sales Tax	3.18

**Verizon Surcharges and Other Charges and Credits**

NY State and Local Tax Surcharges	1.97
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**Total Taxes, Fees and Other Charges \$5.90**

**Restatement of Charges**

The Restatement of Charges chart displays your charges by category. If you do not pay your bill in full each month, your payment will be applied to your account as follows: Basic, Regional Calls, Non-Basic, and All Other. This payment order helps you to maintain your basic local service if you cannot pay your bill in full.

Charge Type	New Charges
Basic	23.05
Regional Calls	7.52
Non-Basic	9.25
All Other	.00
<b>Total</b>	<b>39.82</b>

Back of Bill

**Correspondence**

Go to [verizon.com/contactus](http://verizon.com/contactus) or mail to PO Box 33078, St. Petersburg, FL 33733

**Payment by Check**

Paying by check authorizes check processing or use of the check information for a one-time electronic fund transfer from your account. We may retain your checking information for electronic refunds to you or your use in future electronic payments to us (to opt out, call 1-888-500-5358).

distance calling and other services identified by "V.L.D" in the applicable billed line item. Verizon Online provides Internet service, HMC service and FiOS TV equipment. FiOS is a registered mark of Verizon Trademark Services LLC.

**Consumer Information**

For important consumer information see the Customer Info Guide in your Verizon white pages directory.

**Late Payment Charges**

For balances over \$5, the charge is the greater of \$5 or 1.5%. Balances of \$5 or less is 1.5%. To avoid this charge, payments must be received by Dec 26, 2012. FiOS TV and basic service are assessed a charge when they are 60 days past due.

**Bankruptcy Information**

If you are or were in bankruptcy, this statement may include amounts for pre-bankruptcy service. You should not pay pre-bankruptcy amounts; they are for your information only. Mail bankruptcy-related correspondence to 500 Technology Drive, Suite 550, Weldon Spring, MD 63304.

**You Can Block Third Party Billing to Your Verizon Bill.**

For more information, visit [verizon.com/blocking](http://verizon.com/blocking) or call us at 1-800-Verizon.

**Service Providers**

Verizon NY provides regional, local calling and related features, other voice services, and FiOS TV service, unless otherwise indicated. Verizon Long Distance provides long