

December 14, 2007

*Noted  
Lyn  
Janice  
KARAN  
12/15/07*

*Sent  
12/19/07  
ml*

RECEIVED  
DEC 17 2007  
COUNTY ADMIN. OFFICE



12901 Worldgate Drive  
Herndon, VA. 20170

John J. Gallagher  
County Administrator  
West Pasco Government Center  
7530 Little Road, Suite 340  
New Port Richey, FL 34654

Dear Mr. Gallagher,

Verizon is committed to providing our FiOS TV customers with the broadest variety of programming choices available, 100% digital picture quality and top-notch customer service. We realize that our customers have other alternatives for entertainment and our goal is to offer the best choice and value in the industry.

To reflect the increased cost of providing FiOS TV, Verizon will be adjusting certain prices for particular services effective February 15, 2008. The specific adjustments are reflected in the enclosed notifications that will be sent in a separate mailing to existing customers in Pasco County. One notice will be sent to existing customers who first subscribed to FiOS TV in 2005-2006 and a separate notice will be sent to existing customers who first subscribed to FiOS TV in 2007.

Also, enclosed please find a copy of the 2007 FiOS TV Annual Customer Notice. The Annual Notice will be mailed to each existing FiOS TV customer in Pasco County. Over the next year, Verizon will continue to improve the FiOS TV experience, beginning in January when Verizon transitions all available FiOS TV services to a 100% digital format for customers subscribing to FiOS TV for the first time.

Verizon will continue the FiOS TV digital transition throughout the year, and is currently scheduled to begin transitioning existing FiOS TV customers in Pasco County to an all-digital service in August-September 2008. With an all-digital service, each and every FiOS TV customer will experience the full power and potential of our fiber-to-the-premise (FTTP) network, including more programming options, enhanced HD programming and a clearer picture.

Verizon appreciates the opportunity to provide a competitive cable television choice to your residents. Should you or your staff have any questions, please contact me at 703-375-4463.

Sincerely,

Paul Miller  
Franchise Service Manager

# Verizon FiOS® TV

## Florida Gulf Coast Area Channel Lineup

EFFECTIVE DECEMBER 2007

### FIOS® TV LOCAL

- 2 CTN - WCLF-TV 22
- 3 PBS - WEDU-TV 3
- 4 CW - WTOG-TV 44
- 5 Telefutera - WFTT-TV 50
- 6 Univision - WVEA-TV 62
- 7 ABC - WWSS-TV 40
- 8 NBC - WFLA-TV 8
- 9 Superstation - WGN-TV 9
- 10 CBS - WTSP-TV 10
- 11 ABC - WFTS-TV 28
- 12 WMOR-TV 32
- 13 FOX - WTVT-TV 13
- 14 My WTTA-TV 38
- 15 Local Programming
- 16 PBS - WUSF-TV 16
- 17 ION-TV
- 18 Telemundo - WRMD-TV
- 22 Local Programming
- 30 Local Programming
- 31 Local Programming
- 32 Local Programming
- 34 Local Programming
- 36 Local Programming
- 39 Local Programming
- 40 Local Programming
- 41 Local Programming
- 42 Local Programming
- 43 Local Programming
- 44 Local Programming
- 46 Local Programming
- 47 Local Programming
- 48 TV Guide
- 49 Weatherscan Local

### FIOS® TV PREMIER

#### Entertainment

- 50 USA Network
- 51 TNT
- 52 TBS
- 53 FX
- 54 Spike TV

#### Sports

- 60 ESPN
- 61 ESPN Classic Sports
- 62 ESPNNews
- 63 ESPNU
- 64 ESPN 2
- 65 Sun Sports
- 66 Fox Sports Net - Florida
- 71 Speed Channel
- 72 NFL Network
- 75 VERSUS
- 76 Fox Soccer Channel

### News

- 80 CNN
- 81 CNN Headline News
- 82 Fox News
- 83 CNBC
- 84 MSNBC
- 85 Bloomberg TV
- 86 CNN International
- 87 CNBC World
- 88 ABC News Now
- 89 C-SPAN
- 90 C-SPAN 2
- 91 C-SPAN 3
- 92 BBC World
- 99 The Weather Channel

### Information

- 100 Discovery Channel
- 101 National Geographic Channel
- 102 Science Channel
- 103 Discovery Times
- 104 Pentagon Channel
- 105 Military Channel
- 106 Military History Channel
- 107 History Channel International
- 108 History Channel
- 109 Bio Channel
- 110 Animal Planet
- 111 TV Info
- 119 TLC (The Learning Channel)

### Women

- 120 Lifetime
- 121 Lifetime Movie Network
- 122 Lifetime Real Women
- 123 SoapNet
- 124 Oxygen
- 129 Women's Entertainment

### Shopping

- 130 QVC
- 131 HSN
- 135 Jewelry
- 197 Shop NBC

### Home & Leisure

- 140 Style
- 141 Discovery Health
- 143 Fit TV
- 144 Food Network
- 145 HGTV (Home & Garden Television)
- 146 Fine Living
- 147 DIY (Do It Yourself)
- 148 Discovery Home
- 149 Wealth TV
- 150 Travel Channel

### Pop Culture

- 160 Sci-Fi Channel
- 161 A&E
- 162 Crime & Investigation Network
- 163 Court TV
- 164 GSN
- 165 Bravo
- 166 Sleuth
- 167 Logo
- 168 Ovation
- 169 BBC America
- 170 Comedy Central
- 171 G4
- 176 E! Entertainment Television
- 177 Fox Reality
- 178 Fuel
- 179 ABC Family

### Music

- 150 MTV
- 181 MTV2
- 183 MTV Jams
- 184 MTV Hits
- 185 IMF (International Music Feed)
- 186 FUSE
- 187 VH1
- 188 VH1 Classic
- 189 VH1 Soul
- 190 BET Jazz
- 191 CMT
- 192 CMT Pure Country
- 193 Great American Country
- 194 Gospel Music Channel
- 195 BET Gospel
- 199 Soundtrack Channel

### Movies

- 200 Turner Classic Movies
- 201 AMC
- 202 Fox Movie Channel

### Family

- 210 Hallmark Channel (East)
- 212 Family Net
- 213 AmericanLife TV
- 214 TV Land

### Children

- 220 Disney
- 221 Toon Disney
- 222 Nickelodeon
- 223 Nick Too
- 224 Nick Toons
- 225 GAS
- 226 Noggin
- 227 Cartoon Network (ESP)\*
- 228 Boomerang (ESP)\*
- 229 Discovery Kids
- 230 Varsity
- 231 FUNimation
- 232 PBS KIDS Sprout

### PAY PER VIEW

- 701 Events
- 702-707 ESPN-NCAA Sports/ GamePlan/Full Court

### HD

#### HD Broadcast

- 800 CBS - WTSP HD
- 801 ABC - WFTS HD
- 802 IND - WMOR HD
- 803 FOX - WTVT HD
- 804 CW - WTOG HD
- 805 PBS - WEDU HD
- 806 My WTTA HD
- 808 NBC - WFLA HD

#### HD National

- 825 TNT HD
- 826 ESPN HD
- 827 ESPN 2 HD
- 828 NFL Network HD
- 829 Sun Sports
- 830 Fox Sports Net - Florida
- 833 HD Net
- 834 HD Net Movies
- 835 Universal HD
- 836 Discovery HD
- 837 Wealth TV HD
- 838 National Geographic Channel HD
- 839 MTV HD
- 840 Food Network HD
- 841 HGTV HD
- 845 Lifetime Movie Network HD

#### HD Premium

- 851 HBO HD
- 852 Cinemax HD
- 853 Showtime HD
- 854 TMC HD
- 855 Starz HD

### LOCAL PLUS

- 860 NBC Weather Plus
- 861 WTSP 10 Weather
- 874 WEDU VME
- 875 WEDU FLA
- 876 WEDU World

### VIDEO ON DEMAND\*\*

#### 900 FIOS On Demand

#### ALL FREE

- Home & Leisure
- Info & Education
- Kids
- Marketplace
- Music
- News
- People & Culture
- Pop Culture
- Sports
- Women
- En Español

#### Movies

- International Films
- Library
- Movie Trailers
- New Releases
- En Español

#### Subscriptions

- Cinemax
- HBO
- Showtime
- Starz
- Sundance
- The Movie Channel
- Playboy
- here!
- Karaoke Channel
- WWE 24-7

#### Events

- Sports
- Uncensored
- En Español

#### Adult

#### FIOS TV Help

\*\*Subscription to corresponding premium channels and packages required.

\*\*\*Not all local public, educational and governmental (PEG) channels may be available at the time of installation.

Programming services offered within each package are subject to change, and not all programming services will be available at all times. Blackout restrictions also apply.

### PUBLIC/EDUCATION/ GOVERNMENT\*\*\*

#### Bradenton

- 30 Manatee County Government
- 31 Manatee County Education

#### Hillsborough

- 15 City of Tampa Television
- 22 HTV-22 Local County Government
- 30 Tampa Bay Community Network
- 32 Tampa Education Channel
- 34 Explorer Channel

#### Manatee County

- 30 Manatee County Government
- 31 Manatee County Education

#### Oldsmar

- 43 Oldsmar City Government
- 44 Pinellas County Government
- 46 Pinellas County Schools
- 47 St. Petersburg College

#### Pasco County

- 40 Pasco County Education Channel
- 41 Pasco County Government Channel
- 42 Pasco County Local Government Channel

#### Sarasota/Sarasota County

- 32 Sarasota County Government Access Channel
- 33 Sarasota County Education Access Channel

#### Tampa

- 15 City of Tampa Television
- 22 HTV-22 Local County Government
- 30 Tampa Bay Community Network
- 32 Tampa Education Channel
- 34 Explorer Channel
- 36 Tampa Bay Community Network #2

#### Temple Terrace

- 32 Tampa Education Channel
- 39 Temple Terrace Local Government



FLGC-11/07 MCT70083  
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FiOS TV is frequently changing its channel offerings. To view our latest published channel lineup, please visit [verizonfios.com/tv](http://verizon fios.com/tv).

- FIOS TV Local
- Arts & Entertainment
- Sports
- News & Information
- Lifestyle

- Pay Per View
- HD
- Local Plus
- VOD
- Local Public/Education/Government

**FIOS® TV PREMIER**  
(continued)

**People & Culture**

- 240 BET
- 241 TV One
- 243 MTV Tr3s
- 244 Galavisión
- 245 Mun2
- 246 Si TV
- 247 AZN Television
- 248 Bridges TV

**Religion**

- 260 EWTN
- 261 INSP
- 262 I-Life
- 263 Church
- 264 JCTV
- 265 BYU
- 266 Three Angels
- 267 The Word Network
- 268 Daystar
- 269 Smile of a Child
- 270 Trinity Broadcasting Network



**SPORTS\*\***

- 300 Fox College Sports — Atlantic
- 301 Fox College Sports — Central
- 302 Fox College Sports — Pacific
- 303 Tennis Channel
- 305 Golf Channel
- 307 Outdoor Channel
- 308 The Sportsman Channel
- 311 Fox Sports en Español
- 313 GoTV
- 315 TVG (Horse Racing)
- 316 Horse Racing TV
- 318 Mav TV
- 319 Blackbelt TV



**MOVIES\*\***

- 340 Starz
- 341 Starz West
- 342 Starz Edge
- 343 Starz Edge West
- 344 Starz in Black
- 345 Starz Kids & Family
- 346 Starz Cinema
- 347 Starz Comedy
- 348 Encore
- 349 Encore West
- 350 Encore Love
- 351 Encore Love West
- 352 Encore Westerns
- 353 Encore Westerns West
- 354 Encore Mystery
- 355 Encore Mystery West
- 356 Encore Drama
- 357 Encore Drama West

- 358 Encore Action
- 359 Encore Action West
- 360 Encore WAM!
- 361 Showtime
- 362 Showtime West
- 363 Showtime Showcase
- 364 Showtime Showcase West
- 365 Showtime Too
- 366 Showtime Too West
- 367 Showtime Beyond
- 368 Showtime Beyond West
- 369 Showtime Extreme
- 370 Showtime Extreme West
- 371 Showtime Women
- 372 Showtime Woman West
- 373 Showtime Next
- 374 Showtime Next West
- 375 Showtime Family Zone
- 376 Showtime Family Zone West
- 377 The Movie Channel
- 378 The Movie Channel West
- 379 The Movie Channel Xtra
- 380 The Movie Channel Xtra West
- 381 Flix
- 382 Flix West
- 384 Sundance
- 385 Independent Film Channel\*\*\*



**PREMIUMS\*\***

**HBO**

- 400 HBO
- 401 HBO West
- 402 HBO 2
- 403 HBO 2 West
- 404 HBO Signature
- 405 HBO Signature West
- 406 HBO Family
- 407 HBO Family West
- 408 HBO Comedy
- 409 HBO Comedy West
- 410 HBO Zone
- 412 HBO Zone West
- 413 HBO Latino
- 414 HBO Latino West

**Cinemax**

- 415 Cinemax
- 416 Cinemax West
- 417 More Max
- 418 More Max West
- 419 Action Max
- 420 Action Max West
- 421 Thriller Max
- 422 Thriller Max West
- 423 Women's Max
- 424 At Max
- 425 Five Star Max
- 426 OuterMax

**Other Premiums**

- 430 Playboy TV
- 431 Playboy TV en Español
- 435 here!



**SPANISH LANGUAGE\*\***

**En Español**

- 440 Galavisión
- 442 ESPN Deportes
- 443 Fox Sports en Español
- 444 GoTV
- 446 CNN en Español
- 447 Canal SUR
- 448 TVE Internacional
- 452 History Español
- 453 Discovery en Español
- 456 Infinito
- 457 MTV Tr3s
- 458 VH Uno
- 459 Telehit
- 462 De Pelicula
- 463 De Pelicula Clásico
- 464 Cine Latino
- 465 Cine Mexicano
- 468 La Familia
- 469 TV Chile
- 470 TV Colombia
- 472 Sorpresa
- 473 Toon Disney Español
- 474 Boomerang (ESP)\*
- 475 Discovery Familia
- 477 TBN Enlace
- 478 EWTN Español



**INTERNATIONAL PREMIUMS\*\***

- 480 SBTN (Vietnamese)
- 481 CCTV-4 (Mandarin Chinese)
- 482 CTI — Zhong Tian Channel (Chinese)
- 483 TV Japan
- 484 MBC (Korean)
- 485 The Filipino Channel
- 486 TV Asia
- 487 ART (Arabic)
- 488 RAI (Italian)
- 489 TV 5 (French)
- 490 TVP Polonia (Polish)
- 491 Rang A Rang (Farsi)
- 492 RTN Russian
- 493 Channel 1 Russian



**LA CONEXIÓN**

**Entertainment**

- 500 USA Network
- 501 TNT
- 502 TBS
- 503 Galavisión
- 504 FX
- 505 Spike TV

**Sports**

- 508 ESPN Deportes
- 510 Sun Sports
- 511 Fox Sports Net — Florida
- 513 Fox Sports en Español
- 514 Fox Soccer Channel
- 516 GoTV

**News**

- 518 CNN en Español
- 519 CNN
- 520 CNN Headline News
- 521 Fox News
- 522 CNBC
- 523 MSNBC
- 524 C-SPAN
- 525 Canal SUR

**Information**

- 529 TVE Internacional
- 530 History Español
- 531 Discovery Channel
- 532 Discovery en Español
- 534 Animal Planet
- 535 TLC (The Learning Channel)

**Women**

- 537 Lifetime
- 538 Lifetime Movie Network

**Shopping**

- 540 QVC
- 541 HSN
- 543 Shop NBC

**Home & Leisure**

- 545 Discovery Health
- 549 Infinito
- 550 Food Network
- 551 HGTV (Home & Garden Television)
- 552 Travel Channel

**Pop Culture**

- 555 E! Entertainment Television
- 556 A&E
- 557 Si TV
- 558 Mun2
- 559 Comedy Central
- 560 Sci-Fi Channel

**Music**

- 562 MTV Tr3s
- 563 MTV2
- 564 Telehit
- 565 VH Uno
- 566 CMT

**Movies**

- 569 De Pelicula
- 570 De Pelicula Clásico
- 571 Cine Mexicano
- 572 Cine Latino

**Family**

- 574 ABC Family
- 575 La Familia
- 576 TV Chile
- 577 TV Colombia
- 578 TV Land

**Children**

- 580 Nickelodeon
- 581 Disney en Español
- 582 Toon Disney Español
- 583 Boomerang (ESP)\*
- 584 Cartoon Network (ESP)\*
- 585 Sorpresa
- 586 Discovery Familia

**Religion**

- 588 TBN Enlace
- 589 EWTN Español



**MUSIC CHOICE**

- 600 Sounds of the Seasons
- 601 Today's Country
- 602 Classic Country
- 603 Bluegrass
- 604 Hip-Hop and R&B
- 605 Classic R&B
- 606 R&B Soul
- 607 R&B Hits
- 608 Rap
- 609 Metal
- 610 Rock
- 611 Arena Rock
- 612 Classic Rock
- 613 Adult Alternative
- 614 Alternative
- 615 Retro-Active
- 616 Electronica
- 617 Dance
- 618 Lite Hits
- 619 Adult Top 40
- 620 Hit List
- 621 Kidz Only!
- 622 Party Favorites
- 623 Showcase
- 624 '90s
- 625 '80s
- 626 '70s
- 627 Solid Gold Oldies
- 628 Smooth Jazz
- 629 Jazz
- 630 Blues
- 631 Reggae
- 632 Soundscapes
- 633 Easy Listening
- 634 Big Band & Swing
- 635 Singers & Standards
- 636 Show Tunes
- 637 Contemporary Christian
- 638 Gospel
- 639 Classical Masterpieces
- 640 Light Classical
- 641 Pop Latino
- 642 Musica Urbana
- 643 Salsa y Merengue
- 644 Mexicana
- 645 Rock en Español
- 646 Opera



\*A Spanish-language Secondary Audio Program (SAP) is available for selection.  
 \*\*Subscription to corresponding premium channels and packages required.  
 \*\*\*HBO or Cinemax subscription includes Independent Film Channel.  
 Programming services offered within each package are subject to change, and not all programming services will be available at all times. Blackout restrictions also apply.

P.O. Box 153605  
Irving, TX 75015-3605

Sample A. Sample  
123 Main Street  
Anytown, USA 12345-6789

**Introducing new changes in  
your Verizon FiOS® TV service  
for 2008.**

Dear Sample:

We're constantly improving your Verizon FiOS TV service. In fact, your 200 all-digital channels now include **more exclusive content** (like the *complete* Disney On Demand and ESPN On Demand packages); **more music**, including 47 Music Choice channels *plus* 48 new Urge Radio channels; **24+ HD channels**; over 10,000 titles — many of them *free* — in your **On Demand library**; and of course, **the most amazing picture, period.**

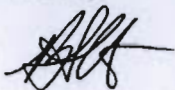
You'll find many new enhancements enabled by Verizon FiOS, the most advanced fiber-optic network straight to your home. We're *automatically upgrading* your service to include the powerful **new Interactive Media Guide** — the first program guide to give you integrated control of TV shows, movies, HD and On Demand programming. You'll be able to search by title, actor, director, genre and more. Get local weather and traffic at the touch of a button. Control what your children watch in your home. And that's just the beginning.

The cost of providing Verizon FiOS TV is increasing. Therefore, certain monthly rates must be adjusted, effective February 15, 2008. (See reverse for details.) However, as an existing customer, your rates for the Verizon FiOS TV services currently on your account will **not increase**. Plus, you may add additional services to your account at current prices until February 15, 2008. However, any new service added after that date will be subject to the new rates; so if you're thinking of upgrading your service, we encourage you to take advantage of this opportunity today.

Please find enclosed a copy of Verizon FiOS TV's Annual Customer Notice, which contains important information about your Verizon FiOS TV service.

Thank you for being a Verizon FiOS TV customer. We are committed to delivering the best quality, value and entertainment experience available today.

Sincerely,



Benigno Gonzalez  
Director, FiOS TV Product Marketing

P.S. Please visit [www.verizon fios.com/tv](http://www.verizon fios.com/tv) for more information and updated channel lineups.

**Verizon FiOS**

tv | internet | phone

**It's the Network**



**Verizon FiOS TV Rates — Effective February 15, 2008**

<b>Service</b>	<b>Current Rates</b>	<b>2008 Rates</b>
FiOS TV Premier	\$42.99	\$47.99
La Conexión	\$32.99	\$37.99
<b>Packages</b>		
Movie Package	\$12.99	\$14.99
<b>Premiums</b>		
Playboy	\$15.99	\$16.99
<b>VOD &amp; PPV</b>		
New Releases	\$3.99	Varies
Library	\$2.99	Varies
WWE 24/7	\$7.99	\$9.99
<b>Set Top Box (STB)</b>		
Cable Card	\$2.99	\$3.99
Standard Definition (SD)	\$4.99	\$5.99
<b>Subsequent Installations/Charges</b>		
Service Repair Visit Charge	NEW	\$79.99
Set Top Box Installation/Retrieval	NEW	\$79.99
Set Top Box Upgrade (Self Install)	NEW	Free
<b>Other Services &amp; Charges</b>		
Unreturned/Damaged Cable Card	NEW	\$100.00

**Current Rates** reflect your current rates.

**2008 Rates** reflect the prices for any new services you order after 2/15/08.

P.O. Box 153605  
Irving, TX 75015-3605

Sample A. Sample  
123 Main Street  
Anytown, USA 12345-6789

**Introducing new changes in  
your Verizon FiOS® TV service  
for 2008.**

Dear Sample:

We're constantly improving your Verizon FiOS TV service. In fact, your 200 all-digital channels now include **more exclusive content** (like the complete Disney On Demand and ESPN On Demand packages); **more music**, including 47 Music Choice channels plus 48 new Urge Radio channels; **24+ HD channels**; over 10,000 titles — many of them free — in your **On Demand library**; and of course, **the most amazing picture, period**. And in 2008, Verizon FiOS TV will keep getting better, bringing you even more great HD, sports and multicultural programming.

You'll also find many new enhancements enabled by FiOS, the most advanced fiber-optic network straight to your home. We're *automatically upgrading your service* to include the powerful **new Interactive Media Guide** — the first program guide to give you integrated control of TV shows, movies, HD and On Demand programming. You can now search by title, actor, director, genre and more. Get local weather and traffic at the touch of a button. Control what your children watch in your home. And that's just the beginning. Throughout 2008, we'll continue to improve the Verizon FiOS TV experience automatically — you won't need to do anything to experience the service that keeps getting better.

The cost of providing Verizon FiOS TV is increasing. Therefore, certain monthly rates for Verizon FiOS TV will be adjusted, effective **February 15, 2008**. (See reverse side for details.) The rate increase for customers who subscribe to a Verizon FiOS Double or Triple Play bundle (i.e., a service bundle that includes Verizon FiOS TV Premier with Verizon Voice service) will differ from customers who do not.

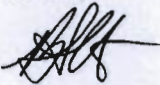
**If you subscribe to a Verizon Double, Triple or Ultimate Freedom bundle:** Your monthly rate for Verizon FiOS TV Premier **will not** increase for the remainder of your bundle contract; but once your existing bundle contract expires, the rate for your Verizon FiOS TV Premier service will increase to the then-current, non-discounted month-to-month rate for Verizon FiOS TV Premier. Effective February 15, 2008, the monthly rates for other services currently on your account **will** increase to the 2007 rates. Any new services you add after February 15, 2008 will be priced at the 2008 rates. So if you want to add additional services at 2007 rates, please call **1.888.553.1555** by **February 15, 2008**.

**If you do not currently subscribe to the Verizon Double, Triple or Ultimate Freedom bundle:** Your monthly rates for both Verizon FiOS TV Premier and certain other services currently on your account **will** increase; however, as an existing customer, these increases will be limited to our 2007 pricing schedule. Therefore, your current services will not increase to the full 2008 pricing levels. Want to lock in the 2007 Verizon FiOS TV Premier rate for 12 or 24 months? You can. Simply move up to one of the available Verizon FiOS Freedom bundles. You can subscribe to a bundle or add other Verizon FiOS TV services at 2007 rates by calling **1.888.553.1555** by February 15, 2008. After **February 15, 2008**, the 2008 rates will apply to any new services you add.

Please find enclosed a copy of Verizon FiOS TV's Annual Customer Notice, which contains important information about your Verizon FiOS TV service.

Thank you for being a Verizon FiOS TV customer. We are committed to delivering to you the best quality and the best value in entertainment.

Sincerely,



Benigno Gonzalez  
Director, FiOS TV Product Marketing

P.S. Please visit [www.verizonfios.com/tv](http://www.verizonfios.com/tv) for more information and updated channel lineups.

**Verizon FiOS**

tv | internet | phone

**It's the Network**

MCT70083A

See reverse side for important information.



### Verizon FiOS TV Rates — Effective February 15, 2008

Service	Current Rates	2007 Rates	2008 Rates
<b>Service</b>			
FiOS TV Local	\$12.95	\$12.99	\$12.99
FiOS TV Premier	\$39.95	\$42.99	\$47.99
La Conexión	\$32.95	\$32.99	\$37.99
<b>Packages</b>			
Sports	\$5.95	\$7.99	\$7.99
Movie Package	\$11.95	\$12.99	\$14.99
Spanish Language Package	\$11.95	\$11.99	\$11.99
<b>Premiums</b>			
HBO	\$14.95	\$15.99	\$15.99
Cinemax	\$14.95	\$15.99	\$15.99
Playboy	\$14.95	\$15.99	\$16.99
here!	\$7.95	\$7.99	\$7.99
<b>VOD &amp; PPV</b>			
New Releases	\$3.99	\$3.99	Varies
Library	\$2.99	\$2.99	Varies
WWE 24/7	\$7.99	\$7.99	\$9.99
<b>Set Top Box (STB)</b>			
Cable Card	\$2.95	\$2.99	\$3.99
Standard Definition (SD)	\$3.95	\$4.99	\$5.99
High Definition (includes HD channels)	\$9.95	\$9.99	\$9.99
High Definition Digital Video Recorder (includes HD channels)	\$12.95	\$15.99	\$15.99
HD Home Media DVR (features Multiroom DVR & Media Manager)	\$19.95	\$19.99	\$19.99
<b>Subsequent Installations/Charges</b>			
Service Repair Visit Charge	NEW	NEW	\$79.99
Set Top Box Installation/Retrieval	NEW	NEW	\$79.99
Set Top Box Upgrade (Self Install)	NEW	NEW	Free
<b>Other Services &amp; Charges</b>			
Unreturned/Damaged Cable Card	NEW	NEW	\$100.00

**Current Rates:** These are the rates at the time of your installation, with possible exception of VOD and PPV rates.

**2007 Rates:** As a preferred customer, your rates will be adjusted to the 2007 rates. The rates will automatically be adjusted on your bill after 2/15/08.

**2008 Rates:** These are the new 2008 rates, which are the rates for any new services you order after 2/15/08.

## Privacy Notice

Verizon respects your right to privacy. In addition to our compliance with laws and regulations designed to protect your privacy, we adhere to a set of General Privacy Principles (available at <http://www.verizon.com/privacy>) that provide the basic foundation for all of our privacy practices and policies.

**Why is Verizon providing this notice to me?**  
As a subscriber to Verizon FiOS TV cable service or other services provided over Verizon's facilities that are used to provide cable service ("other services"), we are providing this notice to help you understand our privacy practices and your rights under Section 63 of the Cable Communications Policy Act of 1984 (the "Cable Act"). Under the Cable Act, you are entitled to know:

The nature of the personally identifiable information we collect and the way we use this information.  
Under what circumstances we may disclose personally identifiable information and to whom.  
How long we maintain personally identifiable information.

What is personally identifiable information?  
Personally identifiable information is information that identifies a particular person. It does not include aggregate data that does not identify a particular person. This notice addresses the personally identifiable information that you have furnished to us or that we have collected using the FiOS TV cable system when we provide FiOS TV services to you.

**What kind of personally identifiable information does Verizon collect?**  
Under the Cable Act, Verizon is only permitted to collect personally identifiable information needed to provide our FiOS TV cable service. The Cable Act prohibits us from using our cable facilities to collect personally identifiable information about you for any other purpose without your prior written or electronic consent. The personally identifiable information we collect typically includes name, address, telephone number, driver's license number, Social Security Number, and credit card or bank account number. We also collect information to enable us to provide you the highest quality service with minimal delay. This may include your service records, past correspondence through our services, the purchases you and your navigation through our services, the purchases you subscribe to and your navigation through our services.

**Does Verizon disclose personally identifiable information to others?**  
Verizon considers the personally identifiable information contained in our business records to be confidential. We are, however, authorized under the Cable Act to disclose personally identifiable information if the disclosure is necessary to provide, or conduct legitimate business activity related to, the FiOS TV service or other services provided over our facilities, or is required by law or legal process. Our disclosure of personally identifiable information to other parties (such as our affiliates, vendors, and agents) will depend on whether it is necessary to conduct a legitimate business activity related to the FiOS TV service or other services provided to you. For example, we may engage such parties to assist us in billing and collection, administration, surveys, marketing, service delivery and customization, and your navigation through our services.

**How does Verizon use personally identifiable information?**  
Verizon uses personally identifiable information in order to provide the highest quality FiOS TV service and other services to you, and to help us detect that or prevent a problem. This means maintaining good business records for a number of business activities, including, but not limited to, records needed:


To allow us to properly maintain those services and to make improvements that you are receiving from the services you ordered.  
To ensure that you are receiving the services you ordered.  
To allow us to understand the use of, and identify improvements to, our services.  
To prevent fraud, including the unauthorized use of our service, and to ensure our own compliance with the law.

**Does Verizon disclose personally identifiable information to others?**  
Verizon considers the personally identifiable information contained in our business records to be confidential. We are, however, authorized under the Cable Act to disclose personally identifiable information if the disclosure is necessary to provide, or conduct legitimate business activity related to, the FiOS TV service or other services provided over our facilities, or is required by law or legal process. Our disclosure of personally identifiable information to other parties (such as our affiliates, vendors, and agents) will depend on whether it is necessary to conduct a legitimate business activity related to the FiOS TV service or other services provided to you. For example, we may engage such parties to assist us in billing and collection, administration, surveys, marketing, service delivery and customization, and your navigation through our services.

## Programming Services and Equipment Rates — Effective February 15, 2008\*


SERVICE	RATE
FiOS TV Local	\$12.99
Digital Service	
FiOS TV Premier	\$47.99
La Conexión	\$37.99
<b>PACKAGES (Requires STB)</b>	
Sports	\$7.99
Movies	\$4.99
Spanish Language	\$11.99
<b>PREMIUMS (Requires STB)</b>	
HBO®	\$15.99
Cinemax®	\$15.99
Playboy TV/Playboy TV en Español	\$16.99
Pare!®	\$7.99
<b>INTERNATIONAL PREMIUMS (Requires STB)</b>	
International Premium Channels	Priced Individually
<b>VIDEO ON DEMAND (VOD) AND PAY PER VIEW (PPV) (Requires STB)</b>	
On Demand Movies	
New Releases & Library	Varies
WWE 24/7	\$9.99/mo.
Karaoke	\$7.99/mo.
On Demand Adult	Varies
PPV Events & PPV Sports	Varies
ESPN GamePlan - NCAA Football	Varies
ESPN FullCourt - NCAA Basketball	Varies
<b>SET TOP BOX (STB)</b>	
Cable Card	\$3.99
Digital Adapter	\$3.99
Standard Definition (SD)	\$5.99
Standard Definition Digital Video Recorder	\$12.99
SD Home Media DVR (features Multiroom DVR & Media Manager)	\$17.99
High Definition (includes HD channels)	\$9.99
High Definition Digital Video Recorder (includes HD channels)	\$15.99

\*Rates do not include franchise fees and other fees paid to local governments.




TV  
2008 Annual Customer Notification

**It's the Network.**  
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FiOS is a registered trademark of Verizon.



Verizon FiOS®  
b1 Internet | phone



**How long does Verizon maintain personally identifiable information?**  
Verizon will maintain personally identifiable information about you no longer than necessary for the purpose for which it was collected. This means we may also maintain this information for a period of time after you are no longer a subscriber if it is necessary for business, legal, or tax purposes. We will destroy the information if we have no pending requests, orders, or court orders for access to this personally identifiable information, after we determine that it is no longer necessary for the purposes for which it was collected and in compliance with any local requirements.

If you are a resident of New Jersey, Verizon will notify you, in writing, when any personally identifiable information concerning you, your household, or a user of your terminal is destroyed.

**Where and when can I see my personally identifiable information?**  
If you would like to see your personally identifiable information, please send us a written request at the correspondence address listed in the Contact Us section of your bill. We will be glad to arrange a convenient time and location during regular business hours for you to see the information upon furnishing proper identification. You will only be permitted to examine records that contain personally identifiable information about you and on one site. If you believe any of your personally identifiable information is inaccurate, we will work with you to ensure that the appropriate corrections are made. Verizon reserves the right to charge you for the cost of photocopying any documents that you request.

**What can I do if I think my privacy rights have been violated?**  
Verizon takes your privacy rights very seriously. If you believe that your privacy rights have been violated, please contact us immediately. We will take immediate steps to address your concerns. If you believe that you have been aggrieved in Verizon's services, our privacy practices are described in Verizon's Privacy and CPNI Policies for Voice Services. That policy is available at <http://www2.verizon.com/about/privacy/customer>. As required by the Cable Act, we will provide you with a copy of our subscriber privacy notice on an annual basis. We may modify this notice at any time. We will notify you of any material changes through written, electronic, or other means as permitted by law. You may cancel your service at any time if you do not agree to any change by continuing to use the service after a change is in effect. You accept the change and agree to abide by it.

January 2008



The following notice contains important information about your Verizon FIOS TV service and about Verizon's policies and procedures governing your FIOS TV service. Please read this document carefully. We also encourage you to visit us at [verizonfos.com/tv](http://verizonfos.com/tv).

<b>Table of Contents:</b>	
Privacy Notice .....	Page 1
Programming Services and Equipment Rates .....	Page 1
FIOS TV Products and Services .....	Page 2
Billing and Payment Policies .....	Page 2
Installation Policies .....	Page 2
FIOS TV Equipment .....	Page 2
Complaints and Customer Service .....	Page 2

#### FIOS TV PRODUCTS AND SERVICES

We're constantly improving your FIOS TV service. FIOS TV brings you a complete solution for all of your entertainment needs. Now, your 200 all-digital channels include more exclusive content (like the complete Disney On Demand and ESPN On Demand packages); more music, including 47 Music Choice channels plus 48 new iUrge Radio channels; 24+ HD channels; over 10,000 titles per month — many of them free — in your On Demand library; and, of course, the most amazing picture, period. And in 2008, FIOS TV will keep getting better, bringing you even more great HD, sports and multicultural programming. If you would like more information on using your FIOS TV service, please contact us at 1.888.553.1555 or visit us at [verizonfos.com/tv](http://verizonfos.com/tv) to learn more.

You'll also find many new enhancements enabled by FIOS, the most advanced fiber-optic network straight to your home. We've automatically upgraded your service to include the powerful new Interactive Media Guide — the first program guide to give you integrated control of TV shows, movies, HD and On Demand programming. You can now search by title, actor, director, genre and more. Get local weather and traffic at the touch of a button. Control what your children watch in your home. And that's just the beginning. Throughout 2008, FIOS TV will keep getting better. Beginning next September, Verizon will bring the full power and potential of FIOS TV to every television in your home by transforming our FIOS TV network to a 100% digital network. Bringing you even more great HD, sports and multicultural programming. In the event our products, services, or prices change, you will generally receive advance notice of such changes at least 30 days in advance. If you would like more information on using your FIOS TV service, please contact us at 1.888.553.1555 or visit us at [verizonfos.com/tv](http://verizonfos.com/tv) to learn more.

#### BILLING AND PAYMENT INFORMATION

**Your FIOS TV Bill.** You will receive a monthly bill for your FIOS TV service, with regular service and equipment charges billed each month in advance. Other transactional charges, such as for video-on-demand programs, will be billed after the service or feature has been ordered or provided to you. Taxes and other governmental fees and charges, if any, will also be included in your monthly bill. The failure to pay your monthly bill in full by the listed due date may result in a late fee on any unpaid balance and termination or suspension of your FIOS TV service. If your FIOS TV service is terminated for non-payment you will be required to pay the balance and may be required to pay a reconnect fee and a deposit before your service will be reconnected. Please check your bill carefully to make sure that your FIOS TV services are described accurately, and that your name and address are correct.

Verizon has several options available to make paying your FIOS TV bill easy and convenient: you can pay your bill by mail, by phone, online and in person at an authorized Verizon bill payment center. If you have any questions regarding your bill, please call our customer service department at 1-888-553-1555, Monday through Friday from 8 AM to 6 PM. Our customer service professionals will work with you to answer any questions you may have.

**Credits for Service Interruptions.** Your FIOS TV service may be interrupted or preempted from time to time for a variety of reasons, including interruptions that are due to causes outside of Verizon's control. If your FIOS TV service is interrupted for a significant length of time, you may be eligible for a service credit, calculated as a proportionate amount of your monthly bill. In most instances, you must report the service interruption to Verizon within 30 days in order to qualify for this credit.

**Changing or Canceling Your Service.** You may change or terminate your FIOS TV service at any time and Verizon will stop billing you for your FIOS TV service on the date you wish to stop receiving service. The equipment provided by Verizon for use with FIOS TV, such as Verizon's set-top boxes, is the property of Verizon and must be returned to Verizon within thirty (30) days following termination of service to avoid a substantial equipment replacement fee.

**Voluntary Service Suspension — Seasonal Only.** You may be able to suspend your account for seasonal/vacation purposes. A minimum suspension of one (1) month and a maximum of six (6) months is required to take advantage of this option. Programming will be suspended during this time, along with all applicable monthly recurring charges. A suspension fee is charged at the time of suspension, and your account must be in good standing and not have any outstanding balances in order to suspend or reconnect the Service.

#### INSTALLATION AND MAINTENANCE POLICIES

Your FIOS TV installation agreement includes connecting up to three televisions with existing outlets (including installation of any Set Top Boxes). It also includes programming of the FIOS TV remote control for your Set Top Boxes and televisions. Additional TVs can be set up for an additional charge. During the installation, a FIOS TV trained technician

will evaluate your home and discuss your FIOS TV installation with you including installing and testing all Set Top Boxes, extra outlets (if applicable), and any wiring you might need. Our FIOS TV trained technicians will also do the outside work, including installation of any required network equipment such as the Optical Network Terminal (ONT), Battery Backup Unit, and router, if this equipment is not already present. The technician will determine and discuss the installation specifics with you on the date of installation. Installation time can vary based on a number of factors, but we recommend that you reserve about four hours for the Verizon technician to complete the installation of your Verizon FIOS TV service. A person 18 years of age or older must be present for the installation visit and be able to make decisions on placement of wiring and equipment at your home. All Verizon employees or designated representatives or agents who visit your residence will carry identification badges and/or uniforms clearly identifying them as a Verizon employee or an authorized agent or representative of Verizon.

#### In-Home Wiring

The following notice is to inform you of your options regarding the home wiring located within your dwelling that is used to provide FIOS TV. Home wiring is that cable which runs from your TV set to a point approximately 12 inches outside of your dwelling unit. It includes extra outlets, splitters, connections and fittings, or wall plates attached to the wire but does not include terminal devices such as Set Top Boxes, converters, descramblers, A/B switches, parental lockout devices, security devices and the like.

Pursuant to FCC regulations, all customers are given the option to acquire the home wiring within their dwelling unit upon termination of cable service. However, even prior to termination of cable service, we allow our FIOS TV customers to remove, replace, rearrange, repair or maintain any cable wiring located within the interior space of the customer's dwelling unit so long as such actions do not interfere with our ability to meet FCC technical standards or to provide services to you or your neighbors. For example, you may not attach any device or equipment to your inside wiring in a way that impairs the integrity of the FIOS TV system or which may cause a violation of government regulations. Furthermore, you may not attach devices or equipment to the wiring which alone or together results in a degradation of signal quality to you or your neighbors.

If you choose to have us remove, replace, rearrange or maintain the wiring inside your home, you will be charged our regular installation service charge on a per-visit basis. Furthermore, we are not responsible for problems relating to the operation of customer-owned consumer electronics equipment such as televisions or television-related equipment, VCRs, home antennas, gaming consoles, etc., which may be connected to the inside wiring in your home. We are, however, responsible for problems relating to any equipment owned by Verizon, other than problems caused by misuse, tampering, neglect, or abuse of the equipment. You also have the option of removing, repairing, rearranging, or maintaining the inside wiring yourself or of hiring a qualified outside contractor to do the work for you. It is extremely important that only quality home wiring materials be used and that these materials be properly installed in order to maintain signal quality in compliance with FCC technical regulations. In the event improper installation by anyone other than us or the use of improper materials causes a signal degradation and/or signal leakage, you may be held responsible for the cost of rectifying the problem.

#### FIOS TV EQUIPMENT

##### Your FIOS TV Universal Remote Control

Whether you're browsing through channels, recording your favorite shows, or ordering the latest hit movies from our extensive Video on Demand (VOD) library, your Verizon FIOS TV universal remote allows you to enjoy all the advanced features of FIOS TV, such as our state-of-the-art Interactive Media Guide (IMG). In addition to operating your Verizon FIOS TV Set Top Box, you can use your four-in-one remote control to operate up to three other devices of your choice. Remote control units that are compatible with FIOS TV equipment may be obtained from other sources, such as retail stores and outlets. If you choose to purchase a remote control from a third party, the following is a representative list of universal remote controls currently compatible with FIOS TV.

Brand	Model
Philips .....	PM4355
URC .....	RSG
RCA .....	RCR450
RCA .....	RCR311ST
RCA .....	RCU300xxxx

Please note that universal remote controls in addition to those listed above may be compatible with FIOS TV equipment. Should you have a question about the compatibility of a particular remote control unit, please contact us using the phone number listed on your FIOS TV billing statement. Please also note that although these remote controls are compatible with FIOS TV equipment we currently offer, some features of your FIOS TV service may not be accessible and we cannot guarantee the compatibility with FIOS equipment in the future should the equipment technology change.

#### Equipment Compatibility

FIOS TV's line of state-of-the-art Set Top Boxes allows our subscribers to enjoy the full potential of FIOS TV, including our dynamic Interactive Media Guide, extensive Video on Demand library, easy-to-use Parental Controls and 100% digital programming. Subscribers who install their own connections directly to their televisions or VCRs may not be able to receive all of the content carried on FIOS TV. Many televisions and VCRs labeled "cable ready" can receive FIOS TV's unscrambled channels, although some channels may still be unavailable. In instances where your television or VCR is not capable of receiving all of

the FIOS TV channels that you subscribe to, it will be necessary to install a digital adapters or Set Top Box. We can provide these digital adapters or Set Top Boxes for a nominal monthly fee. In addition, because our subscribers choose to receive different FIOS TV programming packages, we may scramble or "encrypt" certain television signals. For example, all VOD content and most digital programming offered by FIOS TV is encrypted. FIOS TV customers who subscribe to encrypted service packages or channels will require additional equipment in order to view the encrypted content. Typically, the de-encryption equipment is incorporated in the FIOS TV Set Top Box, although certain models of commercially available television sets can also provide access to encrypted services without the need for a Set Top Box when a CableCARD is inserted into the slot labeled "CableCARD" or "POD" (Point of Deployment), usually located at the back of the TV. Please note that certain advanced features such as FIOS TV's Interactive Media Guide, Pay-Per-View (PPV), VOD, FIOS TV Widgets, and Parental Controls will not be available as part of the service enabled by a CableCARD. Please also note that if you require a separate converter or de-encryption equipment, your ability to use certain features and functions of your televisions or VCRs may be limited. For example, you may not be able to view a program on one channel while simultaneously recording a program on another channel, record two or more consecutive programs that appear on different channels, or use advanced display features such as "Picture-in-Picture." Although converters compatible with FIOS TV may be available from third parties, we are the only authorized supplier of de-encryption equipment for use with FIOS TV. If you require such equipment, please contact us using the phone number listed on your FIOS TV billing statement.

#### Parental Controls

FIOS TV's Parental Controls provide you with the ability to control and manage the programming that comes into your home. FIOS TV's Parental Controls allow you to block access to shows either by channel, rating or category. You can also selectively block Pay-Per-View and VOD purchases, and choose to show or hide adult programming from the TV Listings. When programs with a particular rating level are blocked, the FIOS TV Interactive Media Guide (IMG) automatically blocks the higher ratings. You can create a PIN to ensure that controls won't be changed without your approval, and only those with the user-defined PIN can access the blocked content. If you have questions on using Parental Controls or any of the many features of the IMG, you can go to the IMG's Help Menu for answers. You'll find detailed information and instructional videos to help you get the most out of FIOS TV.

#### COMPLAINTS AND CUSTOMER SERVICE

Verizon's commitment to top quality service is unparalleled and we continue to make strong progress in delivering on our promise to be the nation's best provider of quality television, telephone and data services. Our associates are some of the highest skilled, hardest working employees in the business. At Verizon, our employee team works to earn the loyalty of our customers by providing them world-class FIOS TV service every day.

To ensure you receive the finest service possible, please review the ways you can resolve any concerns regarding customer service, billing, or service quality. If you experience a service interruption or have a question or complaint about your FIOS TV service, please contact your customer care number at 1.888.553.1555 as soon as possible. Verizon is confident we can resolve any question you may have with our FIOS TV service in a convenient and timely manner. In the unlikely event your concern is still unresolved after contacting the above number, you may write to us at: Verizon Customer Relations, 1300 Columbus-Sandysky Road N., P.O. Box 1804, Marion, OH 43301-1804. When you write or call us, please explain the nature and history of the problem. We will try to promptly resolve your complaint. If we are unable to resolve your complaint, we will notify you that we are unable to do so and explain the reason why. If you are dissatisfied with the resolution of your complaint or we are unable to resolve your complaint, you may contact the local franchising authority at the address or number listed to the right to discuss your complaint. The hours for all our Sales Centers are 8:00 a.m. to 6:00 p.m. The FIOS TV Technical Support office is open 24 hours a day, 7 days a week.

FLORIDA LOCATIONS	LOCAL FRANCHISE AUTHORITY CONTACT & ADDRESS INFO
City of Bradenton	City Clerk and Treasurer 101 Old Main Street Bradenton, FL 34205 941-932-9461
City of Clearwater	City Auditor 100 South Myrtle Avenue Clearwater, FL 33758 727-562-4550
City of Dunedin	City Manager P.O. Box 1348 Dunedin, FL 34697-1348 727-298-3001
Hillsborough Co	Asst County Administrator 505 E. Jackson St., #300 Tampa, FL 33601-1110 813-276-8775
City of Lakeland	City Manager 228 South Massachusetts Ave Lakeland, FL 33801 863-834-6000
Manatee Co	Communications Coordinator 1112 Manatee Avenue West Bradenton, FL 34205 941-749-3030
City of New Port Richey	City Manager 5919 Main Street New Port Richey, FL 34652 727-853-1021
City of North Port	City Manager 4970 City Hall Boulevard North Port, FL 34286 941-429-7077
City of Oldsmar	Assistant City Manager 100 State Street West Oldsmar, FL 34677-3655 813-749-1115
City of Palmetto	The Mayor P.O. Box 1209 Palmetto, FL 34220-1209 941-723-4570
Pasco Co	Cable Administrator 8744 Government Drive New Port Richey, FL 34654 727-847-8108
Pinellas Co	Assistant County Attorney 315 Court Street Clearwater, FL 33756 727-464-3354
Polk Co	County Manager 330 West Church Street Bartow, FL 33830 863-634-6444
City of Port Richey	City Manager 6833 Ridge Road Port Richey, FL 34668 727-816-1900
City of Sarasota	Deputy City Manager 1565 1st Street Sarasota, FL 34230 941-954-4102
Sarasota Co	Cable Administrator 1660 Ringling Blvd Sarasota, FL 34236 941-861-5000
City of Tampa	Office of Cable Communication 202 West 7th Avenue Tampa, FL 33602 813-274-7033
City of Tarpon Springs	City Manager 324 E Pine Street Tarpon Springs, FL 34689 727-938-3711 ext 201
City of Temple Terrace	Public Information Officer 11250 North 56th Street Temple Terrace, FL 33687 813-989-7197
City of Venice	City Manager 401 W Venice Avenue Venice, FL 34285 941-486-2626 ext 2440
City of Winter Haven	City Manager 451 Third Street NW Winter Haven, FL 33881 863-291-5600
City of Zephyrhills	City Manager 5335 Eighth Street Zephyrhills, FL 33542 813-780-0000

\*Please consult your monthly Verizon FIOS TV bill for the FIOS TV Terms of Service for the specific Verizon companies that are providing your FIOS service and equipment.