



Countdown to FiOS

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TV

Internet

Phone

Pricing

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Let Me Know

# COMING TO YOU SOON VERIZON FiOS®

## The Best in Broadband and Entertainment

Get more great HD and faster Internet speeds. FiOS® is the ultimate home improvement.

> [View Pricing Information](#)

> [View Channel Line up](#)

Let me know when it's here!

Game-winning  
Bandwidth



AMAZING

### TV

New or old, HD or standard – FiOS makes any TV look incredible.

[Learn more](#)



Ultra-fast

### Internet

FiOS is the fastest available Internet. Period. [Learn more](#)



Crystal-clear

### Phone

Brilliantly clear digital voice. [Learn more](#)



### WANT TO SEE FiOS IN ACTION?

Visit a Verizon kiosk in a mall near you!

**Maryland:** Mall in Columbia, Westfield Annapolis Mall, Westfield Montgomery Mall, Westfield Wheaton Plaza, Towson Mall

**Virginia:** Dulles Town Center, Tysons Corner Center



# TV

- Overview
- Plans
- Equipment

## RANKED "HIGHEST CUSTOMER SATISFACTION RESIDENTIAL TELEVISION SERVICE (EAST REGION) BY J.D. POWER AND ASSOCIATES"<sup>1</sup>

100% fiber optics—it's the way HD was meant to be seen. Turn your home into HD headquarters with 100% fiber optics straight to your door. FiOS brings you 100+ HD channels.


**Let me know when it's here!**




## FiOS TV DELIVERS ON ALL THE THINGS THAT ARE IMPORTANT TO YOU:

- > **Channels** – FiOS TV offers all your favorite channels, including sports, family, local, and music, plus optional premium content like HBO and Cinemax. Want to make sure? Check the [channel line-up](#) in your area.
- > **HD channels** – Depending on the plan you select, you can get all the HD you need – up to 114 channels.
- > **Picture quality** – Standard or HD, TV signals running over the FiOS fiber-optic network deliver the best picture quality, period.
- > **DVR** – Hooked on DVR technology? Both single set and multi-TV DVR capabilities are available.
- > **Price** – When you bundle TV with Internet and phone service from Verizon, the price is hard to beat and is guaranteed to stay the same for the length of your agreement.
- > **Customer service** – Verizon is committed to delivering outstanding customer service through its round-the-clock live technical support and award-winning online help<sup>2</sup>.

**TV PLANS**  
Choose a plan with your favorite channels, HD programming and sports packages. [Learn more.](#)

**PRICING INFORMATION**   
What's the bottom-line? Estimate your monthly FiOS total in a snap. [Learn more.](#)

**CHANNEL LINE UP**   
Find your favorite channels. [Learn more.](#)

Offer subject to credit approval and may require a deposit. FiOS available in select areas. Battery backup for standard fiber-based voice service and E911 (but not VOIP) for up to 8 hours. ©2009 Verizon.  
 1 Verizon received the highest numerical score among television service providers in the East region in the proprietary J.D. Power and Associates 2008 Residential Television Service Satisfaction Study<sup>SM</sup>. Study based on 18,938 total responses from measuring 9 providers in the East region (CT, DE, DC, ME, MD, MA, NH, NJ, NY, PA, RI, VA, VT and WV) and measures consumer satisfaction with television service. Proprietary study results are based on experiences and perceptions of consumers surveyed in July 2008. Your experiences may vary. Visit [jdpower.com](#).  
 2 The Customer Respect Group, First Quarter 2009 Online Customer Service Study of Telecommunications Industry Websites, February 2009; The Association of Support Professionals, "The Year's Ten Best Web Support Sites," July 2008.



# TV

Overview

Plans

Equipment

## FiOS® TV

**CABLE WAS CREATED IN 1948.  
WE FIGURED YOU MIGHT BE  
READY FOR SOMETHING NEW.**



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

### Plans

Pick the FiOS TV plan that's right for you. For a listing of the channels included in each plan, check the [Channel Lineup](#) in your area.

Name	Total # of Channels	HD Channels
<b>Essentials</b> <ul style="list-style-type: none"> <li>Local channels such as ABC, CBS, NBC and Fox</li> <li>Must-have programming from ESPN, Discovery, TNT, USA, MTV, CNN and more!</li> <li>Extensive On Demand library with over 14,000 titles every month – many available for free</li> <li>Commercial Free Music with 47 Music Choice channels and 48 Urge Radio channels</li> </ul>	up to 250 <a href="#">View</a>	up to 14
<b>Extreme HD</b> <ul style="list-style-type: none"> <li>Everything offered in Essentials</li> <li>Plus up to 41 additional HD Channels</li> <li>Plus up to 14 Sports Channels</li> <li>Plus up to 16 additional standard definition channels</li> </ul>	up to 320 <a href="#">View</a>	up to 114
<b>La Conexion</b> <ul style="list-style-type: none"> <li>Includes over 25 of the hottest Spanish-language channels, more than 35 of the most popular English channels, and local channels like Telemundo, Univision and Telefutera</li> </ul>	up to 140 <a href="#">View</a>	up to 5

FiOS TV local service package also available, providing access to local TV channels and community and educational programming. Prices for individual TV plans vary.

Visit [verizon.com](http://verizon.com) to find the channels available in your area.

[Go Now](#)

**Let me know when it's here!**



# Internet

Overview

Plans

System Requirements

## FINALLY, INTERNET SERVICE THAT KEEPS PACE WITH YOUR LIFE.

Enjoy photos, music, movies and games at mind-bending speeds.



Let me know when it's here!

### FiOS INTERNET HAS THE KEY FEATURES YOU EXPECT:

- > **Speed** – Even our standard speed package has plenty of speed for most Internet users, up to 10 Mbps download and 10 Mbps upload.
- > **Reliability** – For two years in a row, Verizon FiOS Internet is rated #1 in PC Magazine's reader survey.\*
- > **Home networking** – FiOS Internet comes with a wireless router, so you can have multiple computers in your home online at the same time.
- > **Security** – Optional Verizon Internet Security Suite protects up to three of your computers around the clock from the latest threats, at a low monthly price.
- > **Support** – As a FiOS customer, you get complimentary, 24/7 live technical support.

#### Frequently Asked Questions

- > What equipment is needed for Verizon FiOS Internet Service?
- > How long will it take to install my new Verizon FiOS Internet Service?

#### INTERNET PLANS

Choose a plan with the speed and features to get you where you want to go — fast. [Learn more.](#)

#### PRICING INFORMATION

What's the bottom-line? Estimate your monthly FiOS total in a snap. [Learn more.](#)



#### SYSTEM REQUIREMENTS

Make sure your PC is ready for FiOS. [Learn more.](#)



\*PC Magazine, July 2008

Offer subject to credit approval and may require a deposit. Speeds may vary. FiOS available in select areas. Battery backup for standard fiber-based voice service and E911 (but not VOIP) for up to 8 hours.

## Phone

Overview

**FIOS® PHONE**  
MAKE ANY MOMENT A GOOD  
TIME TO TALK.



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

### Phone

Verizon FiOS phone service comes to you over fiber-optic cable so it gives you crystal-clear voice quality and the reliability you've come to expect from Verizon.

We offer a wide range of calling plans to meet your needs, and when you include Verizon Freedom Essentials<sup>SM</sup> in your FiOS bundle, you save up to 30% off the standalone price of phone, TV and Internet.

Freedom Essentials is Verizon's most popular calling plan because it gives you:

- Unlimited local, regional and long distance calling to anywhere in the U.S., Canada and Puerto Rico
- Our three most popular calling features:
  - Home Voice Mail
  - Caller ID
  - Call Waiting

**Please note:** Unlike traditional telephone service provided over copper wire, FiOS phone does require electricity to operate. To serve you in the event of a power outage, your FiOS service includes a rechargeable battery that will deliver phone service, including 911, for up to eight hours.



Visit **verizon.com**  
to find the  
channels available  
in your area.

Go Now

Let me know  
when it's here!



## Pricing



### Pricing

Want to know how much your Verizon FiOS® will cost each month? You can get an idea in just a few minutes.

#### Create your own package!

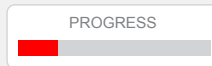
- Select your FiOS phone, Internet and TV plan – and add on extras and equipment – from our most popular choices.
- Not sure what to choose? Look for the “Help Me Decide” links to get more information.
- Click “Submit” to see an estimate of your FiOS monthly charges.
- Want to try different product combinations? You can go back and price out as many different scenarios as you want.

*NOTE: You'll get the best value — and most savings — when you have Verizon Freedom Essentials<sup>SM</sup> phone, FiOS TV and FiOS Internet! If your selections qualify you for bundle savings, the discounted price will show in your resulting total. Plus, at the time you order, there may also be special offers that can save you even more.*

#### OK, let's get started

##### Do you already have or do you want to order Verizon Freedom Essentials?

Freedom Essentials qualifies you for savings of up to 30% on a bundle of phone, Internet and TV when it's time for you to order!



- Yes
- No, but I'll still have Verizon landline home phone service
- No, and I will not need Verizon landline home phone service at this time

[Help Me Decide](#)

*Verizon Freedom Essentials includes unlimited local, regional and long distance calling within the U.S., Puerto Rico and Canada, along with our three most popular calling features: Caller ID, Call Waiting and Home Voice Mail.*

Cancel

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## Installation

- Overview
- FAQs



### Professional Installation from Verizon

We value your business and your time. When you place your order for Verizon FiOS, you will schedule an appointment time for a Verizon technician to come to your home to professionally install your service. We will provide a courtesy reminder by phone or email prior to your FiOS installation date and, on the day of your scheduled installation, we will contact you one hour prior to our expected arrival.

#### Things to Keep In Mind

- Set aside at least four hours for installation.
- An adult (18 years or older) must be present at the time of installation.



#### What to Expect

##### Installing the Fiber-Optic Network

- The FiOS technician mounts an Optical Network Terminal (ONT), a small box, on the side of your home, most likely near your existing telephone box.
- Fiber cabling from an adjacent telephone pole will be run to the newly installed ONT.



##### In-Home Wiring

- The FiOS technician discusses with you where you'd like your TV and primary computer hookup(s) placed prior to installing.
- The technician verifies that the highest quality signal is being sent from your ONT on the outside of the house.
- The ONT is then connected to the existing coaxial cabling in your home.

##### TV Equipment Setup

Visit [verizon.com](http://verizon.com) to find the channels available in your area.

[Go Now](#)

[Let me know when it's here!](#)