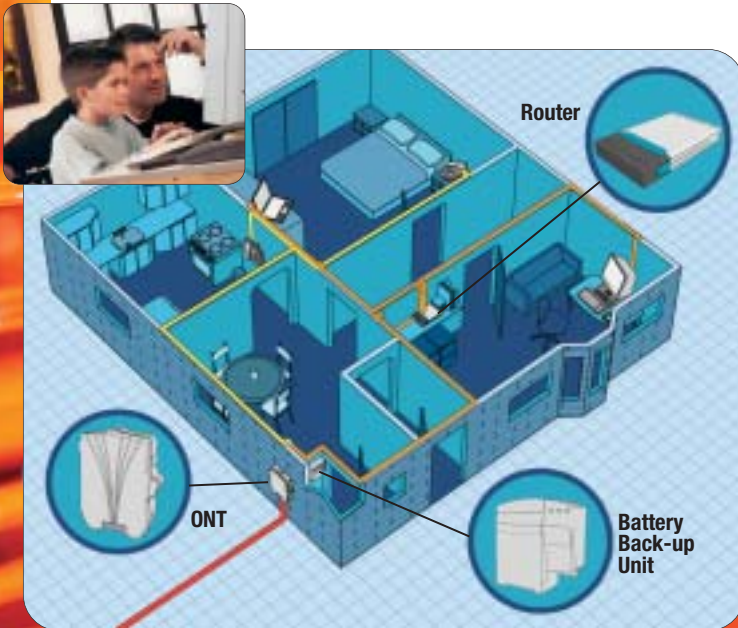


Welcome to Verizon Fios

Congratulations. Your home is now equipped with Verizon Fios, the cutting-edge technology that lets you experience communications at the speed of light.

In addition to supporting the most demanding applications on the Web today, Verizon Fios prepares you for all the high-tech applications that will emerge in the future. Your home is now ahead of its time.

As you may know, there are some important differences between Verizon Fios and your traditional data and voice services. The following information explains those differences and will help ensure you get the optimal performance out of your Verizon Fios service. Please read through it carefully.



The Optical Network Terminal: Your Light Source

Traditional telephone service uses copper wires to transmit communications signals. Verizon Fios, on the other hand, transmits signals using hair-thin strands of glass fiber and laser-generated pulses of light.

When that light reaches your house through the Verizon network, it is converted to electric signals in a box installed outside your home called the



Optical Network Terminal or ONT. That way, it can be "read" by your telephone and computer. Information that is sent *from* your house will be converted from the electric signals to light in the ONT.



Your ONT box when opened.

Unlike traditional self-powered telephone service, your Verizon Fios service depends on your home's power source. The ONT has a power cord that goes into your home through your Battery Back-up Unit where it plugs into an existing standard AC outlet.

To ensure connectivity to the Verizon Fios network, please make sure your ONT is plugged in at all times.

Problems with your equipment or service?
Call the Verizon Fiber Solutions Center at **1 888 553-1555**.



Battery Back-up Unit (BBU): Continuous Power When You Need It

In case your ONT is accidentally unplugged — or in the event of a commercial power failure — your back-up battery will provide you with power for voice service for up to 8 hours.



Your BBU was installed in a location in your home where it can be easily monitored. It contains a series of indicator lights that tell you whether your service is being powered by your home's electricity or the battery.

It also tells you when the battery needs replacing. The average life of your battery is between 2 and 4 years, depending on the average temperature of the environment. When your battery does need replacing, you can purchase the sealed lead-acid battery at major electronics outlets and home improvement stores.

Note: Battery disposal standards and requirements vary by state. If you need to replace the sealed lead-acid battery in your back-up unit, please use the following Environmental Protection Agency resources for proper disposal instructions: visit www.epa.gov/epr/products/batteries.html or call the EPA directly at 1 800 424-9346.

BBU Light Indicators

Your BBU has light indicators to signify certain conditions as described below:



AC Indicator: Green indicates that your BBU is operating normally. Yellow indicates the BBU is operating on battery power.



Output Indicator: Green indicates you are operating on battery power. Otherwise, this indicator will be dark.



Battery Indicator: Red indicates the battery is not connected or the battery needs to be replaced. Otherwise, this indicator will be dark.

Please note that in the event of a power outage, your back-up battery will not operate your Internet service or router. Only your telephone service will receive power.

You are responsible for management of the BBU. Therefore, it is very important that you familiarize yourself with these light signals to ensure that you have back-up power if it's needed.

Verizon Fios Internet Service Router: State-of-the-Art Sharing

As part of your Verizon Fios Internet Service, you received either a 4-port wired or wireless router. Both routers have been certified by Verizon for use with Verizon Fios Internet Service. Your router will enable you to create a home network so that multiple computers can be online at the same time.

Your router also contains special diagnostic software that can help us troubleshoot and correct problems should you experience trouble with your Internet connection.

Problems with your equipment or service?
Call the Verizon Fiber Solutions Center at **1 888 553-1555**.

Troubleshooting Tips

If you experience problems with your phone or Internet service, the following checklist could save you a call to the Verizon Fiber Solutions Center. It will also help us get to the root of the problem faster when you do call.

Power:

- Check to see if you are experiencing a power outage.
- Check that your BBU's power cord is plugged into an AC outlet.
- If the outlet is a Ground Fault Circuit Interrupter (GFCI), check to make sure it hasn't been tripped. If it has, press the reset button.
- Check the fuse or circuit breaker to make sure your outlet is working. Reset the breaker or replace fuses if necessary.
- After taking these steps, re-check the AC indicator on the BBU to see if it is lighted. If it is, re-check for service.

Battery:

- If the Battery Indicator is red, check your battery connection inside the BBU.
- If it is properly connected but the light is still red, replace the battery in your BBU.
- After taking these steps, re-check the battery indicator light. If it is still lighted, call the Verizon Fiber Solutions Center for service.

If after going through the checklist you are still experiencing problems with your Internet service, or both your voice and Internet services, skip the following Voice Service Test and call the Verizon Fiber Solutions Center directly.

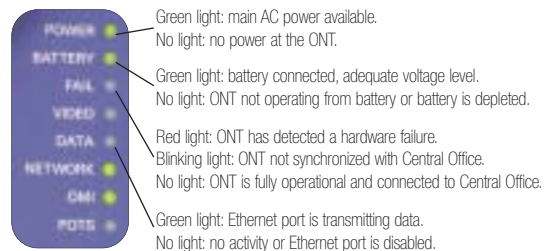
Voice Service Test:

If you follow the steps above and still do not have voice service, you may test to see if the problem lies in your inside wiring. Take a corded wireline telephone and a Phillips or slotted-tip screwdriver to your ONT.

Then, open your ONT and unplug the line from the jack corresponding to the line in question. Plug your telephone into that phone jack and listen for a dial tone. (If you have only one phone line, plug your phone into jack #1.)

If you receive a dial tone, the problem may be with your inside wiring. Please contact the Verizon Fiber Solutions Center for assistance. (Charges may apply for the repair of inside wiring.)

If you do not hear a dial tone while at the ONT, you will need to contact the Verizon Fiber Solutions Center. Your technician may ask you to describe the indicator lights inside your ONT in order to diagnose the problem. See the illustration below for an explanation of some of the indicator lights.



If you do not have voice service with Verizon, you will not be able to perform the dial-tone test. In that case, contact us at the number below.

Problems with your equipment or service?
Call the Verizon Fiber Solutions Center at **1 888 553-1555**.