

Verizon Live Chat
February 10, 2012

Chat Subject: Upgrade Existing Services

Your Question: What information on triple play upgrade

A Verizon Service Representative will be with you shortly. Thank you.

Agent "Verizon" has joined.

Verizon : Chat ID for this session is *****.

Verizon(16:25:40): Thank you for choosing Verizon and visiting our chat service. I would be happy to assist you with your question.

For quality and security purposes, your session is recorded and may be monitored or reviewed. Please do not provide sensitive information such as social security, bank account or credit card numbers to the chat agent. May we view your account information, including the services you subscribe to, to assist you during this chat with respect to available Verizon products and services? You may deny us permission, which will have no effect on your current services. Under federal law, it is your right and our duty to protect your account information.

Verizon(16:25:55): To assist you with that, may I know, what services do you have with Verizon?

LINDA (16:26:47): I have fios internet 15mbps/5 and freedom plan home phone

Verizon(16:27:03): Thank you for the information.

LINDA (16:27:05): I currently pay \$89.99 per month

Verizon(16:27:10): Are you looking to order the TV service and bundle it?

LINDA (16:28:04): Yes, because it looks like it is only \$64.99 a month for the bundle, so \$25 less than I am currently paying to add the TV. Is that correct?

LINDA (16:28:51): It says \$69.99/mo more, total of \$69.99, so it is confusing on whether the \$69.99 is the total or in addition to the \$89.99 I am already paying

LINDA (16:29:37): I also want to know what is involved in the TV installation part, since I already have fios

Verizon(16:29:52): It says \$69.99/mo more than it is extra; however, let me assist you with the bundle.

Verizon(16:30:13): The first 3 TV's will be installed at no charge, and additional TV's can be installed for an additional charge of \$19.99 each assuming there is an existing coaxial cable outlet near each TV.

LINDA(16:33:13): I need to get the pricing figured out, because it doesn't make sense online. If I change it back to double play, the internet and phone, it says \$79.99/mo more, total \$79.99, so that can't be \$79.99 in addition to what I am already paying, since it is the same package I already have.

LINDA (16:33:52): Because if it is actually \$64.99 a month TOTAL, that it is worth the change even if I don't actually want or use the TV part.

Verizon(16:34:18): it will be \$79.99 Taxes for 15/5 Mbps Internet and FDV.

LINDA (16:34:41): yes, but it goes down to \$64.99 a month if I add the TV

LINDA (16:35:32): So I am trying to clarify that it is less expensive to get all three services than it is to get only two

Verizon(16:36:02): The bundle price is the core price. Boxes and Taxes will cost you extra on the bundle price.

LINDA (16:37:21): Right, but they are added to the core price I already pay so that isn't the issue. My current plan is \$89.99 a month for telephone and 15/5 internet, and with tax and fees the bill is \$105 per month.

Verizon(16:38:42): Let me send you the link to view the bundle prices for all three services.

Verizon(16:38:52):
<http://www22.verizon.com/ForYourHome/GoFlow/NationalBundles/NatBundlesQualify.aspx>

Please click on the above link and let me know.

LINDA (16:40:28): Ok, I am there, what should I do now?

Verizon(16:41:49): Please select the Home Phone, Internet and TV services on the page and let me know.

LINDA (16:41:55): I see that now the \$64.99 is the 1st month charge, and the total will be shown to me "upon review". What does that mean

LINDA (16:42:14): I need to know that total before I make any decision

Verizon(16:42:59): You will be able to see the exact prices before taxes on the "Review Order Page" before completing your order online.

LINDA (16:43:20): Can't you tell me what it is now?

Verizon(16:43:50): Yes, let me assist you with the prices.

Verizon(16:44:05): may I know, how many TVs would you like to connect and would you like DVR service?

LINDA (16:45:13): actually, I don't plan to use the TV service at all, it is just that it is \$25 less a month than my current plan. But if I have to use it, I'd probably just put it on 1 or 2 tvs. I currently have 6 hooked up to dish network and I am happy with that service

Verizon(16:46:03): You can select 1 TV and select cable card for your TV as you are not looking to use the service.

LINDA (16:46:03): Leading me to my other question, whether the fios can be used simultaneously with another service, in this case dish network

Verizon(16:46:09): cable card is of \$3.99/mo.

Verizon(16:46:24): Yes, you can surely use the service in your home.

LINDA (16:46:31): what is cable card

Verizon(16:46:41): So, it will be \$69.98 Taxes.

LINDA (16:47:14): what is the extra \$3.99 a month for, I don't know what a cable card is or what it would be used for

Verizon(16:48:14): cable card is used with TIVO DVR; however, as per the online order process, you need to select at least one set top box of \$9.99/mo or cable card of \$3.99/mo.

Verizon(16:48:46): Since, you are not looking to use the service, I am suggesting you to select the cable card of \$3.99/mo to get the savings.

LINDA (16:49:30): ok, so if I wanted to use it for some reason, I use the card to access the service? Does it plug into the tv or what?

Verizon(16:50:10): It is plugged into TIVO. if you want to use the service, you can select the set top box of \$9.99/mo.

LINDA (16:50:55): So if I don't have a TIVO, I can't use it, but have to pay \$3.99 a month for it anyway?

Verizon(16:51:50): You can replace the cable card with Basic Digital Adapter of \$3.99/mo later on to view all the channels.

Verizon(16:52:00): Cable card you need to select only to proceed with the order process.

LINDA (16:52:58): When you say TIVO do you mean any dvr or compatible or are you talking about actual TIVO brand only?

Verizon(16:53:19): It is actual TIVO brand only.

LINDA (16:54:10): ok, So the price would be \$69.98 a month for how many months, the two years of contract or is that only the first month price?

Verizon(16:54:40): Price will be the same for 2 years.

LINDA (16:55:41): ok, thank you. And does the card get shipped and service "turned on" or does someone need to come out to the house?

Verizon (16:56:46): Yes, technician will come to your place to install the service and he will bring the cable card.

LINDA (16:58:22): What is he actually installing, since I already have FIOS. I want to make sure they don't hook up something that interferes with Dish or needs the same coax that is already being used for Dish Network.

Verizon(16:59:02): I would suggest you to call our Technical Department, as this is the technical issue, they will be able to assist you with this in the better way. Would you like me to provide you the direct number to call for that?

LINDA (16:59:13): yes please

Verizon(16:59:29): You may please call our Technical Department on 1-800-567-6789. 24/7

Verizon(16:59:34): Do you have any more questions for me? I will be happy to answer all your questions.

LINDA (16:59:47): No, that's all. Thank you for your help

Verizon(17:00:38): It was my pleasure assisting you today. If you have any additional questions, please do not hesitate to contact us again. Thank you for choosing Verizon. Have a great day.
Your session is now closed.
Thank you, have a nice day.