



Measure #: 2026-020

TOWN COUNCIL MEASURE SUBMITTAL

Date: 9/22/2025

Submitted By: Chief Christopher Coleman

Telephone #: 508-699-0100

MEASURE DESCRIPTION:

Authorization for payment of an FY23 Verizon invoice in the amount of \$189.00 for the North Attleboro Fire Department.

Signed: _____

PURPOSE AND JUSTIFICATION:

This invoice was a misapplied payment for the June 2024 invoice. The payment was posted then removed due to Verizon misapplying the payment. In April of 2024 Verizon removed the payment from the Fire Department's account which left a past due balance from a previous fiscal year.

SPECIAL REQUIREMENTS:

ATTACHMENTS: FY24 Invoice

REFER TO SUB-COMMITTEE:

TOWN OF NATTLEBORO

Primary Phone: 508-607-5271
Account Number: 951-400-217-0001-82
Bill Date: July 4, 2024



Get answers fast

- Visit enterprisecenter.verizon.com
- Call 1.800.903.1526

These monthly charges are for your service from June 5 to July 4.

Balance forward:		This month's charges:		Total due:
-\$189.00	+	\$189.00	=	\$0.00

Services & Equipment	\$189.00
Charges Due	\$189.00
Balance Forward	-\$189.00
Total Due	\$0.00

Account Number: 951-400-217-0001-82

Total Due: \$00 070424
Memo Bill DO NOT PAY



00010324 01 AB 0.547 KG070411 0036 XX
TOWN OF NATTLEBORO
FIRE DEPARTMENT RADIO
50 ELM ST
N ATTLEBORO MA 02760-2318

V5 951400217000182 00000018900 000000000000

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**Thanks for
being you.**

We know you have a choice...
and we're happy to be yours.



Why does my bill fluctuate?

Your bill amount fluctuates when you:

- Request a change to your service
- Purchase or rent movies
- Use directory assistance
- Make calls outside of your calling plan
- Receive a promotional credit
- Lose a promotional credit
- Receive a price change

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Details of Previous Period

Previous Balance	\$189.00	
Payment	-189.00	6/24
Payment	-189.00	6/25
Subtotal	-378.00	
Balance Forward	-189.00	

Payment activity since last bill date.

Details of Charges

Services		
DS0 to DS1 Upgrade	189.00	6/5-7/4
Charges	\$189.00	
Total Due	.00	

Equipment and additional services to personalize your Verizon service.

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Manage Your Account Online

1. Go to www.verizonenterprise.com and select register.
2. Enter your invitation code IMQ405DX54 and complete the simple registration process.
3. Upon signing into Verizon Enterprise Center you will have immediate access to your billing account.

The Invitation Code provided expires on 8/30/2024 and provides access to your billing information, including Customer Proprietary Network Information as defined by the FCC and the CPNI statute at 47 U.S.C. sec. 222(h) (1). Any person who enters the Invitation Code online will be understood by Verizon to be your authorized and authenticated representative. Protect this Invitation Code as you would any password.

Services Available to Verizon Customers in Massachusetts during Major Extended Service Outages

Verizon offers customers several service options in the event of a major extended service outage, one that affects at least 200 customers for more than 48 hours. Customers can select these service options by contacting Verizon repair service by phone or through our website.

- **Intercept.** Incoming calls are forwarded to a recorded message informing the caller that the line is out of service, and is being repaired by Verizon. Intercept is available in all areas.
- **Call Forwarding.** Incoming calls are transferred to a telephone number of your choice. (For calls forwarded to toll areas, applicable toll charges will be billed to your account). With this service, callers won't know their calls are being forwarded. Call forwarding is available in all areas.
- **Call Answering.** For small business or residence customers, Call Answering lets them receive and store voice messages, and retrieve them by using a touch tone telephone. Call Answering is not available in all areas.
- **Medical Emergencies.** Residence customers with a critical medical condition may submit a doctor's letter verifying the need for telephone service to Verizon Customer Sales and Service Center, P.O. Box 16804, Newark, NJ 07101-6804. For major extended service outages, Verizon will provide a mobile phone to customers with a verified medical need. Cellular service may not be available in all areas.

FUSF Fee Changes July 1, 2024

Your Federal Universal Service Fund (FUSF) fee may change on July 1, 2024. Authorized and reviewed quarterly by the Federal Communications Commission (FCC), the FUSF funds programs to keep local telephone rates affordable for all customers and provides discounts to schools, libraries, rural health care providers, and low-income families.

Notice Regarding Disclosure of Billing Name and Address to Third Parties

If you accept any collect or bill-to-third party calls to your local telephone number, Federal Communications Commission (FCC) rules and regulations require that Verizon disclose your billing name and address (BNA) to other telecommunications providers and their authorized billing and collection agents. You have the right to request that Verizon not disclose your BNA. You may make this request by contacting Verizon at 1.800.Verizon (1.800.837.4966). Even if you have an unlisted

or non-published telephone number, you must still contact Verizon to make a request to withhold disclosure of your BNA. If you do not contact Verizon within 30 days after the first time you receive this notice, Verizon will presume that you consent to the disclosure of your BNA to other telecommunications providers and their authorized billing and collection agents.

Call Dig Safe before You Dig

Three days before you excavate, pre-mark the area you plan to dig with white lines and then call the Dig Safe Center at 811 or 1.888.344.7233 or use their website digsafe.com. The Dig Safe Center notifies all member utility companies of your excavation work and those utilities will identify the location of underground telephone, gas, electric or cable facilities for you. This eliminates any potential damage or costly repairs.

Verizon Caller ID Blocking Options

Telephones with a Caller ID feature display the name and telephone number of incoming calls. Caller ID service is available in most areas. If you are concerned about your privacy and don't want your name and number to be seen by the person you are calling, Verizon offers you Per-Call Blocking and Line Blocking at no charge. Per-Call Blocking and Line Blocking do not prevent the delivery of your number when you place a call to Enhanced 911 or to 800, 833, 844, 855, 866, 877, 888 and 900 numbers.

- To use Per-Call Blocking, press *67 before calling the number.
- To use Line Blocking, call Verizon to have it added to your line. Once added, your name and number will not display unless deactivated by you. With Line Blocking, you can reveal your name and number on a call-by-call basis by pressing *82 before making a call. Verizon customers can add Line Blocking by calling 1.800.837.4966. If you have more than one telephone number, list all numbers on which you want to add the Line Blocking option.

Customer Notices

Your Choices to Limit Use and Sharing of Information for Marketing

You have choices about Verizon's use and sharing of certain information for the purpose of marketing new services to you. Verizon offers a full range of services, such as television, telematics, high-speed internet, video, and local and long distance services.

Unless you notify us as explained below, we may use or share your information beginning 30 days after the first time we notify you of this policy. Your choice will remain valid until you notify us that you wish to change it, which you have the right to do at any time. Verizon protects your information and your choices won't affect the provision of any services you currently have with us.

- Customer Proprietary Network Information

Customer Proprietary Network Information (CPNI) is information available to us solely by virtue of our relationship with you that relates to the type, quantity, destination, technical configuration, location, and amount of use of the telecommunications and interconnected VoIP services you purchase from us, as well as related billing information.

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We may use and share your CPNI among our affiliates and agents to offer you services that are different from the services you currently purchase from us. If you don't want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 1.866.483.9700.

- **Information about Your Credit**

Information about your credit includes your credit score, the information found in your consumer reports and your account history with us. We may share this information among the Verizon family of companies for the purpose of marketing new services to you. If you don't want us to share this information among the Verizon family of companies for the purpose of marketing new services to you, let us know by calling us any time at 1.844.366.2879.

Electronic Fund Transfer (EFT)

Paying by check authorizes us to process your check or use the check information for a one-time EFT from your bank account. Verizon may retain this information to send you electronic refunds or enable your future electronic payments to us. If you do not want Verizon to retain your bank information, call 1.888.500.5358.

Service Providers

Verizon MA provides regional, local calling and related features, other voice services, and Fios TV service, unless otherwise indicated. Verizon Long Distance provides long distance calling and other services identified by "VLD" in the applicable billed line item. Verizon Online provides Internet service and Fios TV equipment. Fios is a registered mark of Verizon Trademark Services LLC.

Questions and Correspondence

If you have a question about your bill, please call us. If we are unable to resolve your problem on local telephone service, you may contact The Department of Telecommunications and Cable-Consumer Division by calling 1.800.392.6066, or 1000 Washington St., Suite 600, Boston MA 02118. You may write Verizon at: PO Box 16804 Newark, NJ 07101-6804. Your telephone service will not be shut off for failure to pay the portion of your bill which you are disputing. If you need more time to pay, please call us at 1-800-VERIZON (1.800.837.4966).

MA Late Payment Charge

To avoid a late payment charge of 1.141% of your total due, full payment must be received before Aug 6, 2024

Late Payment Charge

Effective February 1, the late payment charge for business customers will change to the rate paid on two-year United States Treasury notes for the preceding 12 months ending December 31, plus 10 percent.

Services

Bankruptcy Information

Blocking of Third Party Charges Available

If you are or were in bankruptcy, this bill 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, MO 63304. You can block third party charges to your Verizon bill. Visit verizon.com/blocking or call 1.800.VERIZON (1.800.837.4966).