

IMPORTANT FiOS TV INFORMATION

June 25, 2012



Dear Valued Verizon Customer:

We are writing to let you know that if you are using a Verizon® CableCARD with your FiOS® TV service that was not properly activated during the activation process, your ability to view certain channels might be affected on or after July 31, 2012.

By using a Verizon CableCARD that was not properly activated, changes required by content providers may affect your ability to view those providers' channels. Your CableCARD may not be properly activated if it was moved to a different TV, digital tuner or digital recorder after it was activated or if an error occurred during the activation process.

What You Need to Do:

To determine if your CableCARD was properly activated, tune to Channel 131 on your device:

- If you see content on this channel, your CableCARD was properly activated and no further action is required.
- If you see the message to the right on your TV screen, your CableCARD was not properly activated and you'll need to follow the steps listed below.



Step 1. Write down the information shown on your TV screen. You will need this information for Step 2.

Screen Information	Format	Your Device Information
CableCARD ID	13 digits	____ - ____ - ____ - ____ - ____
Host ID	13 digits	____ - ____ - ____ - ____ - ____
Data ID	11 digits	____ - ____ - ____ - ____ - ____

Step 2. Select the method of activation you prefer, and then follow the prompts.

Option I: Call the Verizon FiOS TV Activation Service at 1.888.897.7499. Please listen to the message in its entirety and follow the prompts to activate your CableCARD. When you receive an activation code request, please respond with "I don't have one" and follow the remainder of the steps.

Option II: Use the In-Home Agent desktop solution tool, which can be downloaded at verizon.com/inhomeagent, to activate your CableCARD.

Please see the reverse side for an **IMPORTANT PROGRAMMING UPDATE**.

FiOS
A NETWORK AHEAD

IMPORTANT PROGRAMMING UPDATE

We also would like to inform you that on or after July 31, 2012, Verizon will begin to implement the requirements of certain premium channels (which requirements are authorized by the Federal Communications Commission), that prohibit the copying of recorded content to more than one recorder (such as a DVR or mobile device).

This may affect the functioning of some multi-room DVRs. Recent software updates from the manufacturers of these devices may provide options, such as streaming, that preserve multi-room functionality for affected channels.

We look forward to continuing to provide you with the very best in entertainment.

Sincerely,

Your Verizon Team