



# Summary of Advertising for Account.

Page 1 of 1 June 06, 2001

Directory: PITTSBURGH CONS  
Publication Date: December 2001  
Final Date for changes: August 24, 2001

Listing:

Heading: Furniture Repairing & Refinishing

Item: BOLD LISTING NO DISCOUNT \$34.75  
Multi-Edition: Pittsburg

Heading: Kitchen Cabinets & Equipment--Household

Item: FREE LISTING NO DISCOUNT \$0.00  
Multi-Edition: Pittsburg

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Monthly Total: \$34.75

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METTEL  
44 WALL STR.  
FLR 14  
NEW YORK NY 10005

**GENERAL TERMS AND CONDITIONS APPLICABLE TO BOTH PRINT ADVERTISING AND INTERNET ADVERTISING**

**SECTION 1 APPLICATION FOR ADVERTISING** The Publisher identified on the cover section of this Application (for Print Advertising) or Verizon New Media Services Inc. (for Internet Advertising, including Reverse Auction Service) has authorized the sales representative identified on the cover section of this Application ("Representative") to solicit listings and units of advertising in accordance with these terms and conditions. By submitting this Application I am requesting the Publisher to publish advertising in the directory or directories that I have selected and listed on the cover section of this Application ("Directory" or "Directories"). The Directory or Directories that I am requesting the Publisher to publish advertising in may include or more than one ("Print Directory" or "Print Directories") or Verizon New Media Services Inc.'s SuperPages.com service which is published electronically on the Internet ("Internet Directory" or "Internet Advertising"). "I" or "Advertiser" means the person who is the advertiser described in this Application. I may be an individual, corporation or other entity or organization.

**SECTION 2 PUBLISHER NOT BOUND TO PUBLISH** I understand that this Application is not an agreement by Publisher to publish my advertising and Publisher may choose not to publish my advertising. Publisher may also choose not to publish any Directory. I understand that Publisher will be bound by this Application only if and when Publisher publishes my advertising. If Publisher does not publish my advertising, it will refund any money I previously paid for the advertising and have no further obligation to me.

**SECTION 3 PAYMENT FOR ADVERTISING**

(a) **Late Charges** I will pay all bills for advertising by the due date on the bill. If Publisher has not received the full amount I owe it by the due date indicated on the bill, Publisher may require me to pay a late charge. The amount of the charge will not exceed the lesser of 1.5% per month of the amount overdue or the highest applicable lawful rate. IF I DO NOT PAY ANY BILL WITHIN THIRTY (30) DAYS OF THE DUE DATE ON THE BILL, PUBLISHER MAY REQUIRE ME TO PAY IMMEDIATELY ALL UNPAID AMOUNTS I OWE AND WILL OWE FOR ALL OF MY ADVERTISING IN ALL DIRECTORIES FOR THE ENTIRE TIME THE PRINT DIRECTORIES WILL REMAIN IN CIRCULATION AND FOR THE ENTIRE MAJORITY OF THE TERM OF ANY INTERNET DIRECTORIES. Publisher may also remove my advertising from any Internet Directory or any Print Directory that has not been published, and Publisher may require me to pay any collection costs and attorney's fees incurred by Publisher.

(b) **Credit Approval** I authorize Publisher to contact such third parties as Publisher may deem appropriate (including without limitation, any of Advertiser's banks, creditors and any credit reporting agency) for the purpose of (a) verifying information provided by Advertiser under this Application, and (b) obtaining credit information regarding Advertiser.

(c) **Restrictive Covenants and Conditional Endorsements** No acceptance of any payment or instrument marked with any restrictive covenant or other limited or conditional endorsement shall be deemed a waiver of any of Publisher's terms under this Application.

(d) Bills for advertising may be submitted by Publisher, by an affiliate of Publisher, or by an unrelated party. I understand my obligations to Publisher, as they may arise throughout the period covered by this Application, shall not be discharged or reduced as a result of any act, or failure to act, by any billing party pursuant to the terms of its agreement with Publisher pertaining to the submission of bills on behalf of Publisher.

**SECTION 4 ADVERTISING COPY**

(a) **Advertising Copy** I will furnish all copy for my advertising to Publisher prior to the deadlines set by Publisher. Publisher has the right to approve the content, form, size, wording, typography and illustrations of the advertising copy; I understand that Publisher may change such name, street address, internet address and telephone number(s) in the advertising copy to conform to Publisher's standards and practices. I represent that the statements contained in the advertising copy are truthful and leading and that I am authorized to provide the services and products advertised. I represent that the advertising copy complies with all applicable laws and regulations. I represent that I have all of the applicable licenses and permits required to provide the goods and services I am advertising in all of the geographic areas covered by the Directory and to advertise under all of the headings under which I am seeking to place my advertising. I will notify Publisher immediately if I become aware of any facts or circumstances, including that any of my representations in this Section are, or become, untrue.

(b) **Right to Use Copy, Trademarks, Etc.** I represent and warrant that I have the absolute and unrestricted right and authority to use in any media (and to provide to Publisher) any and all copy that I provide to Publisher or that is included in my listing or advertisement published under this Application, including the right and authority to use each copyright, trademark, trade name, service mark and name, domain name, statement, portrait, picture or illustration of any person or any intellectual property the way it is used in the advertising copy, and the right and authority to grant Publisher the additional rights afforded by Section 4(c) below. If my right and authority to use any copy, or any portion of any copy, changes or any proceedings concerning that right are pending or begun, I will give Publisher written notice promptly. I agree that I am solely responsible for the enforcement and protection of any of my intellectual property included in my advertising. If Publisher creates any advertising copy for me, I agree that I am solely responsible for its content, but that Publisher retains all rights in and/or ownership of advertising copy. I also agree that, if Publisher creates any advertising copy for me, Publisher reserves the right to supply such copy to other advertisers, and that I have no right to use any advertising developed with copy created or supplied by Publisher except in connection with this Application, and shall not have the right to allow others to use such advertising or any such copy.

(c) **Multi-Media Distribution** I grant Publisher the absolute, non-exclusive, irrevocable right and license, with the right to sublicense, to store, reproduce and prepare derivative works of any copy that I provide to Publisher, and to store, reproduce, publish, display and distribute any listings and advertisements subject to this Application containing such copy (specifically without limitation any display advertisements of Advertiser), in whole or in part, in any form, media or format, including without limitation microfilm, CD ROM, print or internet based services (including without limitation any third party co-branded or private label version of a Directory (hereinafter, "Co-Branded Directories")) and other electronic or machine readable media, and to use, reproduce, display, distribute, and publish such listings and advertisements, in whole or in part, in Publisher's marketing, research and other materials. I further represent and warrant that the foregoing does not infringe on any copyright or other intellectual property or right of publicity of any other person.

(d) **Advertiser's Obligation to Verify Information** I understand that it is my obligation to verify that the information provided to Publisher on this Application correctly matches the information on file with my telephone company relating to my business telephone service account, by contacting the local customer service department of my telephone company.

(e) **Advertising Including Information on Prices and Promotions** I agree that, in addition to otherwise complying with all policies, specifications and standards issued by Publisher with respect to pricing and/or discount percentages used in my Internet Advertising (and online changes thereto) until it is removed from the Internet Directory or until a published expiration date, whichever occurs first. Since circulation periods can change, Advertisers are encouraged to include expiration dates in advertising that includes this type of information.

**SECTION 5 LOCATION OF ADVERTISEMENTS AND HEADINGS** PUBLISHER WILL DETERMINE ALL HEADINGS THAT WILL APPEAR IN THE DIRECTORY AND HAS THE RIGHT TO APPROVE OR DISAPPROVE MY LOCATION OF A HEADING. I ALSO UNDERSTAND THAT PUBLISHER DOES NOT GUARANTEE THAT MY ADVERTISING WILL APPEAR ON ANY SPECIFIC PAGE OR POSITION ON A PAGE OF ANY PRINT DIRECTORY. I FURTHER UNDERSTAND THAT PUBLISHER DOES NOT GUARANTEE THAT MY ADVERTISING WILL APPEAR AT ANY SPECIFIC PLACE, POSITION, OR LOCATION ON THE INTERNET DIRECTORY WEB PAGE(S) OR DIRECTORY LISTINGS FOR A WORLD WIDE WEB ("WWW"), OR AT A SPECIFIC URL ADDRESS ON THE INTERNET, OR THAT THE URL OR KEYWORDS OF ANY ADVERTISING WILL BE PLACED WITH ANY PARTICULAR SEARCH ENGINE. HEADINGS ARE INCLUDED FOR CONVENIENCE, AND PUBLISHER DOES NOT WARRANT OR GUARANTEE THAT EACH ADVERTISER UNDER A GIVEN HEADING PROVIDES THE SERVICE OR PRODUCT DESCRIBED IN THE HEADING OR CONFORMS TO ALL APPLICABLE LEGAL OR REGULATORY REQUIREMENTS FOR PROVIDING THAT PRODUCT OR SERVICE.

**SECTION 6 LIMITATION OF LIABILITY OF PUBLISHER** I AGREE THAT THE TOTAL AMOUNT OF DAMAGES THAT I MAY RECOVER RELATED TO THIS APPLICATION WILL NOT EXCEED THE SUM OF THE MONTHLY CHARGES I HAVE PAID FOR THE ITEMS OF ADVERTISING AT ISSUE. I FURTHER AGREE TO WAIVE ANY CLAIM FOR DAMAGES TO THE EXTENT SUCH DAMAGES EXCEED THIS AMOUNT. THIS LIMITATION OF LIABILITY SHALL APPLY TO ANY CLAIM THAT I MAY HAVE AGAINST PUBLISHER, ANY AFFILIATE OR AGENT OF PUBLISHER, OR ANY THIRD PARTY FOR WHOM PUBLISHER PROVIDES A CO-BRANDED DIRECTORY, "AFFILIATED PARTIES" OR COMMUNICATIONS, INC., ANY OF ITS SUBSIDIARIES AND ANY OF ITS AFFILIATES (COLLECTIVELY, "VERIZON").

THE CLAIMS COVERED BY THIS LIMITATION OF LIABILITY INCLUDE, BUT ARE NOT LIMITED TO: ANY CLAIMS BASED ON CONTRACT VIOLATIONS, TORTS (SUCH AS NEGLIGENCE OR STRICT LIABILITY) OR ANY OTHER LEGAL OR EQUITABLE GROUND; ANY CLAIMS FOR LOST BUSINESS REVENUES, PROFITS OR THE COST OF OTHER FORMS OF ADVERTISING; AND ANY CLAIMS BASED ON ANY ERROR OR OMISSION IN MY ADVERTISING.

IN NO EVENT WILL PUBLISHER, ANY AFFILIATE OR AGENT OF PUBLISHER, OR ANY THIRD PARTY FOR WHOM PUBLISHER PROVIDES A CO-BRANDED DIRECTORY, BE REQUIRED TO CORRECT, OR TO GIVE ANY SPECIAL NOTICE REGARDING, ANY ERROR OR OMISSION IN ANY DIRECTORY.

**SECTION 7 WHEN I MUST BRING ANY CLAIMS** IF I BELIEVE I HAVE A CLAIM AGAINST PUBLISHER, ANY AFFILIATE OR AGENT OF PUBLISHER, OR ANY THIRD PARTY FOR WHOM PUBLISHER PROVIDES A CO-BRANDED DIRECTORY, RELATED TO ANY DIRECTORY, I MUST MAKE MY CLAIM WHILE THE ISSUE OF THE PRINT DIRECTORY RELATED TO THE CLAIM IS IN CIRCULATION OR, IN THE CASE OF INTERNET ADVERTISING, WITHIN ONE YEAR OF THE DATE OF MY EXECUTION OF THE APPLICATION FOR THE ADVERTISEMENT WHICH IS THE SUBJECT OF MY CLAIM. I AGREE THAT THIS PROVISION APPLIES TO ANY CLAIMS I MAY HAVE AGAINST PUBLISHER OR ANY AFFILIATE OR AGENT OF PUBLISHER RELATED TO MY ADVERTISING, INCLUDING ANY CLAIM BASED ON ANY ERROR OR OMISSION IN ANY ADVERTISEMENT. ALL CLAIMS AGAINST THE PUBLISHER OR ANY AFFILIATE OR AGENT OF PUBLISHER MUST BE IN WRITING AND MUST BE MAILED TO PUBLISHER BEFORE EXPIRATION OF THE PERIODS REFERENCED ABOVE.

**SECTION 8 ARBITRATION; ATTORNEY'S FEES** Except for actions initiated by Publisher to collect amounts due under this Application, any disputes arising out of or concerning this Application which cannot be settled by amicable agreement shall be referred to arbitration under the rules of the American Arbitration Association, upon either party's giving written notice of arbitration to the other. Each party hereby agrees that if this arbitration provision is invalid under applicable law then in a jurisdiction which arises out of or concerns this Application, trial shall be in a court of competent jurisdiction. If it becomes necessary for one party to commence any arbitration, litigation or collection action against the other, the prevailing party in such action shall be entitled to recover all costs, including reasonable attorney's fees, expert witness fees and in-house counsel costs associated with the action. In furtherance of our agreement to arbitrate, Publisher and I agree to waive any right we may have to participate in any class actions or class arbitrations. Publisher and I also agree that the arbitrator may not award multiple or punitive damages.

**SECTION 9 DISCONNECTION OF ADVERTISER'S PHONE NUMBER** The change or disconnection of a phone number or internet address or the sale of the assets or business described in an advertisement does not release me from any of the obligations herein. However, if prior to any failure on my part (i) to pay any amount when due or (ii) to comply with any other obligation that exists or may arise pursuant hereto, I establish to the satisfaction of Publisher (1) that all phone numbers, street addresses or internet addresses identified, referred to or used in any way in connection with my advertising (and of all successors, assigns and parties affiliated with, or related to, me) have been disconnected; (2) that the business (and any successor, affiliate or related business) to which advertising relates (or may relate) has ceased operation and has not and will not be reestablished during the circulation period of the Directory; and (3) that neither I nor any successors, assigns or parties affiliated with, or related to, me will receive directly or indirectly, any further benefit from the advertising, then such establishment will preclude me from becoming obligated to Publisher for any monthly charge for which I would otherwise become obligated beginning with the month following the month in which such establishment occurs.

**SECTION 10 ADVERTISER WILL PAY PUBLISHER'S DAMAGES** I will pay any expenses or damages incurred by Publisher, any affiliate or agent of Publisher, and any third party for whom Publisher provides a Co-Branded Directory, including all of its attorney's fees and expenses resulting from claims brought by other parties regarding the publication of advertising as requested by this Application or in accordance with my advertising copy. I will be obligated by this Section even after the circumstances in which my Print Advertising is published are no longer in circulation and even after my Internet Advertising has been cancelled.

**SECTION 11 NO APPROVAL OR ENDORSEMENT BY PUBLISHER** I understand that Publisher does not approve or endorse any product or service if it publishes my advertising. I will not make any representation that Publisher does approve or endorse any product or service. I also understand that Publisher may publish advertising of any other person in any Directory at any time.

**SECTION 12 PUBLISHER'S COPYRIGHT IN DIRECTORY** I agree that Publisher owns the copyright in each Directory and all copyrighted portions of each Directory.

**SECTION 13 SUCCESSORS AND ASSIGNS** This Application shall be binding on and inure to the benefit of me and my successors. Publisher may assign this Application. I may not assign any of my rights or delegate any of my duties under this Application without prior written consent of Publisher.

**SECTION 14 WAIVER OF RIGHTS** Publisher will not lose any of its rights under this Application even if it does not enforce a right or delays in enforcing a right.

**SECTION 15 DISCOUNTS AND PROMOTIONS** Publisher may create, revise or cancel a discount or promotional offering at any time. No discount offered regarding the current issue of any Print Directory shall obligate Publisher to offer any discount for a subsequent issue and no discount offered regarding any Internet Directory shall obligate Publisher to offer any future discounts or promotional offers.

**SECTION 16 VERIZON MAY ACT AS SALES AGENT** I understand that Verizon may be acting as a sales agent for another publisher. If Verizon is acting as a sales agent for another publisher, I agree that my contract is with the true publisher for the publication in which my advertising appears and that Verizon will not be liable for any damages related to such advertising. In addition, I agree that, if I attempt to bring any claim against any Verizon entity related to such advertising, Verizon will also be entitled to assert any defense that the Publisher is provided in this Application, including without limitation the Sections addressing Limitation of Liability (Section 6), When I Must Bring Any Claims (Section 7), Arbitration and Attorney's Fees (Section 8), General Disclaimer (Section 18), and Additional Disclaimers (Section 29 and Section 40).

**SECTION 17 GOVERNING LAW** I agree that this Application shall be governed by and interpreted according to the laws of the State of New York.

**SECTION 18 GENERAL DISCLAIMER** PUBLISHER DISCLAIMS ANY OBLIGATIONS AND WARRANTIES, WHETHER EXPRESS OR IMPLIED, THAT ARE NOT EXPRESSLY SET FORTH IN THIS APPLICATION, INCLUDING WITHOUT LIMITATION:

PUBLISHER DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE; PUBLISHER DOES NOT WARRANT THE NUMBER OF RESPONSES TO MY ADVERTISING, ANY OTHER BUSINESS BENEFIT OR THE SUITABILITY OF MY ADVERTISING FOR ANY BUSINESS PURPOSE; AND PUBLISHER DOES NOT WARRANT THE NUMBER OR PERCENTAGE OF RESIDENCES OR BUSINESSES THAT WILL ACTUALLY RECEIVE OR USE ANY DIRECTORY OR VIEW ANY HEADING OR ADVERTISEMENT. ADDITIONALLY, PUBLISHER MAY CHANGE THE CONTENT, FORM OR APPEARANCE OF ANY DIRECTORY AT ANY TIME, INCLUDING BUT NOT LIMITED TO REMOVING, REDUCING OR EXPANDING WHITE PAGES LISTINGS OR LISTINGS. PUBLISHER MAY ALSO CHANGE THE GEOGRAPHIC AREA OR AREAS COVERED BY THE LISTINGS IN, OR THE DISTRIBUTION OF, ANY DIRECTORY.

**SECTION 19 FORCE MAJEURE** Advertiser acknowledges and agrees that Publisher will not be in breach of its obligations under this Application in the event that, for cause or causes beyond its control, Publisher is unable to perform, in whole or in part, any of its obligations under this Application. Such causes shall include, but not be limited to, labor disputes, governmental regulations or controls, fire or other casualty, inability to obtain materials or services, technical failure, problems or disruptions of Internet, computer viruses, snow storms, hurricanes or other acts of God, insurrection, or any other cause not within the reasonable control of Publisher.

**SECTION 20 ENTIRE AGREEMENT** Unless I sign another Publisher-provided, pre-printed addendum that has been approved by Publisher and attached to this Application, I understand that this Application describes the entire agreement between Publisher and me and supersedes any other verbal or written agreements regarding the submission of advertising for publication in the Directories listed on the cover section of this Application. The Representative may not amend these terms and conditions or any pre-printed addendum, except that the Representative may modify the Initial Term of my Internet Advertising by writing on the cover section of this Application and signing the Application before I sign it. These Terms and Conditions supersede all other terms and conditions applicable to Print or Internet Advertising.

**SECTION 21 AUTHORITY** The person signing on behalf of the Advertiser on the cover section of this Application, or otherwise authorizing the placement of advertising hereby certifies that he or she is either the Advertiser, or that he or she has lawfully authorized to enter into this contract on behalf of the Advertiser.

**TERMS APPLICABLE TO PRINT ADVERTISING**

**SECTION 22 PUBLISHER** I understand that the Publisher of my Print Advertising is identified on the cover section of this Application.

**SECTION 23 AMOUNT OF PAYMENT** If Publisher publishes my Print Advertising, I promise to pay to Publisher the monthly rates listed on the cover section of this Application for the number of months the Directory is in circulation rounded to the nearest month. I will also pay any taxes due on my advertising. The number of months the Directory is in circulation will be measured beginning on the first day Publisher begins distributing the Directory and ending on the first day Publisher begins distributing

## **Retail Bills for Directory Service**



Summary of your account

May 17, 2001

METTEL  
44 WALL STR  
FL 14  
NEW YORK NY 10005-2401

Charges from last month

Amount of your last bill - Mar 16 .....	\$12.19	
Amount transferred to Summary Bill ..	-12.19	
Amount you still owe .....		\$ .00

Charges for this month

Verizon Directory Services Inc. See Page 3 .....	\$107.00	
Call 1 877-972-4554 if you have a question		
Total for this month.....		\$107.00

Total amount you owe-transferred to Summary Bill		\$107.00
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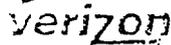


For Your Information

May 17, 2001

If you have a billing question or complaint, please call or write to your Representative before the payment due date. The number to call is included on the "Summary of Your Account" page. You may write to us at P.O. Box 8585, Philadelphia, PA 19173-0001.

RESIDENCE CUSTOMERS: You can obtain a rate schedule, an explanation of how to verify the accuracy of your bill and an explanation of various charges, if necessary, by calling your Service Representative or writing to the above address. You can also find rate and service information in the "Customer Guide" pages located in the front of your telephone directory.



Verizon Directory Services Inc.

May 17, 2001

This portion of your bill is provided as a service to Verizon Directory Services Inc.

Your local telephone service will not be disconnected for failure to pay the charges on this portion of your bill. However, failure to pay the Directory charges may result in the requirement for immediate payment of all amounts owed for the entire issue period of directories previously contracted for, and may result in future advertising either being denied or paid for 100% in advance.

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This month's charges ..... See Page 4 ... \$107.00  
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Total for Verizon Directory Services Inc. \$107.00

If you have a question please call 1 888-847-6288.



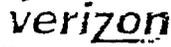
May 17, 2001

Account Number: [REDACTED]  
DIRECTORY SERVICES  
Invoice Date: 05/07/01

Current Charges \$ 107.00  
Total Amount Due \$ 107.00

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Service Summary \$ 107.00  
DIRECTORY ADVERTISING \$ 107.00  
Total Current Charges

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DIRECTORY ADVERTISING  
Directory Advertising Continued



May 17, 2001

DIRECTORY ADVERTISING continued

Pittsburgh PA 11/2000

Monthly Charge / Install 7 of 13

\$ 107.00

Subtotal

\$ 107.00



May 17, 2001

FOR YOUR INFORMATION

Based on customer feedback, Verizon Information Services is introducing a separate bill page for your Directory product billing. We have implemented two changes:

- More detail, including a breakdown of advertising charges by directory, and any advance payment and adjustment details
- Your directory advertising will now be billed in equal monthly installments. The date that billing begins for a directory may be earlier or later than past issues.

These changes will not impact the total amount of advertising charges that you pay. Please note that during the transition to our new bill format you may see both the last charge for the previous directory and the first charge for the new directory appear on the same bill.

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Total for Verizon Directory Services Inc.

\$107.00

Call 1 877-972-4554 if you have a question.

## **Retail and UNE Usage**



Summary of your account June 16, 2001

Charges from last month	
Amount of your last bill.....	\$29.31
Amount transferred to Summary Bill ..	-29.31
Amount you still owe .....	\$ .00
Charges for this month	
Our charges .....	\$32.12
Call 1 888-847-6288 if you have a question	
Total for this month.....	\$32.12
Total amount you owe-transferred to Summary Bill	\$32.12
A late payment charge of 1.25% may apply to any balance carried forward to next month's bill.	



Detail of this month's charges June 16, 2001

<u>BASIC CHARGES</u>	
Monthly charges Jun 16 to Jul 15 .....	\$20.09
You can request a breakdown of the monthly charges.	
Local Number Portability Surcharge .....	+ .46
Additional credits and charges	
May 25 2001 ORDER # C3KW82584	
Partial monthly credit for removing service	
From May 26 2001 through Jun 15 2001	
Local calling with allowance @2.60 per month ...	-1.82
Partial monthly charge for adding service	
From May 26 2001 through Jun 15 2001	
Analog Residence Individual Message	
Line - Platform @2.67 per month .....	+1.87
One time cost for services provided	
Unbundled Business Port Installation	+2.97
Continued	



June 16, 2001

Local calling

These are charges for calls not included in your Measured local calling option(s). Please refer to the customer guide in your telephone book for rate information and discounted periods.

You have no local calls, this bill period

	Subtotal	.00
	Allowance	-1.33
Total for local calling .....		+.00
<hr/>		
Total Verizon basic charges		\$23.57

Please check the Customer Guide -- Local Calling pages of your telephone directory for discount information.

Continued



VERIZON TOLL CHARGES

June 16, 2001

Unbundled Residence Port Usage  
Usage from May 16 to Jun 18

	Qty		Rate	
Originating Minutes	2563.8	x	.001802	+4.62
Terminating Minutes	2433.7	x	.001615	+3.93

800 Query Dip Usage

May 16 to Jun 18	0	x @	0.0008920	+.00
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Operator Applied Credits

May 16 to Jun 18	0	x @	0.0044030	-.00
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No. Date	Time	Call type	Place	Number	Minutes	Cost
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Your local calling usage for this line was \$23

Continued



June 16, 2001

No.	Date	Time	Call type	Place	Number	Minutes	Cost
			Your local calling allowance from May 16 thru May 25				\$1.33
			Your local calling allowance from May 25 thru Jun 16				\$3.07

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Total Verizon toll charges	\$8.55
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Please check the Customer Guide -- Regional Calling Pages of your telephone directory for discount information.

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Total for our charges	\$32.12
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If you have a question call toll free 1 888-847-6288.



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For Your Information

June 16, 2001

Important Notice to Subscribers of Optional  
Wire Maintenance Plan and Guardian Service  
for Telephone Inside Wire Maintenance

Effective June 16, 2001, the price for your Optional Wire Maintenance Plan for inside wire maintenance will increase from \$2.45 to \$3.45 per line per month. The Guardian Service will increase from \$2.95 to \$3.95 per line per month. By paying this charge, you will be letting us know that you have decided to continue your protection under the plan at the new price. The plan covers repairs to all standard inside wire and jack(s) covered by the plan as described in the Terms and Conditions of the plan.

You may discontinue coverage, at no charge, by calling your local Verizon office. Should you decide to discontinue the plan, you will be responsible for making other arrangements for all repairs associated with your telephone inside wire and jack(s). You can still call us to

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For Your Information

June 16, 2001

repair inside wire, however, if you are not a plan subscriber you will be charged our prevailing rates for labor and materials. You can also hire someone else qualified to do the repairs or perform the repairs yourself.

Staying with the plan you have is easy. You don't need to call or do anything at all.

Continued



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For Your Information

June 16, 2001

If you have a billing question or complaint, please call or write to your Representative before the payment due date. The number to call is included on the "Summary of Your Account" page. You may write to us at P.O. Box 8585, Philadelphia, PA 19173-0001.

RESIDENCE CUSTOMERS: You can obtain a rate schedule, an explanation of how to verify the accuracy of your bill and an explanation of various charges, if necessary, by calling your Service Representative or writing to the above address. You can also find rate and service information in the "Customer Guide" pages located in the front of your telephone directory.

**Retail Billing of Regional/Operator Assisted Usage**



Summary of your account

June 16, 2001

Charges from last month

Amount of your last bill.....	\$21.53	
Amount transferred to Summary Bill ..	-21.53	
Amount you still owe .....		\$ .00

Charges for this month

Our charges .....	\$50.70	
Call 1 888-847-6288 if you have a question		
Total for this month.....		\$50.70

Total amount you owe-transferred to Summary Bill \$50.70

A late payment charge of 1.25% may apply to any balance carried forward to next month's bill.



Detail of this month's charges

June 16, 2001

BASIC CHARGES

Monthly charges Jun 16 to Jul 15 .....	\$15.62
You can request a breakdown of the monthly charges.	
Local Number Portability Surcharge .....	+ .23
<b>Total Verizon basic charges</b>	<b>\$15.85</b>

VERIZON TOLL CHARGES

Unbundled Residence Port Usage

Continued

June 16, 2001

## Usage from May 16 to Jun 18

	Qty		Rate	
Originating Minutes	63.8	x	.001802	+ .11
Terminating Minutes	76.7	x	.001615	+ .12

## 800 Query Dip Usage

May 16 to Jun 18	0	x	@ 0.0008920	+ .00
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## Operator Applied Credits

May 16 to Jun 18	0	x	@ 0.0044030	- .00
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No.	Date	Time	Call type	Place	Number	Minutes	Cost
1	May 14	10:10PM	Operator Fr	CHESTER	PA 610-361-████	27	1.87
2	May 23	11:36PM	Operator Fr	PHILA	PA 215-708-████	6	1.45
3	May 26	9:45PM	Operator Fr	PHILA	PA 215-708-████	16	1.65
4	May 28	5:01PM	Operator Fr	PHILA	PA 215-708-████	5	1.45
5	May 28	9:27PM	Operator Fr	PHILA	PA 215-708-████	10	1.55

Continued

June 16, 2001

No.	Date	Time	Call type	Place	Number	Minutes	Cost
1	May 29	12:25PM	Operator Fr	PHILA	PA 215-708-████	2	1.40
2	May 29	1:35PM	Operator Fr	PHILA	PA 215-708-████	1	1.40
3	May 29	2:26PM	Operator Fr	PHILA	PA 215-708-████	4	1.45
4	May 29	10:31PM	Operator Fr	CHESTER	PA 610-361-████	6	1.45
5	May 30	3:37PM	Operator Fr	PHILA	PA 215-708-████	6	1.45
6	May 31	8:42AM	Operator Fr	PHILA	PA 215-708-████	7	1.50
7	Jun 1	8:45AM	Operator Fr	PHILA	PA 215-708-████	14	1.60
8	Jun 2	3:56PM	Operator Fr	PHILA	PA 215-708-████	6	1.45
9	Jun 2	4:04PM	Operator Fr	PHILA	PA 215-708-████	7	1.50
10	Jun 3	3:43PM	Operator Fr	PHILA	PA 215-708-████	15	1.60
11	Jun 6	3:49PM	Operator Fr	PHILA	PA 215-708-████	16	1.65
12	Jun 7	8:26AM	Operator Fr	PHILA	PA 215-708-████	14	1.60
13	Jun 9	8:18AM	Operator Fr	PHILA	PA 215-708-████	14	1.60
14	Jun 10	9:42AM	Operator Fr	PHILA	PA 215-708-████	1	1.40
15	Jun 11	8:41AM	Operator Fr	PHILA	PA 215-708-████	2	1.40
16	Jun 11	9:01AM	Operator Fr	PHILA	PA 215-708-████	3	1.40

Continued



June 16, 2001

No.	Date	Time	Call type	Place	Number	Minutes	Cost	T
1	Jun 11	3:46PM	Operator Fr	PHILA	PA 215-708-██████	2	1.40	A
2	Jun 11	9:11PM	Operator Fr	PHILA	PA 215-708-██████	2	1.40	A

T=Tax and or surcharge rate applied: A=0.00%

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Total Verizon toll charges \$34.85

Please check the Customer Guide -- Regional Calling Pages of your telephone directory for discount information.

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Total for our charges \$50.70

If you have a question call toll free 1 888-847-6288.



For Your Information

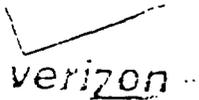
June 16, 2001

Important Notice to Subscribers of Optional Wire Maintenance Plan and Guardian Service for Telephone Inside Wire Maintenance

Effective June 16, 2001, the price for your Optional Wire Maintenance Plan for inside wire maintenance will increase from \$2.45 to \$3.45 per line per month. The Guardian Service will increase from \$2.95 to \$3.95 per line per month. By paying this charge, you will be letting us know that you have decided to continue your protection under the plan at the new price. The plan covers repairs to all standard inside wire and jack(s) covered by the plan as described in the Terms and Conditions of the plan.

You may discontinue coverage, at no charge, by calling your local Verizon office. Should you decide to discontinue the plan, you will be responsible for making other arrangements for all repairs associated with your telephone inside wire and jack(s). You can still call us to

Continued



For Your Information

June 16, 2001

repair inside wire, however, if you are not a plan subscriber you will be charged our prevailing rates for labor and materials. You can also hire someone else qualified to do the repairs or perform the repairs yourself.

Staying with the plan you have is easy. You don't need to call or do anything at all.

Continued



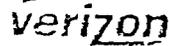
For Your Information

June 16, 2001

If you have a billing question or complaint, please call or write to your Representative before the payment due date. The number to call is included on the "Summary of Your Account" page. You may write to us at P.O. Box 8585, Philadelphia, PA 19173-0001.

RESIDENCE CUSTOMERS: You can obtain a rate schedule, an explanation of how to verify the accuracy of your bill and an explanation of various charges, if necessary, by calling your Service Representative or writing to the above address. You can also find rate and service information in the "Customer Guide" pages located in the front of your telephone directory.

## **Retail Billing of Features**

Summary of your account

June 16, 2001

<b>Charges from last month</b>	
Amount of your last bill.....	\$24.27
Amount transferred to Summary Bill ..	-24.27
Amount you still owe .....	\$ .00
<b>Charges for this month</b>	
Our charges .....	\$25.48
Call 1 888-847-6288 if you have a question	
Total for this month.....	\$25.48
Total amount you owe-transferred to Summary Bill	\$25.48
A late payment charge of 1.25% may apply to any balance carried forward to next month's bill.	

Detail of this month's charges

June 16, 2001

BASIC CHARGES

Monthly charges Jun 16 to Jul 15 .....	\$13.87
You can request a breakdown of the monthly charges.	
Local Number Portability Surcharge .....	+.23
Total Verizon basic charges	\$14.10

NON-BASIC CHARGES

Monthly charges Jun 16 to Jul 15 .....	\$2.45
You can request a breakdown of the monthly charges.	
Total Verizon non-basic charges	\$2.45

Continued

VERIZON TOLL CHARGES

June 16, 2001

Unbundled Residence Port Usage				
Usage from May 16 to Jun 18				
	Qty		Rate	
Originating Minutes	2548.4	x	.001802	+4.59
Terminating Minutes	2689.2	x	.001615	+4.34
<hr/>				
800 Query Dip Usage				
May 16 to Jun 18	0	x @	0.0008920	+ .00
<hr/>				
Operator Applied Credits				
May 16 to Jun 18	0	x @	0.0044030	- .00
<hr/>				
Total Verizon toll charges				\$8.93

Continued



June 16, 2001

Please check the Customer Guide -- Regional Calling Pages  
of your telephone directory for discount information.

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Total for our charges	\$25.48
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If you have a question call toll free 1 888-847-6288.

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For Your Information

June 16, 2001

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For Your Information

June 16, 2001

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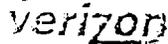
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## **Monthly Charges W/O Detail**



Summary of your account

June 16, 2001

Charges from last month

Amount of your last bill.....	\$70.43
Amount transferred to Summary Bill ..	-70.43
Amount you still owe .....	

\$ .00

Charges for this month

Our charges .....	\$68.67
Call 1 888-847-6288 if you have a question	
Total for this month.....	

\$68.67

Total amount you owe-transferred to Summary Bill

\$68.67

A late payment charge of 1.25% may apply to any balance carried forward to next month's bill.



Detail of this month's charges

June 16, 2001

BASIC CHARGES

Monthly charges Jun 16 to Jul 15 .....	\$27.74
You can request a breakdown of the monthly charges.	
Local Number Portability Surcharge .....	+.46
<u>Total Verizon basic charges</u>	<u>\$28.20</u>

VERIZON TOLL CHARGES

Unbundled Residence Port Usage

Continued



June 16, 2001

Usage from May 16 to Jun 18

	Qty		Rate	
Originating Minutes	11857.6	x	.001802	+21.37
Terminating Minutes	11827.4	x	.001615	+19.10

800 Query Dip Usage

May 16 to Jun 18	0	x	@ 0.0008920	+ .00
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Operator Applied Credits

May 16 to Jun 18	0	x	@ 0.0044030	- .00
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Total Verizon toll charges				\$40.47
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Please check the Customer Guide -- Regional Calling Pages  
of your telephone directory for discount information.

Continued



June 16, 2001

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Total for our charges				\$68.67
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If you have a question call toll free 1 888-847-6288.



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June 16, 2001

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June 16, 2001

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Continued



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