



Enjoy enhanced capabilities and features with the NEW FiOS TV INTERACTIVE MEDIA GUIDE.

Dear Valued Verizon Customer,

At Verizon, we love giving our customers something to smile about, which is why we're excited to announce that your FiOS® TV on-screen display will be updated with a new, enhanced Interactive Media Guide (IMG) on Wednesday, January 14, 2015.

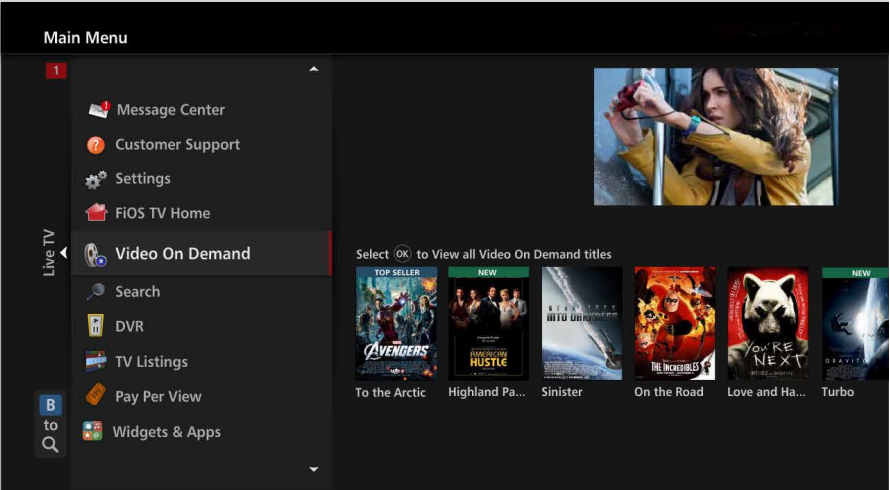


On the day your IMG is updated, your Video Media Server and Media Clients will automatically reboot by turning off, then on again. If you experience any service issues as a result of this automatic reboot, simply unplug your device and plug it back in. This will resolve most issues.

In response to requests from customers like you, we've taken steps to improve and simplify the IMG to provide you with an even more powerful TV viewing experience. Some of the most exciting enhancements that you'll see include:

AN UPDATED DESIGN

The new IMG has a higher contrast black background which results in an easier to read menu!

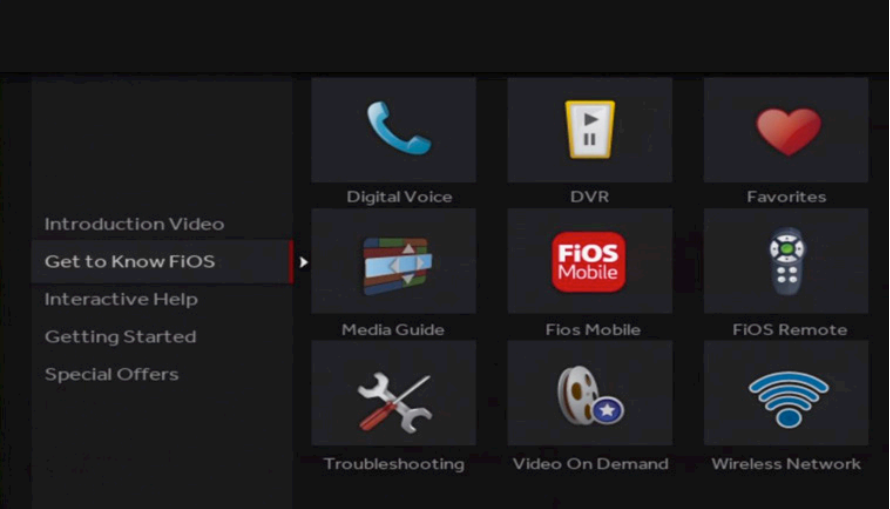


MORE OF A GOOD THING

With the new IMG you can bundle your favorite On Demand shows and purchase or rent them for a discounted price. You can even watch your bundled programs on-the-go with the FiOS® Mobile App.

FIOS LEARNING ON DEMAND

Tune to Channel 131 anytime for a host of helpful educational videos on topics that include understanding your FiOS™ TV Remote, setting up Favorite channels and connecting to your wireless network.



Thank you for choosing Verizon as your entertainment provider. We hope you enjoy all the new capabilities and enhancements available with your new Interactive Media Guide!

Sincerely,

Your Verizon Team



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