



**From:** Benn, Simone A [mailto:simone.a.benn@verizon.com]  
**Sent:** Thursday, October 08, 2009 4:43 PM  
**To:**  
**Subject:** IMPORTANT VERIZON CUSTOMER NOTICE'

Dear Municipal Official:

This is to inform you of a programming change to the Korean Package and a programming and rate change to the Chinese Mandarin Package on Verizon's FiOS TV. The attached sample notices describe the changes for both packages.

Korean Package customers will see the following programming changes on or after November 11, 2009:

**Korean Package Changes**

Channel Name	Current Location	Future Location
MBC	1760	1760
CBS	1761	Removed
MBN	1762	Removed
Sky Baduk	1763	Removed
YTN	New	1761
SBS	New	1762

The current \$24.99 per month charge will not change for Korean Package customers.

As noted below, current Chinese Mandarin Package customers will experience both of the existing channels moving to new locations on or after November 11, 2009. Please see the attached notice that will be mailed to existing subscribers of this package. Only those customers who subscribe to this package on or after November 9, 2009 will receive the new channel (Phoenix North America), at a new rate of \$15.99 per month. Current customers will not be affected by this rate change. They will continue to receive the same package content they do today (CCTV-4 and CTI) at their current rate of \$9.99 per month.

**New Chinese Mandarin Package Content**

Channel Name	Current Location	Future Location
CCTV-4	1750	1795
CTI	1751	1796
Phoenix North America *	New	1797

\* Available only to customers subscribing after November 11, 2009.

We realize that our customers have other alternatives for entertainment and our goal is to offer the best choice and value in the industry. Verizon appreciates the opportunity to conduct business in your community. Should you or your staff have any questions, please contact Gwen Cogan 908 559-1404, Deana Maietta 908 559-2619 or me.

Respectfully Yours, Simone A. Benn Franchise Services Coordinator 1 Verizon Way VC11W415 Basking Ridge, NJ 07920 908 559-3843 (o) 908 766-3036 (f) [simone.a.benn@verizon.com](mailto:simone.a.benn@verizon.com)

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## KIA SPARKS,

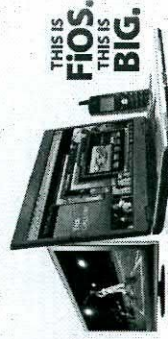
At Verizon we strive hard to provide the best experience for our customers by keeping them informed of programming and content-related changes that occur on our network.

On or after **November 9, 2009**, two channels in your Chinese International package line up will be moving to new locations. There are no other adjustments being made to your Chinese International package at this time. Please see the reverse side for details on these channel location changes. We apologize in advance for any inconvenience this may cause. Our customer service representatives are more than happy to assist you between the hours of 8 a.m. and 6 p.m. local time with any questions you may have.

You can access channel listings and updates on upcoming channel realignments directly on-screen by pressing the "guide" button on your FiOS TV remote. You also have access to your local lineup 24 hours a day/7 days a week when you visit us online at [verizon.com/fiostv](http://verizon.com/fiostv) by clicking on the "Channels" tab.



Please refer to the tables on the reverse side for more details.



Chinese International Relocations <i>Future locations effective on or after 11/9/09</i>		
Channel Name	Current Location	Future Location
CCTV-4	1750	1795
CTI	1751	1796
<i>Customer Service Numbers – open to serve you 8am–6pm local time</i>		
State/Region		
Consumer East Coast – Chinese	1-888-878-9188	
Consumer West Coast – Chinese	1-800-483-8688	
Consumer All States – English	1-888-553-1555	
Small Business All States – Chinese	1-877-500-5522	
Small Business All States – English	1-888-649-9500	

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CCTV-4	1750	1795
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<i>Customer Service Numbers – open to serve you 8am–6pm local time</i>		
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Consumer West Coast – Chinese	1-800-483-8688	
Consumer All States – English	1-888-553-1555	
Small Business All States – Chinese	1-877-500-5522	
Small Business All States – English	1-888-649-9500	

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**verizon**  
PO Box 8000  
Silver Spring, MD 20914-8000  
**Return Service Requested.**

KIA SPARKS  
007 AUSTIN MARTIN LANE  
LONDON, WI 53555

Copy in this area will be translated to Mandarin

Johnson Box: Please Open – Important Information Regarding your FiOS TV International Programming Subscription!



September 9, 2009

Customer A. Customer  
112 Main Street  
Minneapolis, MN 55448

Dear Customer A. Customer,

We hope you are enjoying your FiOS TV service! We continue to work diligently to offer you a diverse and exciting entertainment selection with amazing High Definition picture and sound. This letter is to inform you of content changes that will impact your Korean International package subscription in the near future.

On or after November 9, 2009, this package will be enhanced to offer richer, more exciting content. The new Korean International package will still include access to MBC but will also introduce new content from two premier networks – SBS and YTN. SBS is the #1 Korean general entertainment channel, and YTN offers the best in Korean news coverage. The Korean International package will remain at its existing rate of \$24.99.

As a result of these changes, the following channels will no longer be a part of the Korean International package and will not be accessible on the FiOS TV network on or after November 9, 2009: **KISB 4 - CBS, KISB 5 - MBN, KISB 7 - Sky Baduk.**

Please refer to the table below for the new Korean package channel locations that will be in effect on or after November 9, 2009:

Channel Name	Current Location	Future Location (effective 11/9/09)
MBC	1760	1760
SBS	N/A	1762
YTN	N/A	1761

**Please note that no action needs to be taken on your part for these updates to occur and your current package rate will not change.** On or after November 9, 2009, please refer to this notice or to your on screen channel guide for the new Korean package content. Should you have further questions about these changes, you can refer to the table below for the appropriate number to call and follow the prompts for "billing." Our trained representatives will be more than happy to assist you between the hours of 8 a.m. and 6 p.m. your local time.

State/Region	Customer Service Number <i>Open to serve you 8am - 6pm local time</i>
Consumer Nationwide - Korean	1-800-483-7772
Consumer All States - English	1-888-553-1555, (follow the prompts for "billing")
Small Business West Coast/NY ONLY - Korean	1-877-511-5522
Small Business All States - English	1-888-244-4440, (select option "2")

To learn more or to view a complete listing of all our international programming packages, visit us on the web at [Verizon.com/fiosTV](http://Verizon.com/fiosTV) and click on the "Plans" tab.

We appreciate your loyalty as a Verizon customer and look forward to continuing to provide you with outstanding FiOS TV service.

Regards,

Benigno Gonzalez  
Executive Director — FiOS Product Marketing

**THIS IS  
FiOS.  
THIS IS  
BIG.**