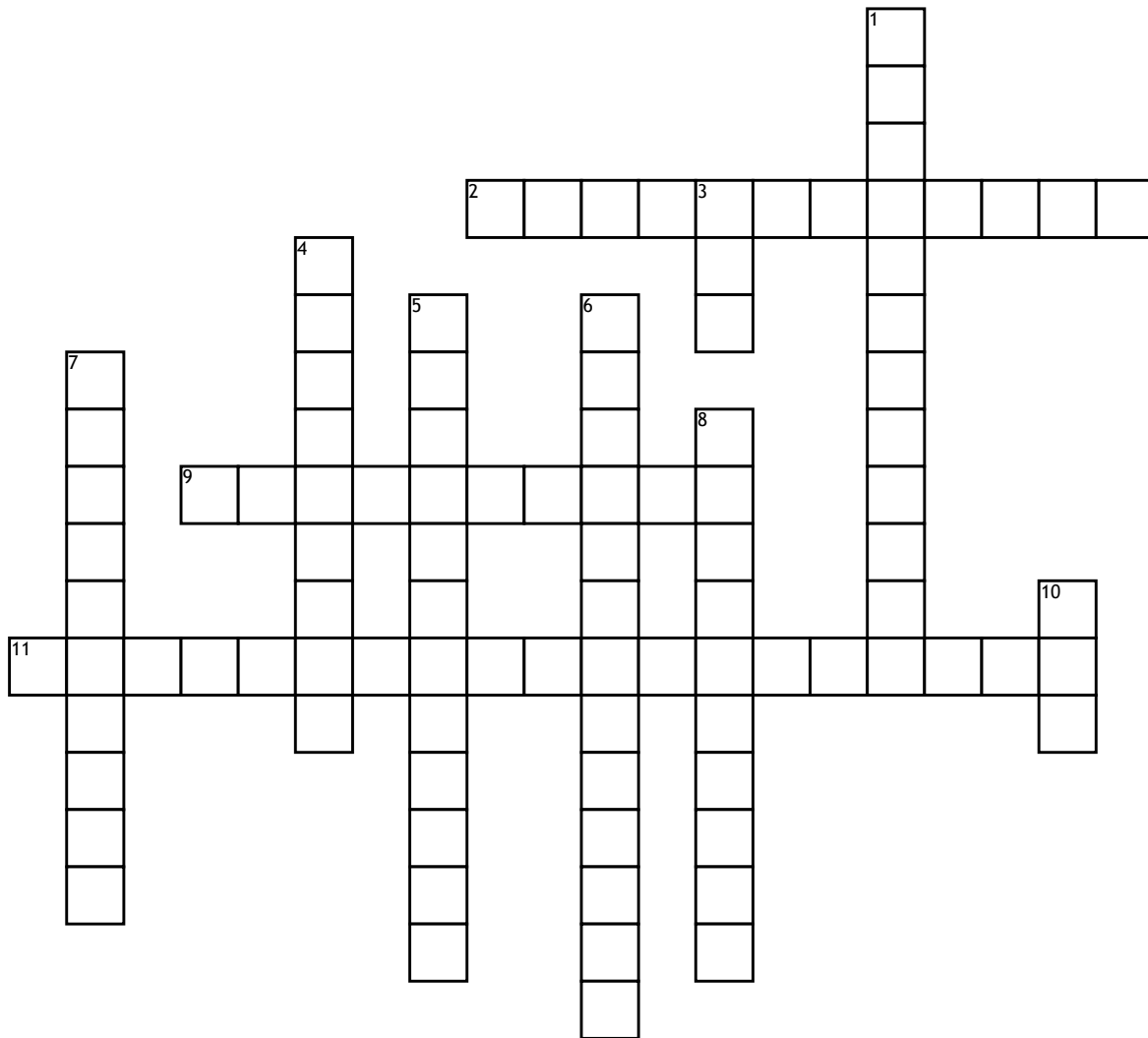


Name: _____

CFS CROSSWORD



Across

- 2. Charges for local telephone service (dial tone, local calling)
- 9. Random set of 6 or 7 numbers that individually identify each Verizon employee. This code can be found on your paystub or in the Employee Directory.
- 11. It is not a valid bankruptcy

Down

- 1. Any product that relates to the transmission of information along our network other than voice, such as internet communications. Ex: Dial Up, HSI, & FiOS.
- 3. is the contact phone number listed on a customer's account.
- 4. for customers requesting their check payments not be process electronically and a paper check is sent to their bank

5. The person financially responsible for the account

6. the electronic transfer of your pay into financial institution account(s) designated by the employee

7. Landline Payment Vendor where customers can pay over the phone or through a website with Checks or Credit cards.

8. credit or debit on a customer's bill

10. phone service in which calls travel from over the fiber network from the fiber terminal at the customer premises to Verizon's central office where they are converted and travel as data over the Fiber line.