



P.O. Box 987  
Marlton, NJ 08053-0987

Sample A. Sample  
1234 Main Street  
Any town, USA  
12345-6789



## For all your patience, all our thanks.

**A Fios offer just for you:  
a \$100 Visa® Prepaid Card.†**

Dear [First Name],

First, let me thank you for contacting us about Fios®. We appreciate your patience through our temporary work stoppage and I'm writing to say we're back on track and eager to make it worth your while.

As you know, our 100% fiber-optic network is already providing the fastest internet and Wi-Fi available,\* unbeatable picture quality and the types of channels and On Demand\*\* titles you want. But right now, there's never been a better time to come back to Fios.

### Lock in this offer by 7.28.16 and get a \$100 Visa Prepaid Card.†

Now, when you sign up with a two-year agreement, you'll get a \$100 Visa Prepaid Card† and a guarantee of this exclusive price for two years. It's our way of showing our appreciation for reactivating your Fios service.

### When you're ready, we're ready.

Pick your date and rest assured, we'll be there. We'll get your service up and running, and set up your devices on your new, superfast Wi-Fi. Plus, 24/7 tech support is there if you ever need it. Just one more reason we're the most awarded network for internet speed and customer satisfaction over the past 10 years.

Again, let me say thank you for your interest in Fios and for your patience. Your wait is over and we're more committed than ever to reminding you what makes us so different.

Sincerely,

Anne E. Hogan  
Executive Director, Fios by Verizon

### Exclusive pricing



**50/50 Mbps  
Internet uploads  
and downloads**



**Custom TV**



**Home Phone**

# \$54.99/mo

for yr 1, \$64.99 for yr 2 + taxes, equip. charges, RSN, FDV & other fees with a 2-year agreement.



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CALL 1.XXX.XXX.XXXX for this offer | VISIT [verizon.com/fios/XXX](http://verizon.com/fios/XXX) for more information

†\$100 via Verizon Visa Prepaid Card issued by MetaBank®, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Use everywhere Visa debit cards are accepted. Must have service for 60 days with no past-due balance. Card mailed within 90 days of install date. Other card terms and conditions apply. Offer ends 7.28.16.

\*Symmetrical speed options available up to 500/500 Mbps. Fastest Wi-Fi is based on internet speed plans and maximum router throughput available.

\*\*Additional equipment may be required for access to On Demand.

Limited-time offer for named fiber-ready TV & internet res. cust. (w/existing Optical Network Terminal). Promo rates provided via monthly bill credits. Beg. mo. 25, stand. rates apply. 2-yr. agr. req'd. Beg. mo. 2, up to \$230 ETF applies. Fios charges: \$12/mo. HD STB and \$10/mo. router. Fees: \$5.89/mo. Regional Sports Network, \$2.99/mo. Broadcast and \$0.99/mo. FDV Admin. \$80 setup charge & other fees, taxes, equip. charges & terms may apply. Subj. to credit approval & may require a deposit. Fios avail. in select areas. Actual speeds may vary. Backup battery avail. for Fios voice services & E911. © 2016 Verizon.



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## First: our sincere apologies.

And a special thank you for your patience.

Dear [First Name],

It must be said: we sincerely apologize for our temporary work stoppage. It affected us all greatly and we're most sorry for the trouble it may have caused you.

Perfection in performance is our minimum standard, and I'm writing to say we're back on track and ready to provide our award-winning TV and internet service once more.

### Allow us to prove it to you.

Because we're wired differently, our 100% fiber-optic network provides the fastest internet and Wi-Fi available,\* unbeatable picture quality and the types of channels and On Demand titles\*\* you want. But today, our goal is to make you want Fios® even more.

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### When you're ready, we're ready.

Our techs are in the field right now and there's a spot on our calendar for you. Pick your date and rest assured, we'll be there. We'll get your service up and running, and set up your devices on your new, superfast Wi-Fi. Plus, 24/7 tech support is there if you ever need it. Our mission is simple: to add to our many awards in customer satisfaction. And we're starting with you.

Again, let me say thank you for choosing Fios and for your patience. Your wait is over and every one of us is more committed than ever to showing you what makes us so different. We hope you'll give us that chance.

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100/100 Mbps Internet	Custom TV	Home Phone	STARZ® + EPIX® (Both included for 12 months)
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Best price ever

# \$69.99/mo

for 2 yrs + taxes, equip. charges,  
RSN, FDV & other fees with a  
2-year agreement.

Online price.

Get our best price ever guaranteed for 2 years.

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See reverse side for important information.

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### 3-year price guarantee



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