

EXHIBIT 23

Welcome

Dear Valued Customer:

Welcome to **Verizon High Speed Internet**. We are excited to have you join our online community.

Get Ready

Please verify that your kit contains the following items:

- Quick Start Guide
- Modem OR modem/wireless router if ordered (with phone cord, cable(s) and power supply)
- Filter kit (required only if you have landline telephone service)
- Verizon High Speed Internet Resource Guide
- CD with Installation Tutorials
- Terms of Service

Please wait until your Service Ready Date before beginning your installation. We will contact you by phone and/or e-mail as soon as your Verizon High Speed Internet service is ready*. To check the status of your order, visit **verizon.net/whatsnext**.

Install

Use the Quick Start Guide. Its easy, step-by-step instructions will show you how to install the filters and modem so you can complete the online account setup process.

(Note: The Quick Start Guide will also help you determine if your computer supports Ethernet. If not, you will need to use the CD, which will automatically install USB drivers and provide additional instructions.)

Support is available online at **verizon.net/help**. And if you can't find the answer online, call us toll-free at **1.800.567.6789**.

Surf

Once you're online, visit your Verizon Central homepage at **central.verizon.net** to learn about the benefits of your new Verizon High Speed Internet service. Learn how to set up your e-mail, set up a home network and find information about security features. Plus, check out great music, video and games at your multimedia hub, VerizonSurround (**surround.verizon.net**).

Remember to check your @verizon.net e-mail regularly for important messages, including information about your first bill. Billing will begin on the date we notify you that your service is ready. Verizon bills one month in advance, so your first bill will include charges for the partial first month of service in addition to the full second month of service. Your bill may also include a one-time shipping and activation fee and charges for any optional equipment you ordered from us.

We appreciate your business and trust you will enjoy your new superfast Verizon High Speed Internet service. Thank You.

Sincerely,

Verizon High Speed Internet
Customer Care Team

*Prequalification for the service is based on your telephone number and location. Further testing may reveal that your line does not qualify.

It's the Network



ATTACHMENT A

ACCEPTABLE USE POLICY

- General Policy:** Verizon reserves the sole discretion to deny or restrict your Service, or immediately to suspend or terminate your Service, if the use of your Service by you or anyone using it, in our sole discretion, violates the Agreement or other Verizon policies, is objectionable or unlawful, interferes with the functioning or use of the Internet or the Verizon network by Verizon or other users, or violates the terms of this Acceptable Use Policy ("AUP").
- Specific Examples of AUP Violations.** The following are examples of conduct which may lead to termination of your Service. Without limiting the general policy in Section 1, it is a violation of the Agreement and this AUP to: (a) access without permission or right the accounts or computer systems of others, to spoof the URL, DNS or IP addresses of Verizon or any other entity, or to penetrate the security measures of Verizon or any other person's computer system, or to attempt any of the foregoing; (b) transmit uninvited communications, data or information, or engage in other similar activities, including without limitation, "spamming", "flaming" or denial of service attacks; (c) intercept, interfere with or redirect email or other transmissions sent by or to others; (d) introduce viruses, worms, harmful code or Trojan horses on the Internet; (e) post off-topic information on message boards, chat rooms or social networking sites; (f) engage in conduct that is defamatory, fraudulent, obscene or deceptive; (g) violate Verizon's or any third party's copyright, trademark, proprietary or other intellectual property rights; (h) engage in any conduct harmful to the Verizon network, the Internet generally or other Internet users; (i) generate excessive amounts of email or other Internet traffic; (j) use the Service to violate any rule, policy or guideline of Verizon; (k) use the service in any fashion for the transmission or dissemination of images containing child pornography or in a manner that is obscene, sexually explicit, cruel or racist in nature or which espouses, promotes or incites bigotry, hatred or racism; or (l) download or use the Service in Cuba, Iran, North Korea, Sudan and Syria or any other E:1 Country as designated by the Department of Commerce.
- Usenet Policy and Posting Restrictions.** Verizon Usenet may not be accessed via any other network. You may open no more than five simultaneous connections to newsgroups at any one time. We reserve the right in our sole discretion, with or without notice to you, to add or subtract Usenet Newsgroups and to modify or restrict the bandwidth available to download content from our Usenet Newsgroup services, or to suspend or terminate our Usenet Newsgroup services (or portions thereof) at any time, with or without notice.
- Copyright Infringement/Repeat Infringer Policy.** Verizon respects the intellectual property rights of third parties. Accordingly, you may not store any material or use Verizon's systems or servers in any manner that constitutes an infringement of third party intellectual property rights, including under US copyright law. In accordance with the Digital Millennium Copyright Act (DMCA) and other applicable laws, it is the policy of Verizon to suspend or terminate, in appropriate circumstances, the Service provided to any subscriber or account holder who is deemed to infringe third party intellectual property rights, including repeat infringers of copyrights. In addition, Verizon expressly reserves the right to suspend, terminate or take other interim action regarding the Service of any Subscriber or account holder if Verizon, in its sole judgment, believes that circumstances relating to an infringement of third party intellectual property rights warrant such action. These policies are in addition to and do not affect or modify any other rights Verizon may have under law or contract. If you believe that copyrighted material has been used in violation of this policy or otherwise been made available on the Service in a manner that is not authorized by the copyright owner, its agent or the law, please follow the instructions for contacting Verizon's designated Copyright Agent as set forth in Verizon's Copyright Policy located at <http://www.verizon.com/copy.html>.
- Verizon may, but is not required to, monitor your compliance, or the compliance of other subscribers, with the terms, conditions or policies of this Agreement and AUP. You acknowledge that Verizon shall have the right, but not the obligation, to pre-screen, refuse, move or remove any content available on the Service, including but not limited to content that violates the law or this Agreement.

ATTACHMENT B ADDITIONAL SERVICES TERMS

If you subscribe to any of the following services ("Additional Services"), the terms and conditions below apply to your use of the service(s) in addition to the terms of the Agreement.

- PERSONAL WEB SPACE ("PWS") AND VERIZON ONLINE BACKUP & STORAGE ("STORAGE SERVICES").**
 - If PWS and/or Storage Services are made available as a feature of the Service, you agree that you are solely responsible for all content you store on or retrieve from such services. Additional terms and conditions applicable to Storage Services are posted on the Website and are incorporated herein by reference. You understand that we do not provide telephone technical support for PWS or Storage Services. Storage Services may be accessed from any suitable Internet connection.
 - If you breach this Agreement, we reserve the right immediately to suspend or terminate your Service and/or an Additional Service(s) with or without notice. In such case, you agree that we may immediately delete all data, files, and other content stored on your Storage Services, including archived data, without further notice to you. **It is your responsibility to remove or copy any content stored on the Storage Services prior to closure of your account; otherwise, it may be lost.**
 - Verizon reserves the right to access your PWS or Storage Services account at any time with or without prior notice to you and to disable access to or remove content which in our sole discretion is or reasonably could be deemed unlawful.
 - Use Requirements for Free Storage Services Accounts ("Free Account"). If you sign up for a Free Account, you must actively use it. To "actively use" your account means to upload, download, backup or restore content to it. In the event you do not use your Free Account for a period of sixty (60) calendar days or more, then Verizon reserves the right to cancel your Free Account. We will provide notice of cancellation by email to your primary verizon.net email address. Use of your Free Account within fourteen (14) calendar days of the date of your cancellation notice will prevent cancellation of your Free Account. **It is your responsibility to remove or copy any content in your Free Account prior to cancellation or termination; otherwise, it will be lost. Verizon may, at its election, also delete archived data.**
 - Verizon Online Backup & Sharing is provided by DigiData Corporation, which is a third party beneficiary of this Agreement capable of enforcing its terms independently from Verizon.
- EMAIL AND EMAIL MESSAGING SERVICE.**
 - Email Service.** Use of Verizon email service is subject to Verizon's email and anti-spam policies, which include important information about limitations on use of the email service such as the storage capacity and deletion of stored messages. More information is available at on the Website and these email policies are incorporated herein by reference.
 - Email Security.** Verizon reserves the right in our sole discretion to provide the level of security we deem appropriate to safeguard our network and customers, and other Internet users, against Internet threats or abuses, including viruses, spam and phishing threats. These security measures may include, but are not limited to, the use of firewalls and blocklists to block potentially harmful or abusive emails or attachments, anti-spam filters, anti-virus and anti-spyware software, and blocking selected ports. **Such activities may result in the blocking, filtering or non-delivery of legitimate and non-legitimate email sent to or from your email account. By using any Verizon-provided email service, you agree that delivery and receipt of email is not guaranteed and to Verizon's use of such Internet and email security measures we in our sole discretion deem appropriate.**
 - Email Aliases.** Verizon will issue email aliases (alternate email addresses) based upon availability. You will surrender your alias by changing it or if your account is terminated for any reason and we will not forward emails addressed to that alias. If your Service is reinstated we cannot guarantee your alias will still be available to you.
- VERIZON INTERNET SECURITY SUITE ("VISS").**
 - VISS is manufactured by Radialpoint SafeCare General Partnership located at 2050 Rue de Bleury, Suite 300, Montreal, Quebec, H3A 2J5. Radialpoint™ is a trademark of Radialpoint SafeCare Inc. (hereunder, along with Radialpoint SafeCare General Partnership, referred to as Radialpoint). The personal jurisdiction and venue provisions in Section 15.4 shall not apply to any causes of action by or against Radialpoint Inc. under or in relation to this Agreement. Radialpoint Inc. is a third party beneficiary of this Agreement capable of enforcing its terms independently from Verizon.
 - You acknowledge and consent that Radialpoint Inc.: (i) may provide non-personally identifiable usage data collected in anonymous and aggregate form ("VISS Data") to its subcontractors in North America, for analysis of the performance of VISS, including the redundancy, reliability, and disaster recovery components of the services; and (ii) may use such VISS Data (1) to improve activation flow; and/or (2) as part of trends or reports published by Radialpoint Inc.
- VERIZON GAMES ON DEMAND.** Verizon Games on Demand are manufactured by Exent Technologies, Inc., which is a third party beneficiary of this Agreement capable of enforcing its terms independently from Verizon.

5. **STARZ PLAY.** Starz Play is provided by Starz Entertainment, LLC.

6. **VERIZON PREMIUM TECHNICAL SUPPORT SERVICE ("PTS").**

- Service Description and Scope of Support.** PTS is a service intended to address issues outside the scope of Verizon's standard technical support. PTS includes: (a) configuration troubleshooting; (b) evaluation of and attempts to correct software, operating systems and networking issues; (c) virus/spyware support; and (d) software and peripherals support for network, video and sound cards, memory, hard drives, CD/DVD reader/writers, printers, scanners and networking equipment. All PTS services are offered in English only.
- Limitations of PTS.**
 - PTS does not support all software, hardware or Internet-related products, applications or features and we reserve the right to defer support issues to your equipment or software vendor. PTS does not include training on hardware or software use.
 - PTS is not intended to replace the more advanced technical support that may be available from hardware or software manufacturers
 - PTS is for incident-specific troubleshooting and problem resolution, and excludes: i) computer programming; ii) software development; iii) warranty repairs or product replacement; iv) support for Windows® 95 and earlier versions of Windows; v) support for Mac operating systems earlier than OS X; vi) problems or issues arising out of any impermissible or unauthorized use or modification of a product or vii) upgrades of firmware, software, operating systems, or applications. Use of PTS does not constitute a license to use the software, applications or equipment being supported, or an upgrade thereto. You are responsible for obtaining any necessary licenses to use your software and applications
 - In some cases, we may not be able to diagnose or resolve a problem because of complications with your computer or its configuration. PTS is offered as a "best efforts" service and without warranty except as specifically set forth in this Agreement. We reserve the right to refuse to troubleshoot software not on our list of supported products.
 - You understand and agree that technical problems may be the result of software or hardware errors not yet resolved by the product manufacturer, and that we may not have the ability to obtain the information necessary to resolve a specific technical problem.
 - If you purchase the Thirty (30) Minute Premium Technical Support Service ("30 Minute PTS"), the Service is non-refundable. 30 Minute PTS has a maximum duration of thirty (30) minutes and must be used within twenty-four (24) hours from the time of purchase; and you must be a subscriber to Verizon High Speed Internet or Verizon FiOS Internet service.
- Your Responsibilities.**
 - In order for us to provide PTS, you must first confirm that you have: a) full access (including any required licenses) to the hardware and/or software that is the basis of the problem; and (b) completed a back-up of any data, software, information or other files stored on your computer disks and/or drives that may be impacted. **Verizon is not responsible for the loss, corruption or alteration of data, software or files that may result from performance of PTS by our technicians.** You also acknowledge and agree that you are the owner or authorized user of any hardware or software about which you are contacting us. PTS is only available to you and those residing at your location; PTS is not transferrable.
 - You agree to cooperate with and follow instructions provided by Verizon and acknowledge that such cooperation by you is essential to our delivery of PTS to you.
 - You hereby grant Verizon permission to view, access and modify your computer, computer (including registry) settings and any related software or peripheral equipment, including all data, hardware and software components, in order to perform PTS.
 - You are responsible for any and all restoration and reconstruction of lost or altered files, data, or programs, and for ensuring that any information or data disclosed to Verizon is not confidential or proprietary to you or any third party.
- Support Procedures.**
 - Purchase Terms.** PTS can be purchased either: (a) for an unlimited number of Incidents for a term beginning on the date you order PTS and continuing for the duration of the plan you selected ("Term Plan"); or (b) on a per-Incident basis (the "Per-Incident Service Plan"). For the Per-Incident Service Plan, Verizon will address a single Incident (as defined in Section 6.4.2 below) which shall include follow-up calls, as reasonable and necessary, regarding the Incident. Once an Incident is resolved (as set forth in Section 6.4.3, below), you may call back and obtain assistance on the same Incident for up to seventy-two (72) hours at no additional charge, after which the Incident will be considered closed. Once an Incident has been closed by Verizon, any further calls or requests for assistance will be considered a new Incident and additional fees will apply if you subscribe to our Per-Incident Service Plan. **IF YOU PURCHASE PTS UNDER A TERM PLAN AND YOUR SERVICE IS TERMINATED BY YOU (OR BY US IF YOU BREACH THIS AGREEMENT) BEFORE COMPLETING YOUR TERM, THEN, UPON TERMINATION OF YOUR SERVICE, YOU AGREE TO PAY VERIZON AN EARLY TERMINATION FEE IN THE AMOUNT SET FORTH IN THE PLAN YOU HAVE CHOSEN.**
 - "Incident" means a specific, discrete problem for which Verizon will attempt to isolate its origin to a single cause. Verizon, in its sole discretion, will determine what constitutes an Incident.
 - An Incident will be considered resolved when you receive one of the following: (a) information or advice that resolves the Incident; (b) information on how to obtain a software solution that will resolve the Incident; (c) notice that the Incident is caused by a known, unresolved issue or an incompatibility issue; (d) information that the Incident can be resolved by upgrading to a newer release of a product; (e) notice that the Incident has been identified as a hardware equipment issue; or (f) you cannot, or elect not to, pursue the course of action we recommend.
 - Our advice to you may include steps that you will need to take before the Incident can be resolved, such as buying cables or cords, acquiring software, etc. and we will keep your service request open for future reference when you are ready to resume the process.
- Third Party Warranties.** Third-party equipment, software and peripheral products are covered by the warranties provided by the original manufacturer or the seller of the product. Third party warranties may vary from product to product. It is your responsibility to consult the applicable product documentation for specific warranty information. **In addition, you acknowledge that certain third party equipment or software warranties may limit or void the remedies that they offer if unauthorized persons perform support service on the equipment or software. It is your responsibility to ensure that any impact that Verizon's delivery of PTS might have on third party warranties is acceptable to you.**
- Customer Specific Service.** PTS is only available to you and to persons you authorize. In either case, the terms of this Agreement will apply to the PTS services we perform.
- LIMITATION OF LIABILITY. VERIZON'S TOTAL LIABILITY ARISING OUT OF THE PTS SERVICE, OR FROM VERIZON'S NEGLIGENCE OR OTHER ACTS OR OMISSIONS, IF ANY, SHALL BE LIMITED, AT VERIZON'S SOLE DISCRETION AND OPTION, (A) TO REPERFORMING THE PTS SERVICE, OR (B) AS SET FORTH IN SECTION 12 OF THE AGREEMENT; EXCEPT THAT, IN THE CASE OF PER-INCIDENT SERVICE PLANS, YOUR REMEDIES WILL BE LIMITED TO A REFUND OF THE CHARGES AND FEES PAID FOR THE PTS SERVICE GIVING RISE TO THE CLAIM, IF ANY. THE REMEDIES FOR A FAILURE OR BREACH OF SUCH LIMITED WARRANTY ARE EXCLUSIVE.**

V- 9.4 Effective July 26, 2009



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Version: 0709



VERIZON ONLINE TERMS OF SERVICE

Part #: DSL1YRAGR



This Agreement is between you as our Subscriber and Verizon Online LLC (or its affiliates listed in Section 16 ("Verizon" or "Verizon Online")) and it sets forth the terms and conditions under which you agree to use and we agree to provide the Service.

THIS IS A CONTRACT. PLEASE READ THESE TERMS CAREFULLY. IF YOU DO NOT AGREE TO THESE TERMS DO NOT USE THE SERVICE AND CONTACT US IMMEDIATELY TO TERMINATE IT.

1. Term and Acceptance of Agreement; Agreement Terms Generally Included.

The term of this Agreement will be either month-to-month or for the term specified for the Service or Bundled Service plan you select (the "Term"). The Term begins when you accept this Agreement and ends when you or we terminate this Agreement as permitted herein.

Acceptance by you of this Agreement occurs upon the earlier of: (a) your acceptance of this Agreement electronically during an online order, registration or when installing the Software or the Equipment; (b) your use of the Service; or (c) your retention of the Software or Equipment we provide beyond thirty (30) days following delivery. If you change Service plans, your term and monthly rate may change (depending on the plan you select), but all other provisions of this Agreement will remain in effect unless otherwise noted.

This Agreement consists of the terms below, plus (a) the specific elements of your Service or Bundled Service plan (including the plan's pricing, duration and applicable Early Termination Fee ("ETF"), all as described in the information made available to you when placing and confirming your order); (b) our Acceptable Use Policy (Attachment A) and Additional Services Terms (Attachment B); and (c) other Verizon policies referred to in this Agreement (including our Privacy Policy), all of which are incorporated herein by reference. This Agreement and related policies are posted online at <http://www2.verizon.net/policies/> ("Website"). You can also receive a paper copy of this Agreement by writing to Verizon, 14025 Riveredge Drive, Tampa, FL 33637, Attention: Customer Service.

2. DEFINITIONS AND CHANGES TO SERVICE.

- "Broadband Service(s)" means Verizon's FiOS or DSL-based Internet services (whichever applies). Verizon's DSL-based Internet service is also known as "High Speed Internet" ("HSI").
- "Bundled Service(s)" means a combination or "bundle" of a Broadband Service with one or more other eligible Verizon services, including but not limited to Verizon FiOS TV, Verizon Freedom Value or Verizon Freedom Essentials, FiOS Digital Voice or Verizon ONEBILL service.
- "Content" means content provided by Verizon or its third party licensors or suppliers and accessible on the Service, including without limitation images, photographs, animations, video, audio, music, and text in any format.
- "Equipment" means the modem, router and/or other equipment provided by Verizon for use with the Service.
- "Service" means all Verizon dial-up, Broadband Service and Wi-Fi wireless Internet access services (where applicable), Software, Equipment, Content, Additional Services as defined in Attachment B, technical support, Usenet and newsgroup services, email, domain name server ("DNS") and related services, Verizon Web Sites and other products and services provided by Verizon under the pricing plan applicable to your Service. The Service does not include voice telephony services.
- "Verizon Web Site(s)" mean the sites located at <http://www.verizon.net>, which are comprised of various web pages, tools, information, software, content, and features operated by Verizon.

3. REVISIONS TO THIS AGREEMENT.

From time to time we will make revisions to this Agreement and the policies relating to the Service. We will provide notice of such revisions by posting revisions to the Website Announcements page, or sending an email to your primary verizon.net email address, or both. You agree to visit the Announcements page periodically to review any such revisions. We will provide you with at least thirty (30) days notice prior to the effective date of any increases to the monthly price of your Service or Bundled Service plan (excluding other charges as detailed in Sections 8.1(a)-(d)); revisions to any other terms and conditions shall be effective on the date noted in the posting and/or email we send you. By continuing to use the Service after revisions are effective, you accept and agree to abide by them.

4. AUTHORIZED USER, ACCOUNT USE, AND RESPONSIBILITIES.

- You acknowledge that you are eighteen (18) years of age or older and that you have the legal authority to enter into this Agreement. You agree promptly to notify Verizon whenever your personal or billing information changes.
- You are responsible for all use of your Service and account, whether by you or someone using your account with or without your permission, including all secondary or sub-accounts associated with your primary account, and to pay for all activity associated with your account. You agree to comply with all applicable laws, regulations and rules regarding your use of the Service and to only use the Service within the United States (unless otherwise permitted by this Agreement).
- Restrictions on Use.** The Service is a consumer grade service and is not designed for or intended to be used for any commercial purpose. You may not resell the Service, use it for high volume purposes, or engage in similar activities that constitute such use (commercial or non-commercial). If you subscribe to a Broadband Service, you may connect multiple computers/devices within a single home to your modem and/or router to access the Service, but only through a single Verizon-issued IP address. You also may not exceed the bandwidth usage limitations that Verizon may establish from time to time for the Service, or use the Service to host any type of server. Violation of this section may result in bandwidth restrictions on your Service or suspension or termination of your Service.
- Dial-Up Accounts.** If you subscribe to Dial-up Service, your Service may be subject to log-off automatically and without notice if your account is idle for fifteen minutes. An account session may be deemed to be idle if there appears to be no interactive, human generated data received from your computer system within a prescribed amount of time. Use of automatic re-dialer, script or other programs for the purpose of avoiding inactivity disconnects is a violation of this Agreement. You may only use your account for one log-on session per connection type at a time and you may not use more than one IP address for each log-on session. If your pricing plan includes an hourly usage allocation, unused hours will not carry over to another billing cycle.
- Broadband Accounts.** If you use your account to connect through a Dial-up connection, you are responsible for any dial-up usage charges above any monthly dial-up allotment that may apply. Additional User IDs provided for Broadband customers' email boxes may not be used as dial-up connections.

5. PRIVACY POLICY; LEGAL COMPLIANCE.

Personal information you provide to Verizon is governed by our Privacy Policy, which is posted on the Website and is subject to change from time to time. Verizon reserves the right to provide account and user information, including email, to third parties as required or permitted by law (such as in response to a subpoena or court order), and to cooperate with law enforcement authorities in the investigation of any criminal or civil matter. Such cooperation may include, but is not limited to, monitoring of the Verizon network consistent with applicable law. In addition, Verizon is required by law to report any facts or circumstances reported to us or that we discover from which it appears there may be a violation of the child pornography laws. We reserve the right to report any such information, including the identity of users, account information, images and other facts to law enforcement personnel.

6. AVAILABILITY OF AND CHANGES TO SERVICE.

- Service and Bandwidth Availability and Speed.** The Service you select may not be available in all areas or at the rates, speeds, or bandwidth generally marketed, and some locations may not qualify for the Service even if initial testing showed that your line was qualified. We will provision qualified HSI lines at the maximum line rate available to your location based on our standard line qualification procedures, unless you have selected a level of service with a lower maximum line rate. Bandwidth is provided on a per-line (not a per-device) basis. The bandwidth available to each device connected to the network will vary depending upon the number, type and configuration of devices using the Service and the type of use (e.g., streaming media), among other factors. The speed of the Service will vary based on network or Internet congestion, your computer configuration, the condition of your telephone line and the wiring inside your location, among other factors. We and our suppliers reserve the right, at any time, with or without prior notice to you, to restrict or suspend the Service to perform maintenance activities and to maintain session control.

- 6.2 **Changes to your local voice telephony service.** If you change your local telephone company or discontinue your local telephone service, we may in our discretion either terminate your Service or continue to provide Broadband Service without local Verizon voice service at the then-current rates, terms and conditions applicable to your new Service plan and you agree to pay any new or higher monthly fee that may apply to your new Service plan. If we elect to terminate your Service under this Section 6.2, then we reserve the right to charge any early termination fees and to apply the Equipment return terms under Section 9.
- 6.3 **Conversion from DSL Service to Verizon FiOS Internet Service.** When Verizon is able to provision Service utilizing fiber optic technologies, we may in our discretion terminate your DSL Service and cease offering DSL Service to your location. In such case, we will offer you Verizon FiOS Internet Service at the then applicable rates and terms, which may differ from your previous DSL Service rates and terms.
- 6.4 **Changes to Service or Features.** Verizon reserves the right to change any of the features, Content or applications of the Service at any time with or without notice to you. This includes the portal services we may make available as part of the Service or for an additional charge.

7. SOFTWARE LICENSES AND THIRD PARTY SERVICES.

- 7.1 We may provide you, for a fee or at no charge, software for use in connection with the Service which is owned by Verizon or its third party licensors, providers and suppliers ("Software"). We reserve the right periodically to update, upgrade or change the Software remotely or otherwise and to make related changes to the settings and software on your computer or Equipment, and you agree to permit such changes and access to your computer and Equipment. You may use the Software only in connection with the Service and for no other purpose.
- 7.2 Certain Software may be accompanied by an end user license agreement ("EULA") from Verizon or a third party. Your use of the Software is governed by the terms of that EULA and by this Agreement, where applicable. You may not install or use any Software that is accompanied by or includes a EULA unless you first agree to the terms of the EULA.
- 7.3 For Software not accompanied by a EULA, you are hereby granted a revocable, non-exclusive, non-transferable license by Verizon or its applicable third party licensor(s) to use the Software (and any corrections, updates and upgrades thereto). You may not make any copies of the Software. You agree that the Software is confidential information of Verizon or its third party licensors and that you will not disclose or use the Software except as expressly permitted herein. The Software contains copyrighted material, trade secrets, patents, and proprietary information owned by Verizon or its third party licensors. You may not de-compile, reverse engineer, disassemble, attempt to discover any source code or underlying ideas or algorithms of the Software, otherwise reduce the Software to a human readable form, modify, rent, lease, loan, use for timesharing or service bureau purposes, reproduce, sublicense or distribute copies of the Software, or otherwise transfer the Software to any third party. You may not remove or alter any trademark, trade name, copyright or other proprietary notices, legends, symbols, or labels appearing on or in copies of the Software. You are not granted any title or rights of ownership in the Software. You acknowledge that this license is not a sale of intellectual property and that Verizon or its third party licensors continue to own all right, title and interest, including but not limited to all copyright, patent, trademark, trade secret, and moral rights, to the Software and related documentation, as well as any corrections, updates and upgrades to it. The Software may be used in the United States only, and any export of the Software is strictly prohibited.
- 7.4 Your license to use the Software or any Additional Services will remain in effect until terminated by Verizon or its third party licensors, or until your Service is terminated. Upon termination of your Service, you must cease all use of and immediately delete the Software from your computer.
- 7.5 If you subscribe to or otherwise use any third party services offered by Verizon, your use of such services is subject to the EULA of that third party provider. Violation of those terms may, in our sole discretion, result in the termination of your Service.
- 7.6 All title and intellectual property rights (including without limitation, copyrights, patents, trademarks and trade secrets) in and to the Verizon Web Sites (including but not limited to, related software, images, photographs, animations, video, audio, music, text, and content), are owned by Verizon, its affiliates or licensors. All title and intellectual property rights in and to the information and content which may be accessed through use of the Verizon Web Sites are the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This Agreement does not grant you any rights to use such content, nor does it grant any rights to the Verizon Web Sites, other than the right to use the Verizon Web Sites according to the terms of the Agreement.
- 7.7 **Verizon Wi-Fi.** Verizon Wi-Fi Software and Services are provided by Boingo Wireless, Inc. ("Boingo").

8. PRICING, CHANGES TO SERVICE PLANS AND PAYMENT.

- 8.1 **Prices and Fees; Billing.** You agree to pay the fees applicable to your Service or Bundled Service, either on a monthly or prepaid basis, as applicable, and to pay: a) applicable taxes, b) surcharges, c) recovery fees, d) telephone charges, e) activation fees, f) installation fees, g) set-up fees, h) equipment charges, i) ETFs, and j) other recurring and nonrecurring charges associated with the Service plan you have selected. The taxes, fees and other charges detailed in a)-d) above may vary on a monthly basis. Surcharges and recovery fees are not taxes and are not required by law, but are set by Verizon and may change. You also agree to pay any additional charges or fees applied to your account, including interest and charges due to insufficient credit or insufficient funds. Non-recurring charges such as set up, activation and installation fees, and equipment charges, will be included in your first bill. Monthly Service and Bundled Service recurring charges will be billed one month in advance; any usage charges will be billed in arrears. Pre-paid pricing plans for Additional Services will be billed in advance. Based on your election and subject to our approval, Verizon or its agent will bill you directly, or bill your charge card or local Verizon telephone bill (where available). IF YOU ELECT TO BE BILLED ON YOUR VERIZON PHONE BILL, BY USING THE SERVICES YOU AGREE TO HAVE ALL SERVICE CHARGES INCLUDED ON YOUR PHONE BILL. IF YOU SUBSCRIBE TO A BUNDLED SERVICE PLAN, THEN ALL OF THE SERVICES INCLUDED IN THE BUNDLED SERVICE PLAN MUST BE BILLED ON YOUR VERIZON PHONE BILL. Billing for Dial-up Service will automatically begin upon registration of your account. Billing for Broadband Services will automatically begin on the date provisioning of your Broadband Service is complete ("Service Ready Date"). Billing for Additional Services will begin on your Service Ready Date if you are also ordering a new Broadband Service. Otherwise, billing for Additional Services will begin upon submission of your order, unless otherwise noted. We may, at our election, waive any fees or charges. If you cancel any component of a Bundled Services plan, the monthly charges for the remaining services on your account will automatically convert to the applicable existing, non-discounted month-to-month service rate.
- 8.2 **Plans with Minimum Terms.** If you choose a Service or Bundled Services plan with a minimum term commitment, you agree to maintain your Service for the term of that plan (a "Term Plan"). For Broadband Services, your Term Plan begins on the later of: (a) the date you change your existing Broadband Service plan to a Term Plan; or (b) your Service Ready Date; for Bundled Services, your Term Plan begins once all Bundled Services have been provisioned. You will begin receiving any discount associated with a Bundled Services plan once all Bundled Services have been provisioned. At the end of any Term Plan you may be given the option to select a new Term Plan. If you do not select a new Term Plan, your Service will automatically convert to a month-to-month Service plan at a monthly fee that may be higher than your current rate. If you select a new Term Plan, the terms of that plan will apply.
- 8.3 **Pre-paid Service Plans for Additional Services.** You may be given the option to select a pre-paid service plan for Additional Services ("Prepaid Service Plan") which will begin on the later of: (a) the date of your order, or (b) the date you change to the Prepaid Service Plan. There will be no refunds for Prepaid Service Plans. At the end of any Prepaid Service Plan, you may be given the option to select a new Prepaid Service Plan. If you do not select a new Prepaid Service Plan, your Service will automatically convert to the then-current month-to-month rate for the Additional Service.
- 8.4 **Money Back Guarantee.** If we provide a money back guarantee ("MBG") for your Service, it will begin on your Service Ready Date. During this MBG period you may cancel your Service and receive a full refund of all MBG monthly, one-time and equipment charges paid to Verizon (provided you return all Equipment in good working condition). If you fail to return the Equipment, an unreturned Equipment fee will apply. ETFs will not apply to Service terminated within the MBG period. The MBG does not apply to customers who change between or renew bundle, monthly, term or other pricing plans. The MBG is limited to one per Subscriber per Service type per Service address.
- 8.5 **Discontinuation of Service for Nonpayment.** We may discontinue your Service without notice if Service charges on your telephone bill or charge card are refused for any reason, or if you fail to make payment when due or to provide us with a new charge card expiration date before the existing date expires.
- 8.6 **Late Fees.** If any portion of your bill is not paid by the due date, Verizon may charge you a late fee on unpaid balances and may also terminate or suspend your Service without notice. If your charges are billed by your Verizon local carrier, the late fee will be equal to the late payment charge that the local exchange carrier applies. Otherwise, the late fee will be the lesser of 1.5 % per month, or the highest rate permitted by law. If Verizon uses a collection agency or legal action to recover monies due, you agree to reimburse us for all expenses we incur to recover such monies, including attorneys' fees.

- 8.7 **Local Telephone, Toll and Long Distance Charges.** VERIZON IS NOT RESPONSIBLE FOR ANY CHARGES, INCLUDING BUT NOT LIMITED TO, LONG DISTANCE AND METERED LOCAL OR TOLL CHARGES INCURRED WHEN YOU ACCESS THE SERVICE. YOU SHOULD CHECK WITH THE LOCAL PHONE COMPANY TO DETERMINE WHETHER A DIAL-UP NUMBER YOU HAVE SELECTED IS A LOCAL CALL FROM YOUR LOCATION AND WHETHER ANY CHARGES APPLY. VERIZON DOES NOT GUARANTEE THAT ANY DIAL-UP ACCESS NUMBERS WE PROVIDE WILL BE A LOCAL CALL FROM YOUR LOCATION. ADDITIONAL CHARGES, WHICH MAY BE SUBSTANTIAL, APPLY TO REMOTE DIAL UP ACCESS, WHICH IS AVAILABLE FROM CERTAIN LOCATIONS ONLY.

- 8.8 **Limitation on Special Pricing Promotions.** You may only take advantage of one special pricing promotion during any consecutive twelve (12)-month period. Eligibility for promotional offers may be contingent upon payment of all outstanding Verizon charges.

- 8.9 **Refundable Deposit.** We may require that you provide us with a refundable deposit, which will be specified at the time of your order ("Subscriber Deposit"). We may also require an additional deposit after activation of the Service if you fail to pay any amounts when due. Within ninety (90) days after termination of your Service, we will return your Subscriber Deposit, less any unpaid amounts due on your account, including any amounts owed for unreturned or damaged Equipment. Amounts held on deposit will not accrue interest except as required by law.

9. TERMINATION OR SUSPENSION OF SERVICE.

9.1 Termination of Service.

- 9.1.1 **Subscribers with Month-to-Month Accounts.** If you are a month-to-month Broadband Service or Dial-Up Service customer, either you or Verizon may terminate this Agreement any time by giving notice to the other as set forth in this Agreement. Termination by you will be effective upon your notice to us. Activation or set-up fees paid at the initiation of your Service, if any, are not refundable, except during the 30-day MBG period.
- 9.1.2 **Subscribers with Term Plans; Early Termination Fee.** EXCEPT AS OTHERWISE SET FORTH IN THIS AGREEMENT, IF YOUR BROADBAND SERVICE OR ANY COMPONENT OF A BUNDLED SERVICE PLAN IS TERMINATED BY YOU OR BY US AS A RESULT OF VIOLATION BY YOU OF THIS AGREEMENT BEFORE COMPLETING YOUR TERM PLAN, THEN YOU AGREE TO PAY VERIZON THE ETF SET FORTH IN THE PRICING PLAN YOU HAVE CHOSEN. If you terminate Service at your location, your existing Term Plan cannot be carried over to a new Service location. The ETF will not apply for FiOS Service cancelled within fifteen (15) days after installation.
- 9.1.3 **Termination and/or Suspension by Verizon.** Verizon reserves the right to change, limit, terminate, modify or temporarily or permanently cease providing the Service or any part of it with or without prior notice if we elect to change the Service or a part thereof or if you violate the terms of this Agreement. If Verizon terminates your Service under this Section 9.1.3, you must immediately stop using the Service and you will be responsible for the applicable fees and/or Equipment charges set forth in Sections 8.5, 9.1.1, or 9.1.2. If the termination is a result of violation by you of the terms of this Agreement, you also shall be liable to pay the ETF. If your Service is reconnected, a reconnection fee may apply.
- 9.2 **Deletion of Data upon Termination.** YOU AGREE THAT IF YOUR SERVICE IS TERMINATED FOR ANY REASON, VERIZON HAS THE RIGHT TO IMMEDIATELY DELETE ALL DATA, FILES AND OTHER INFORMATION (INCLUDING EMAILS, ADDRESS BOOK AND WEB STORAGE CONTENT) STORED IN OR FOR YOUR ACCOUNT WITHOUT FURTHER NOTICE TO YOU.
- 9.3 **Return of Equipment upon Termination.** If your Service is terminated for any reason prior to the end of the first year of service and you received Equipment at no charge from Verizon, you must return the Equipment to Verizon or you will be charged for the Equipment.

10. MANAGEMENT OF YOUR DATA AND COMPUTER.

- 10.1 **Your Responsibilities Regarding Management of Your Computer and Data.** You are solely responsible for obtaining, maintaining and updating all equipment and software necessary to use the Service, and for management of your information, including but not limited to back-up and restoration of your data. YOU AGREE THAT VERIZON IS NOT RESPONSIBLE FOR THE LOSS OF YOUR DATA OR FOR THE BACK-UP OR RESTORATION OF YOUR DATA REGARDLESS OF WHETHER THIS DATA IS MAINTAINED ON OUR SERVERS OR YOUR DEVICE(S). YOU SHOULD ALWAYS BACK-UP ANY IMPORTANT INFORMATION SEPARATELY FROM DATA STORED ON VERIZON'S OR ANY THIRD PARTY'S SERVERS.
- 10.2 **Content and Data Management by Verizon.** We reserve the right to: (a) use, copy, display, store, transmit and reformat data transmitted over our network and to distribute such content to multiple Verizon servers for back-up and maintenance purposes; and (b) block or remove any unlawful content you store on or transmit to or from any Verizon server. We do not guarantee the protection of your content or data located on our servers or transmitted across our network (or other networks) against loss, alteration or improper access.
- 10.3 **Your Responsibilities Regarding Security.** You agree that you are solely responsible for maintaining the security of your computer(s) and data, including without limitation, encryption of data and protection of your User ID, password and personal and other data. WE STRONGLY RECOMMEND THE USE (AND APPROPRIATE UPDATING) OF COMMERCIAL ANTI-VIRUS, ANTI-SPYWARE AND FIREWALL SOFTWARE.
- 10.4 **Monitoring of Network Performance by Verizon.** Verizon automatically measures and monitors network performance and the performance of your Internet connection and our network. We also will access and record information about your computer and Equipment's profile and settings and the installation of software we provide. You agree to permit us to access your computer and Equipment and to monitor, adjust and record such data, profiles and settings for the purpose of providing the Service. You also consent to Verizon's monitoring of your Internet connection and network performance, and to our accessing and adjusting your computer settings, as they relate to the Service, Software, or other services, which we may offer from time to time. We do not share information collected for the purpose of network or computer performance monitoring or for providing customized technical support outside of Verizon or its authorized vendors, contractors and agents.

11. LIMITATIONS ON USE OF THE SERVICE.

- 11.1 You acknowledge and agree that Verizon (a) is not responsible for invalid destinations, transmission errors, or the corruption of your data; and (b) does not guarantee your ability to access all websites, servers or other facilities or that the Service is secure or will meet your needs.
- 11.2 You acknowledge that the Service will allow access to information which may be sexually explicit, obscene or offensive, or otherwise unsuitable for children. You agree that the supervision of use of the Service by children is your responsibility and that Verizon is not responsible for access by you or any other users to objectionable or offensive content. VERIZON STRONGLY RECOMMENDS THE USE OF COMMERCIALY AVAILABLE CONTENT FILTERING SOFTWARE.
- 11.3 You understand and agree that if you type a nonexistent or unavailable Uniform Resource Locator (URL), or enter a search term into your browser address bar, Verizon may present you with an advanced web search page ("AWS Page") containing suggested links based upon the query you entered in lieu of your receiving an NXDOMAIN or similar error message. Verizon's provision of the AWS Page may impact applications that rely on an NXDOMAIN or similar error message and may override similar browser-based search results pages. If you would prefer not to receive AWS Pages from Verizon, you should follow the opt-out instructions that are available by clicking on the "About the Search Results Page" link on our AWS Page.
- 11.4 You are not authorized to use any Verizon name or mark as a hypertext link to any Verizon Web site or in any advertising, publicity or in any other commercial manner without the prior written consent of Verizon Licensing Company.
- 11.5 You agree that Verizon assumes no responsibility for the accuracy, integrity, quality completeness, usefulness or value of any Content, advice or opinions contained in any emails, message boards, chat rooms or community services, Verizon Web Sites or in any other public services or social networks, and that Verizon does not endorse any advice or opinion contained therein, whether or not Verizon provides such service(s). Verizon does not monitor or control such services, although we reserve the right to do so.
- 11.6 You represent that when you transmit, upload, post or submit any content, images or data using the Service you have the legal right to do so and that your use of such data or content does not violate the copyright or trademark laws or any other third party rights.
- 11.7 Websites linked to or from the Service are not reviewed, controlled, or examined by Verizon and you acknowledge and agree that Verizon is not responsible for any losses you incur or claims you may have against the owner of third party websites. The inclusion of any linked websites or content from the Service, including websites or content advertised on the Service, does not imply endorsement of them by Verizon.
- 11.8 If you choose to access the Verizon Web Sites from locations outside the United States, you do so on your own initiative and you are responsible for compliance with all applicable local use controls, laws and regulations, including those relating to the transmission of technical data exported from or imported to the United States or the country in which you reside. Verizon makes no representation that materials on the Verizon Web Sites are appropriate or available for use in locations outside the United States and accessing them from territories where their contents are illegal is prohibited.

12. WARRANTIES AND LIMITATION OF LIABILITY.

- 12.1 YOU ACKNOWLEDGE AND AGREE THAT THE SERVICE SUPPLIED HEREUNDER IS PROVIDED ON AN "AS IS" OR "AS AVAILABLE" BASIS, WITH ALL FAULTS. EXCEPT AS OTHERWISE SPECIFICALLY SET FORTH IN THIS AGREEMENT AND AS OTHERWISE SPECIFICALLY SET FORTH IN ANY MANUFACTURER WARRANTY FOR ANY EQUIPMENT PROVIDED BY VERIZON (BUT ONLY IF SUCH WARRANTY IS INCLUDED WITH SUCH EQUIPMENT), VERIZON (AND ITS OFFICERS, EMPLOYEES, PARENT, SUBSIDIARIES, AND AFFILIATES) (COLLECTIVELY THE "VERIZON PARTIES"), ITS THIRD PARTY LICENSORS, PROVIDERS AND SUPPLIERS, DISCLAIM ANY AND ALL WARRANTIES AND CONDITIONS FOR THE SERVICE, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, NON-INFRINGEMENT, NON-INTERFERENCE, TITLE, COMPATIBILITY OF COMPUTER SYSTEMS, COMPATIBILITY OF SOFTWARE PROGRAMS, INTEGRATION, AND THOSE ARISING FROM COURSE OF DEALING, COURSE OF TRADE, OR ARISING UNDER STATUTE. ALSO, THERE IS NO WARRANTY OF WORKMANLIKE EFFORT OR LACK OF NEGLIGENCE. NO ADVICE OR INFORMATION GIVEN BY VERIZON OR ITS REPRESENTATIVES SHALL CREATE A WARRANTY WITH RESPECT TO ADVICE PROVIDED.
- 12.2 VERIZON DOES NOT WARRANT OR GUARANTEE THAT SERVICE CAN BE PROVIDED TO YOUR LOCATION, OR THAT PROVISIONING WILL OCCUR ACCORDING TO A SPECIFIED SCHEDULE, EVEN IF VERIZON HAS ACCEPTED YOUR ORDER FOR SERVICE. THE PROVISIONING OF SERVICE IS SUBJECT TO NETWORK AVAILABILITY, CIRCUIT AVAILABILITY, LOOP LENGTH, THE CONDITION OF YOUR TELEPHONE LINE AND WIRING INSIDE YOUR LOCATION, AND YOUR COMPUTER/DEVICE CONFIGURATION AND CAPABILITIES, AMONG OTHER FACTORS. IN THE EVENT YOUR LINE IS NOT PROVISIONED FOR ANY REASON, NEITHER YOU NOR VERIZON SHALL HAVE ANY DUTIES OR OBLIGATIONS UNDER THIS AGREEMENT (OTHER THAN YOUR OBLIGATION TO RETURN ANY VERIZON-PROVIDED EQUIPMENT).
- 12.3 **VERIZON DOES NOT WARRANT THAT THE SERVICE OR EQUIPMENT PROVIDED BY VERIZON WILL PERFORM AT A PARTICULAR SPEED, BANDWIDTH OR DATA THROUGHPUT RATE, OR WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF VIRUSES, WORMS, DISABLING CODE OR CONDITIONS, OR THE LIKE.** VERIZON SHALL NOT BE LIABLE FOR LOSS OF YOUR DATA, OR IF CHANGES IN OPERATION, PROCEDURES, OR SERVICES REQUIRE MODIFICATION OR ALTERATION OF YOUR EQUIPMENT, RENDER THE SAME OBSOLETE OR OTHERWISE AFFECT ITS PERFORMANCE.
- 12.4 IN NO EVENT SHALL THE VERIZON PARTIES OR VERIZON'S THIRD PARTY LICENSORS, PROVIDERS OR SUPPLIERS BE LIABLE FOR: (A) ANY INDIRECT, PUNITIVE, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOST PROFITS OR LOSS OF REVENUE, LOSS OF PROGRAMS OR INFORMATION OR DAMAGE TO DATA ARISING OUT OF THE USE, PARTIAL USE OR INABILITY TO USE THE SERVICE, OR RELIANCE ON OR PERFORMANCE OF THE SERVICE, REGARDLESS OF THE TYPE OF CLAIM OR THE NATURE OF THE CAUSE OF ACTION, INCLUDING WITHOUT LIMITATION, THOSE ARISING UNDER CONTRACT, TORT, NEGLIGENCE OR STRICT LIABILITY, EVEN IF VERIZON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CLAIM OR DAMAGES, OR (B) ANY CLAIMS AGAINST YOU BY ANY OTHER PARTY.
- 12.5 THE LIABILITY OF THE VERIZON PARTIES, OR (SUBJECT TO ANY DIFFERENT LIMITATIONS OF LIABILITY IN THIRD PARTY END USER LICENSE OR OTHER AGREEMENTS) OUR THIRD PARTY LICENSORS, PROVIDERS OR SUPPLIERS, FOR ALL CATEGORIES OF DAMAGES SHALL NOT EXCEED A PRO RATA CREDIT FOR THE MONTHLY FEES (EXCLUDING ALL NONRECURRING CHARGES, REGULATORY FEES, SURCHARGES, FEES AND TAXES) YOU HAVE PAID TO VERIZON FOR THE SERVICE DURING THE SIX (6) MONTH PERIOD PRIOR TO WHEN SUCH CLAIM AROSE, WHICH SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY REGARDLESS OF THE TYPE OF CLAIM OR NATURE OF THE CAUSE OF ACTION. THE FOREGOING LIMITATIONS SHALL APPLY TO THE FULL EXTENT PERMITTED BY LAW, AND ARE NOT INTENDED TO ASSERT ANY LIMITATIONS OR DEFENSES WHICH ARE PROHIBITED BY LAW.
- 12.6 ALL LIMITATIONS AND DISCLAIMERS STATED IN THIS SECTION 12 ALSO APPLY TO VERIZON'S THIRD PARTY LICENSORS, PROVIDERS AND SUPPLIERS, AS THIRD PARTY BENEFICIARIES OF THIS AGREEMENT.
- 12.7 THE REMEDIES EXPRESSLY SET FORTH IN THIS AGREEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. YOU MAY HAVE ADDITIONAL RIGHTS UNDER CERTAIN LAWS (SUCH AS CONSUMER LAWS), WHICH DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, OR THE EXCLUSION OR LIMITATION OF CERTAIN DAMAGES. IF THESE LAWS APPLY, OUR EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU.

13. INDEMNIFICATION.

You agree to defend, indemnify and hold harmless the Verizon Parties from and against all liabilities, costs and expenses, including reasonable attorneys' and experts' fees, related to or arising from your use of the Service (or the use of your Service by anyone else), (a) in violation of applicable laws, regulations or this Agreement; (b) to access the Internet or to transmit or post any message, information, software, images or other materials via the Internet; (c) in any manner that harms any person or results in the personal injury or death of any person or in damage to or loss of any tangible or intangible (including data) property; or (d) claims for infringement of any intellectual property rights arising from or in connection with use of the Service.

14. NOTICES.

- 14.1 Notices required under this Agreement by you must be provided to us at 14025 Riveredge Drive, Tampa, FL 33637, Attention: Customer Service in the manner set forth in the Contact Us section of the Website. Notice by Verizon to you (including notice of changes to this Agreement under Section 3) shall be deemed given when: (a) transmitted to you through your primary verizon.net email address; or (b) mailed via the US mail or hand-delivered to your address on file with us; or (c) when posted to the Announcements page of the Website.
- 14.2 If you send us an email, you agree that the User ID and/or alias contained in the email is legally sufficient to verify you as the sender and the authenticity of the communication.

15. GENERAL PROVISIONS.

- 15.1 All obligations of the parties under this Agreement, which, by their nature, would continue beyond the termination of this Agreement, including without limitation, those relating to Limitation of Liability and Indemnification, shall survive such termination.
- 15.2 Verizon will not be liable for delays, damages or failures in performance due to causes beyond its reasonable control, including, but not limited to, acts of a governmental body, acts of God, acts of third parties, fires, floods, strikes, work slow-downs or other labor-related activity, or an inability to obtain necessary equipment or services.
- 15.3 You may not assign or otherwise transfer this Agreement, or your rights or obligations under it, in whole or in part, to any other person. Any attempt to do so shall be void. We may freely assign all or any part of this Agreement with or without notice and you agree to make all subsequent payments as directed.
- 15.4 Except as otherwise required by law, **you and Verizon agree that the substantive laws of the Commonwealth of Virginia, without reference to its principles of conflicts of laws, will be applied to govern, construe and enforce all of the rights and duties of the parties arising from or relating in any way to the subject matter of this Agreement. YOU AND VERIZON CONSENT TO THE EXCLUSIVE PERSONAL JURISDICTION OF AND VENUE IN A COURT LOCATED IN FAIRFAX COUNTY, VIRGINIA FOR ANY SUITS OR CAUSES OF ACTION CONNECTED IN ANY WAY, DIRECTLY OR INDIRECTLY, TO THE SUBJECT MATTER OF THIS AGREEMENT OR TO THE SERVICE. Except as otherwise required by law, including Virginia laws relating to consumer transactions, any cause of action or claim you may have with respect to the Service must be commenced within one (1) year after the claim or cause of action arises or such claim or cause of action is barred.**
- 15.5 Use, duplication or disclosure by any Government entity is subject to restrictions set forth, as applicable, in subparagraphs (a) through (d) of the Commercial Computer-Restricted Rights clause at FAR 52.227-19, FAR 12.212, DFARS 227.7202, or in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause of DFARS 252.227-7013, and in similar clauses in the NASA FAR Supplement. Contractor/manufacturer is Verizon or its licensors and suppliers. The use of Software and documentation is further restricted in accordance with the terms of this Agreement.
- 15.6 Verizon's failure at any time to insist upon strict compliance with any of the provisions of this Agreement shall not be construed to be a waiver of such terms in the future. If any provision of this Agreement is determined to be invalid, illegal or unenforceable, the remaining provisions of this Agreement shall remain in full force and effect and the unenforceable portion shall be construed as nearly as possible to reflect the original intentions of the parties.
- 15.7 This Agreement, including all Policies referred to herein and posted on the Website, constitutes the entire agreement between you and Verizon with respect to the subject matter hereto and supersedes any and all prior or contemporaneous agreements whether written or oral. No changes by you to this Agreement shall be effective unless agreed to in a writing signed by an authorized person at Verizon.

16. **Verizon Affiliates.** Services in New Jersey are provided by Verizon Online - New Jersey LLC. Services in Maryland are provided by Verizon Online - Maryland LLC. Services in Pennsylvania are provided by Verizon Online Pennsylvania Partnership.

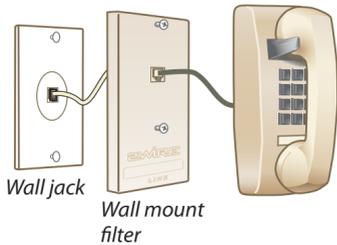


1 Do you have dial-up or another Internet service? If you will no longer be using that service, unplug both ends of its phone cord or cable.

2 Do you have more than one computer? If so, and you use a router, disconnect it from the computer where you are installing Verizon High Speed Internet. You may reconnect the router after your installation is successful.

Note: If there are no land-line phone devices in your home, proceed to step 5.

3 Do you have any phones mounted on the wall? If so, install a wall mount filter(s). To order additional filters, call 1-800-567-6789.

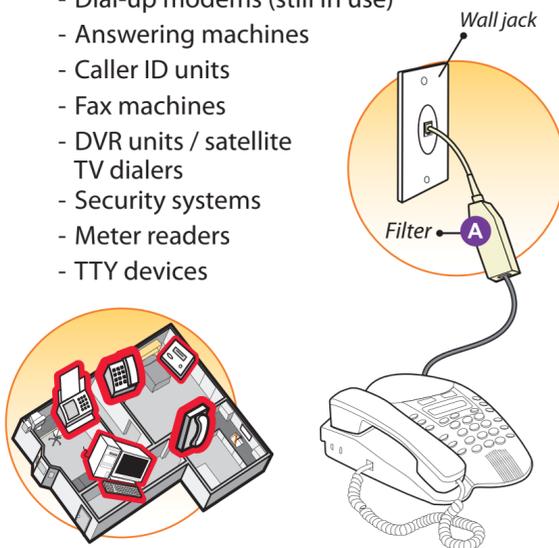


Tip: Remove the phone by pushing up gently from the bottom.

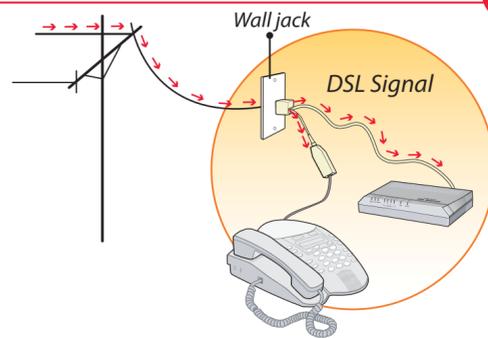
4 Install filters on ALL phone devices.

Install filters **A** at the wall jack as shown.

- Filters are required for:
- Regular phones
 - Cordless phone bases
 - Dial-up modems (still in use)
 - Answering machines
 - Caller ID units
 - Fax machines
 - DVR units / satellite TV dialers
 - Security systems
 - Meter readers
 - TTY devices



How Filters Work

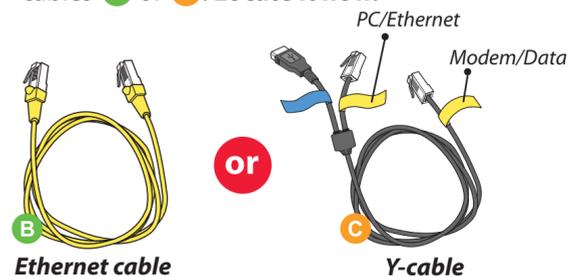


Verizon High Speed Internet is a DSL technology. Filters prevent the DSL signal and your phone equipment from interfering with each other, allowing you to use the phone and the Internet at the same time. If you do not install filters on all your phone devices, you may have trouble installing or using Verizon High Speed Internet.

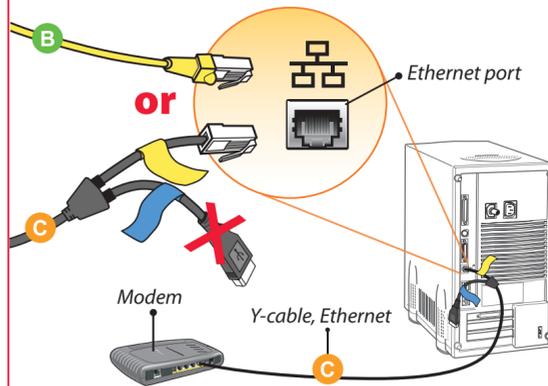
Important!

- Make sure all phone devices are filtered **before** you connect the modem.
- Do not install filters on empty phone jacks.

5 Depending on the modem you received, your installation kit will contain **one** of the cables **B** or **C**. **Locate it now.**



6 Use the cable to connect the modem ¹ to the Ethernet port on your desktop or laptop ². If you can't find an Ethernet port, insert the CD now.

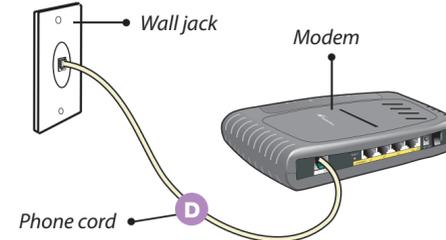


¹ If the modem has multiple ports, it doesn't matter which one you use.

² Even if you plan to use wireless, the initial connection must be made using the cable.

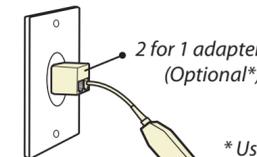
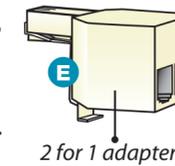
7 Connect the phone cord (beige).

- Connect one end of the phone cord **D** to the DSL jack on the modem.
- Connect the other end directly into the nearest wall jack*.



***Is the wall jack already occupied?**

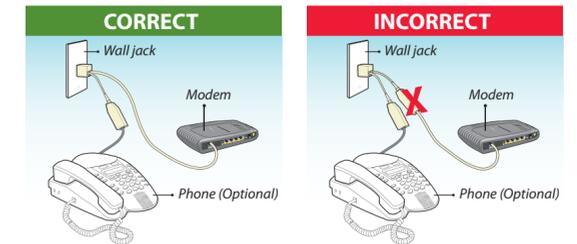
If so, use the supplied 2 for 1 adapter **E** to create a space to connect the modem phone cord.



** Use the 2 for 1 adapter only if the modem needs to share the wall jack with an existing phone or other device.*

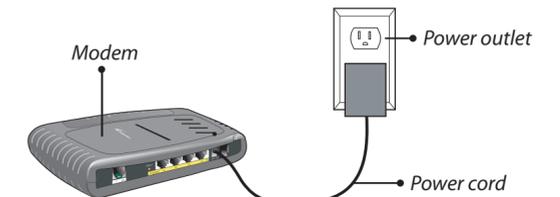


8 Make sure there is no filter anywhere along the path from the wall jack to the modem.



9 Connect the power cord to the modem and plug it into a power outlet.

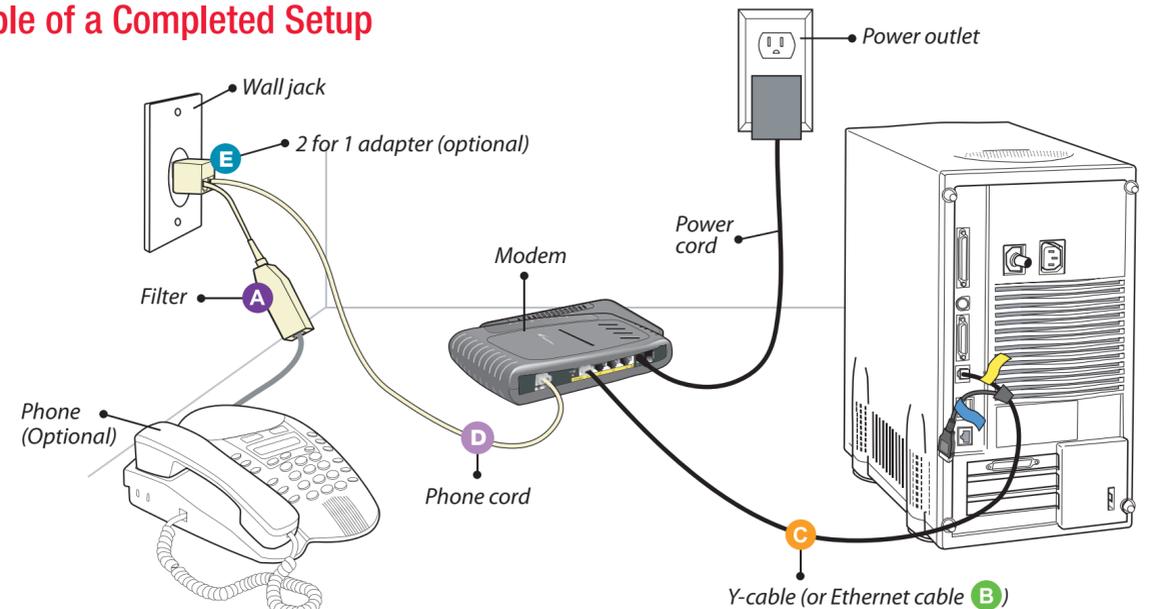
- Turn on the modem.
- Wait for the Internet light to become steady or flashing green.



10 Run Internet Explorer. If you are not automatically redirected, go to <http://activatemydsl.verizon.net>. Follow the online instructions to set up your account.



Example of a Completed Setup



(The modem and your computer may look different than the ones shown here.)

Need help? Use the CD for troubleshooting, or call Verizon Online at 1-800-567-6789





1 ¿Tienes un servicio de marcado (dial-up) o algún otro tipo de servicio de Internet? Si ya no vas a utilizar ese servicio, desenchufa ambos extremos del cable telefónico o de servicio de cable.

2 ¿Tienes más de una computadora? Si tienes más de una computadora y utilizas un enrutador, tendrás que desenchufarlo de la computadora mientras instalas el servicio de Internet de Alta Velocidad de Verizon. Cuando hayas acabado, lo puedes volver a enchufar.

Nota. Si en la vivienda no hay ningún teléfono fijo, salta al paso 5.

3 ¿Tienes algún teléfono en la pared? Si tienes alguno, instala un filtro de pared en cada teléfono. Si necesitas más filtros, llama al 1-800-567-6789.



Sugerencia: para quitar el teléfono, empújalo con suavidad de abajo a arriba.

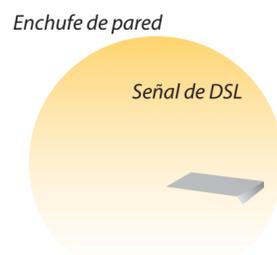
4 Instala filtros en TODOS los teléfonos.

Instala el filtro en el enchufe de pared como muestra la ilustración. Necesitarás filtros en:

- Los teléfonos normales
- Las bases de los teléfonos inalámbricos
- Los modems de marcado que sigas usando
- Los contestadores automáticos
- Los identificadores de llamadas
- Las máquinas de fax
- Las unidades DVR y los marcadores de TV por satélite
- Los sistemas de seguridad
- Los contadores
- Las unidades de TTY



Función del filtro



La Internet de Alta Velocidad de Verizon es una tecnología de DSL. Los filtros evitan que la señal de DSL y los teléfonos se interfieran entre sí, para que así puedas utilizar el teléfono e Internet al mismo tiempo. Si no instalas un filtro en todos los aparatos telefónicos, tendrás problemas a la hora de instalar y utilizar el servicio de DSL.

Importante

- **Antes** de conectar el módem, comprueba que haya un filtro en cada uno de los aparatos telefónicos.
- No hace falta que instales un filtro en los enchufes telefónicos a los que no haya ningún aparato conectado.

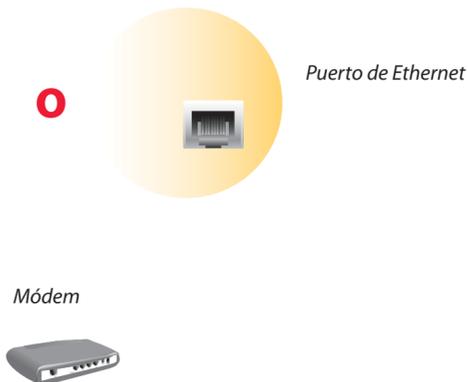
5 Dependiendo del módem que hayas recibido, el kit de instalación contendrá el cable o el . **Busca el cable.**

PC/Ethernet
Módem/Data

Cable de Ethernet

Cable en Y

6 Utiliza el cable para conectar el módem¹ al puerto de Ethernet de la computadora de escritorio o portátil². Si no encuentras el puerto de Ethernet, inserta ahora el CD.

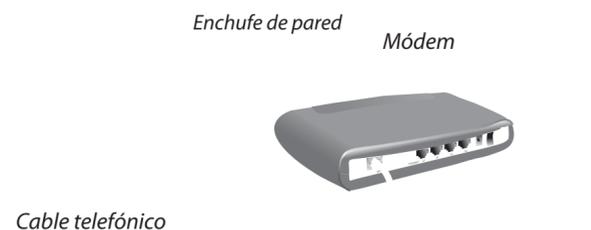


¹ Si el módem tiene varios puertos, puedes utilizar cualquiera de ellos.

² Aunque vayas a utilizar una conexión inalámbrica, la primera conexión la tienes que establecer con un cable.

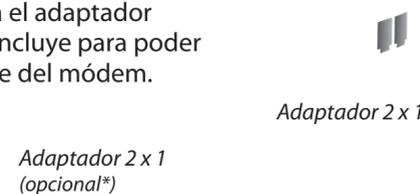
7 Enchufa el cable telefónico (color castaño claro).

- Conecta uno de los extremos del cable telefónico al enchufe de DSL del módem.
- Conecta el otro extremo directamente al enchufe de pared más cercano*.



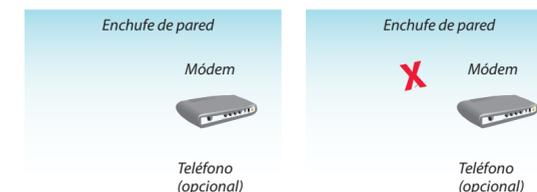
*¿Está ocupado el enchufe?

Si lo está, instala el adaptador 2 x 1 que se incluye para poder enchufar el cable del módem.



* Usa el adaptador solamente si necesitas conectar el módem en el mismo enchufe que otro aparato telefónico.

8 Comprueba que no haya ningún filtro en el trayecto desde el módem hasta el enchufe de la pared.



9 Enchufa el cable eléctrico en el módem y luego en un enchufe eléctrico.

- Enciende el módem.
- Espera hasta que la luz verde de Internet se quede fija o parpadee.



10 Abre Internet Explorer. Si el sistema no te lleva automáticamente, dirígete a <http://activatemydsl.verizon.net>. Sigue las instrucciones del sitio para configurar la cuenta.



Ejemplo de una instalación terminada



(El módem y la computadora que tú tienes pueden ser diferentes.)

¿Necesitas ayuda? Utiliza la herramienta de diagnóstico de problemas del CD o llama a Verizon Online al 1-800-567-6789.



ENJOY FREE VERIZON WI-FI WITH YOUR UP TO 3.0M OR 7.1M HIGH SPEED INTERNET PACKAGE

Verizon Wi-Fi allows you to stay connected while on the go at thousands of hotspots nationwide including airports, cafes, hotels and more.

▶ **Get Started!**

If you are new to Verizon, you'll need to register and install your High Speed Internet before you can access the Verizon Wi-Fi service.

- Confirm that you have a required operating system, either Windows Vista or Windows XP 32-bit with Service Pack 3.
- Verizon Wi-Fi is not available for Macintosh, Windows XP 64-bit, or Windows 7 operating systems.

▶ **Installing Verizon Wi-Fi is Easy!**

- Go to **verizon.net/wifi** and log in using your primary account username and password.
- Click on "Verizon Wi-Fi" and then click on "Verizon Wi-Fi Registration."
- Follow the prompts to create your Verizon Wi-Fi username and password.
- Once you select your username and password, you will be guided through the process to download and install the Verizon Wi-Fi Connect software.

▶ **One Website Does It All!**

Go to **verizon.net/wifi** to create a Verizon Wi-Fi username, download Verizon Wi-Fi Connect software to multiple computers, check on hotspots near you, or find additional information. Once you've installed the Verizon Wi-Fi Connect software, you can also click on the Verizon Wi-Fi icon located on your desktop to search for hotspots nationwide.



When you are at a Verizon Wi-Fi hotspot, a pop-up will appear. Just enter your Verizon Wi-Fi username and password to log in, open a browser and start surfing!

Answers to frequently asked questions can be found on the back of this page.

Once you have downloaded and installed the Verizon Wi-Fi Connect software, you can access a step-by-step User Guide for additional information on your laptop or netbook. Just click on your "Start" menu button, select "Programs," "Verizon Wi-Fi Connect" and then "Verizon Wi-Fi Connect User Guide."



Please note:

Verizon Wi-Fi available in designated locations only. Other terms apply. Visit verizon.net/wifi for details.

QUESTIONS & ANSWERS

Q: What is Verizon Wi-Fi?

A: Verizon Wi-Fi is a service that will enable qualified Verizon High Speed Internet subscribers to utilize wireless access to the Internet at thousands of public places known as Wi-Fi “hotspots.” This service is not intended to be used from your home, but to be used while on-the-go.

Q: What is a hotspot?

A: A hotspot is a specific area that offers Internet access for a laptop or netbook using a wireless signal. Access to the Internet on other wireless-enabled devices, such as PDAs, will be available in the future. Hotspots are often found at restaurants, airports, hotels, coffee shops and other public places.

Q: Do I need any additional equipment?

A: If you have a wireless-enabled laptop or netbook, no additional equipment is needed to use Verizon Wi-Fi service. If you do not have a wireless-enabled laptop or netbook, you will need to purchase a wireless card and simply plug it into your computer.

Q: How can I tell if my Verizon Wi-Fi service has been activated?

A: Once you have successfully downloaded Verizon Wi-Fi Connect software, you will see an icon in your system tray (lower right-hand corner of computer) or on your computer desktop.

Q: What factors can affect my connection speed while using Verizon Wi-Fi?

A: Wi-Fi signal strength may vary by hotspot location and can be affected by many factors, including the location of wireless infrastructure, the direction of the wireless antenna, building architecture and materials, and the number of other wireless devices in operation at the location. If you experience a weak signal or loss of signal, you should try relocating within the immediate area to improve the signal strength.

Q: I have sub-accounts set up under my primary account. Will Verizon Wi-Fi work for those users also?

A: Yes. As long as the sub-account holders have the Verizon Wi-Fi Connect software downloaded onto their computer, they will be able to enjoy the Verizon Wi-Fi service. The Verizon Wi-Fi primary account holder will need to set up a Verizon Wi-Fi username and password. The Verizon Wi-Fi username and password can be shared with the sub-account holders to provide them with Verizon Wi-Fi access. Verizon Wi-Fi service will allow up to four (4) users to access the service simultaneously.

Q: How do I know where the Verizon Wi-Fi hotspots are?

A: Visit verizon.net/hotspots and select country, state/region, venue (e.g. hotel, restaurant, etc.) and zip code. A list of available Verizon Wi-Fi hotspots will appear. Verizon Wi-Fi is available in the U.S. only.

Q: What does the Hotspot Search icon provide?

A: After the Verizon Wi-Fi Connect software has been successfully downloaded, you can click the “Hotspot Search” icon on your desktop. “Wi-Fi Connect Location Directory Search” will then appear. Select country, state/region and venue (e.g. hotel, restaurant, etc.). A list of available Verizon Wi-Fi hotspots will appear. Right click the Verizon Wi-Fi icon and select “Update” to refresh hotspot locations.



Q: Will my security software affect my use of Verizon Wi-Fi?

A: If you subscribe to the Verizon Internet Security Suite, there is no impact on your ability to use Verizon Wi-Fi. If you use security software from another provider, you should check directly with that provider.

Q: Does the sign on process protect my username and password?

A: The integrity of our customers’ security is a top priority for Verizon. With Verizon Wi-Fi, you can rest assured that you will receive a secure sign on and authentication process. Once you are online, take the same security precautions you would from your home or work Internet connection.

Q: What if I have trouble connecting?

A: Simple tasks like rebooting your laptop or netbook will solve most connection issues. Most computers have a Wi-Fi setting. Be sure your Wi-Fi is turned on. If your computer does not have a Wi-Fi setting, go to Internet Options on your computer and verify your wireless LAN (WLAN) connection is enabled. If it is not enabled, right click and enable it. Check your signal. Right click on the wireless icon in the system tray, select “View Wireless Networks” and select a network from the list presented.

Q: How do I determine my Operating System or Service Pack version?

A: Right click on the ‘My Computer’ icon on your desktop and select ‘Properties’. Your Operating System and Service Pack version will be listed on the ‘General’ tab.

Q: What if I have a Verizon Yahoo!, Verizon with AOL, or Verizon with Windows Live™ home page?

A: If you are a Verizon with AOL or Verizon with Windows Live™ subscriber, go to verizon.net/wifi to download the Verizon Wi-Fi Connect software. If you are a Verizon Yahoo! subscriber, log in to your Verizon Yahoo! account as you normally would. Click on the “My Account” tab. Go to the My Account & Billing tab and click on “Go to Verizon My Account Tools.” On the left hand side of the web page under Account Settings, click on “Verizon Wi-Fi.” Follow the steps provided on the Verizon Wi-Fi web page to create an account, download the Verizon Wi-Fi Connect software, or find available hotspots.

Q: Where do I go to get customer support for Verizon Wi-Fi service?

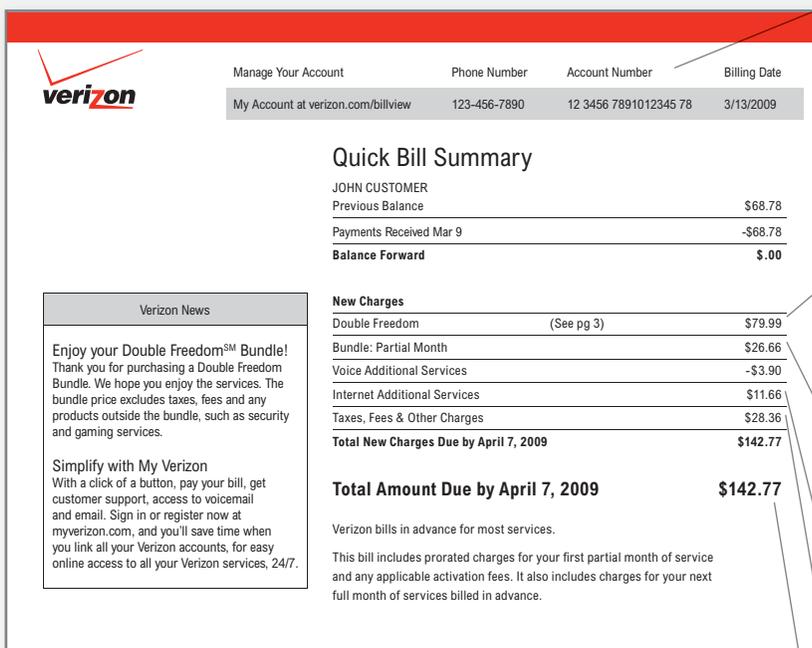
A: You can find detailed product information, including how to download Verizon Wi-Fi Connect software, by visiting our website: verizon.net/wifi

If you are unable to find what you need online, Verizon has dedicated 24-hour technical support. Technical support agents can be reached toll-free at: **1.800.567.6789**





UNDERSTANDING YOUR FIRST VERIZON HIGH SPEED INTERNET BILL.



Personal Information: This section of the bill contains your Phone Number, Account Number and Billing Date, which is the date your bill was created. The Billing Date will be the same day of the month for each billing cycle.

Double Freedom: New charges for Internet, Voice and TV — depending on your Double or Triple Bundle selection — appear in this section. If you are not in a Bundle, you will see individual line items for each of your services (Voice, Internet, and/or TV). Verizon bills one month in advance for services.

Bundle - Partial Month: After adding or upgrading your services, your first bill will generally be higher due to partial-month billing. Partial-month billing covers the period of time that your service was installed up to your bill date. Partial-month charges for services outside the bundle are listed in the Additional Services sections.

Additional Services: These sections include charges for services you purchased that were excluded from your bundle, such as Inside Wire Maintenance or Internet Security Suite.

Taxes, Fees & Other Charges: This section of the bill includes all applicable taxes, surcharges, FCC charges for your area and any late-payment fees or returned-payment fees.

Total Amount Due: Here is your total amount due, and the date your payment should be received by Verizon. This line will include "Total New Charges" plus any "Balance Forward" from past-due charges.

THIS "QUICK BILL SUMMARY" GIVES YOU:

- An overview of last month's charges and payments
- Your new charges and any adjustments by category
- The total amount due, which includes new charges and any balance forward
- The date your payment is due

On your first bill after you change service, you may see partial-month charges from the time your service started until your bill date. Your subsequent bills will include charges for a single month.

HR-1

It's the Network

How to Read Your Bill BI (front)

DEPT.	SIGN OFF	DATE
Proof Reader:		
Art Director:		
Copy Writer:		
Production:		
Account Exec.:		
Traffic Mgr.:		
Studio QC:		
Spell Check:		

Job #: ICH90014
 Client: Verizon
 Job Name: How to Read Your Bill BI
 Studio Artist: HVV
 Proof #: 16

LH: In Progress
 Save Date: 8-13-2009 6:22 PM
 Previous User: ipgna\paul.iannuzzo
 Document Path: Macintosh
 HD4:Users:holly\Desktop:90014_ICH_Howto-
 Read_BI.indd

- Cyan
- Magenta
- Yellow
- Black
- Tower 2 Black
- PMS 1795 C

B:11.25"

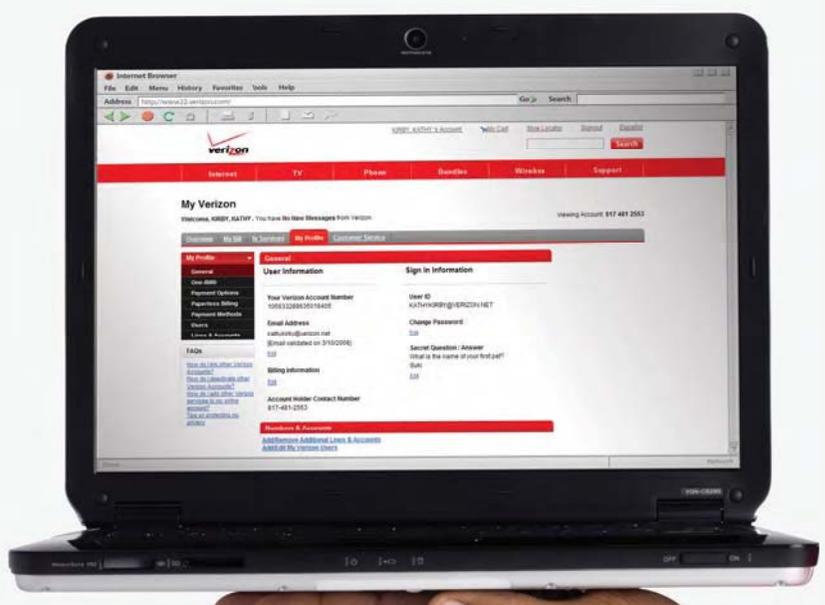
T:11"



FOR ALL THINGS VERIZON, WHY GO ANYWHERE ELSE? **MYVERIZON.COM**

With **myverizon.com**, you now have one place to go where you can control all of your Verizon services and go paperless. You can:

- Pay bills and view payment history
- Set up Automatic Payments
- Check your Voice Mail
- View phone-call details
- Sign up for Paperless Billing
- Modify your services
- Get help and support
- Request repair services



Register today at **myverizon.com**

It's the Network

How to Read Your Bill BI (back)

DEPT.	SIGN OFF	DATE
Proof Reader:		
Art Director:		
Copy Writer:		
Production:		
Account Exec.:		
Traffic Mgr.:		
Studio QC:		
Spell Check:		

Job #: ICH90014
 Client: Verizon
 Job Name: How to Read Your Bill BI
 Studio Artist: HVV
 Proof #: 16

LH: In Progress
 Save Date: 8-13-2009 6:22 PM
 Previous User: ipgna\paul.iannuzzo
 Document Path: Macintosh
 HD4:Users:holly:Desktop:90014_ICH_Howto-
 Read_BI.indd

- Cyan
- Magenta
- Yellow
- Black
- Tower 2 Black
- PMS 1795 C



VERIZON HIGH SPEED INTERNET USER GUIDE

YOUR GUIDE TO:

- Installation
- Email Setup
- Online Security
- Help and Support

It's the Network



Inside covers & Inside of Flap
(CVR 2 & CVR 3)

**DIECUT DOES
NOT PRINT**

**FOLD LINE
DOES NOT PRINT**

VERIZON HIGH SPEED INTERNET CUSTOMER INFORMATION

Verizon Online User Name:

Verizon Online Password:

Dedicated Data Line No.*:

Sub-Account:

Password:

Sub-Account:

Password:

Verizon High Speed Internet with
Online Experience** User Name:

Verizon High Speed Internet with
Online Experience** Password:

Instant Messaging Screen Name:

Instant Messaging Password:

**No matter what problems you may have,
technical support is here, 24/7 — just for you.**

verizon.net/help

*For customers who do not have Verizon local telephone service.

**Online Experience options can be found on pages 4–5.

WELCOME TO VERIZON HIGH SPEED INTERNET

Thanks for choosing Verizon High Speed Internet. You've not only made the right choice, you've made the best choice. You picked High Speed Internet from Verizon — part of the networks that 100 million people around the world rely on every day. Inside this guide you'll find information on how to:

- Install your High Speed Internet.
- Activate your email account.
- Keep your computer safe.
- Find help and support.



We appreciate your business and we want to make sure you enjoy your new superfast Verizon High Speed Internet service — that's why we're here for you whenever you need us, 24/7. Whether you're searching for your favorite tunes, your next vacation spot, a new video game or a movie — you can now do it at speeds up to 7M.

And, while you're at it, check out the back of this guide for other Verizon products that complement your new High Speed Internet.

LIFE ON THE NETWORK GETS BETTER EVERY DAY.

TABLE OF CONTENTS

GET STARTED

Before You Get Started	3
Only with Verizon — Choose Your Online Experience	4–5
Verizon Central	6–7

EMAIL

Accessing Your Email	8–10
Verizon Central Email Tools	11
Setting up Email Applications	12–14

MY VERIZON

Easy Account Access	15
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VERIZON SURROUND

Fun & Entertainment	16–17
Online Call Management	18

SHOP & DOWNLOAD ONLINE

Games, Music, Movies	19–21
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SUPPORT

If Connected	22
If Not Connected	23
Frequently Asked Questions	24–27
Installation & Setup	28

ADDITIONAL SERVICES/PRODUCTS

See inserts in back or visit us online at vas.verizon.com

GET STARTED

BEFORE YOU GET STARTED

- ✓ **Has your service ready date arrived?**
- ✓ **Did you follow the directions on the Quick Start Guide Poster for Installation?**
- ✓ **Have you installed your High Speed Internet successfully?**
- ✓ **Are you connected to the Internet?**

If you answered YES to all of the above questions, then you are ready to move on.

If you answered NO to any of the above questions, please:

1. Review pages 22–27 in the “Support” section of this guide.
2. Use the enclosed tutorial CD.
3. Call our Technical Support at **1.800.567.6789**.

IN THIS SECTION WE WILL HELP YOU:

- ✓ **Choose Your Online Experience** (Pgs. 4–5).
- ✓ **Learn about Verizon Central** (Pgs. 6–7).
- ✓ **Get Started in Email**
 - Set Up Your Email (Pg. 8).
 - Create Sub-Accounts (Pg. 8).
 - Move Your Email Address Book With TrueSwitchSM (Pg. 8).

ONLY WITH VERIZON — CHOOSE YOUR ONLINE EXPERIENCE

Verizon Online has teamed up with some of the world's top Internet brands to deliver your choice of a richer, more personalized Internet experience.

When you register your service, you'll have the opportunity to personalize your online experience by choosing your own High Speed Internet software from among these three respected Internet brands.

Each of these will give you an exclusive broadband experience that's easy to use and tailored to you.

**Don't miss out on the added features of your
High Speed Internet — Pick an Online Experience Today.**

CHOOSE YOUR ONLINE EXPERIENCE:



Personalization



Email

Inbox Size	Unlimited	Up to 1,000 emails	2 GB
Email Message Size Limit	20 MB	16 MB	10 MB
No. of Sub-Accounts	8*	Up to 7	8
POP Access	✓	✓	✓
Mail Forwarding	✓	✓	✓
Spam Filter, Virus Protection	✓	✓	✓

Instant Messenger

Ad-Free Radio Integration	✓	✓	✓
Webcam	✓		✓
Mobile	✓	✓	✓
Anti-Virus, Anti-Spyware	✓+	✓	✓+
Pop-up Blocker, Firewall	✓+	✓	✓+
Parental Controls	✓	✓	✓
Web-hosting	✓		
Online Data Storage	✓	✓	✓
Personal Ads	✓	✓	✓
Shopping	✓	✓	✓
	✓	✓	✓

✚ (Additional fee required for this feature.) ✓ (Services provided by Verizon Online.)

*Disposable accounts also available.

To review the most current and updated info, visit us at verizon.com/choices

GET STARTED

5

VERIZON CENTRAL

Manage Your High Speed Internet

Verizon Central is where you go to manage all aspects of your High Speed Internet. Here you will be able to personalize your Internet and select your online experience. Verizon Central will also give you access to create your email account as well as Sub-Accounts for the entire family. You'll also get customized information that features the latest in entertainment and gaming, and so much more — all in one location.

To get to Verizon Central:

1. Open your Internet browser.*
2. Type **verizon.net/verizoncentral** into your address bar.

1 Verizon Central Main Page

View all of your Verizon High Speed Internet service features at a glance.

2 Newsroom

Keep up with the day's latest events. And stay current on topics like entertainment, sports, health and finance.

3 Verizon Surround

Your gateway to a true multimedia experience of streaming audio and video, games and more. Listen to music, watch movie trailers and music videos, and get the latest entertainment news (see pages 16–17).

4 Email

Send and receive email, and access your address book and calendar (see pages 8–14). Be sure to check your verizon.net email periodically for important messages from Verizon Online about your account.

5 Shop

Explore and buy innovative voice and data services that help you maximize your broadband experience (see pages 19–21).

*The most common browsers are Microsoft® Internet Explorer, Mozilla Firefox® and Safari®. You should see one of these icons on your computer's desktop.

6 My Account

Account Information

Quickly reference all your Verizon Online Account information, including details of your bill and personal settings. If you didn't make a selection for an online experience during registration, you can do so at any time on the My Account tab. Simply scroll down until you see the My Plan section and click on "Online Experience" to make your selection.

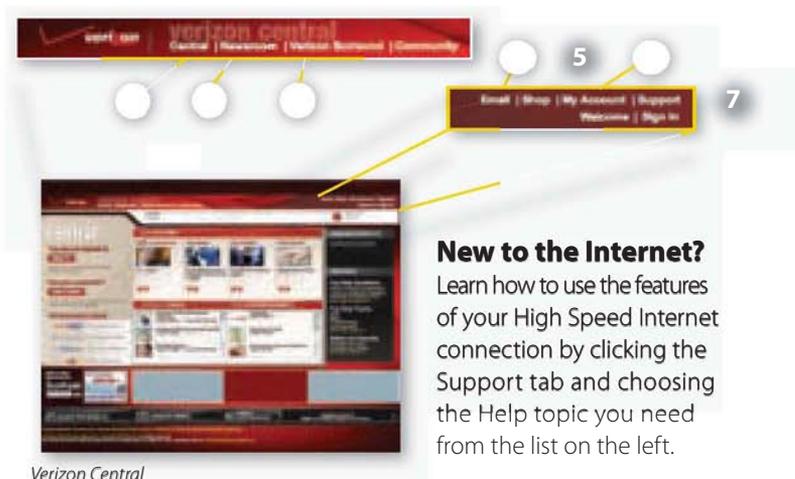
7 Support

General Help

When you need help or have general questions, visit verizon.net/help or click the red  icon on your desktop.

Diagnostics

Take advantage of Help tools, which allow you to automatically diagnose and repair common problems, or chat live with a Technical Support agent (see pages 22–23).



Verizon Central

GETTING STARTED IN EMAIL

HOW DO I SET UP MY MAIN EMAIL ACCOUNT?

You should have set up your primary email account during the account setup portion of your service installation. If you do not have a primary email address, please refer to the tutorial disk included in your self installation kit. You'll need your user name and password to log in and access your email.

CREATE ADDITIONAL EMAIL ACCOUNTS

To create additional email accounts, you'll need to set up Sub-Accounts. A Sub-Account is a secondary email account associated with your main Verizon High Speed Internet email account. Each Sub-Account has its own user name and password, along with email and newsgroup access. With eight Sub-Accounts, everyone in your family can have his own private email address and inbox, and you can keep your personal and business emails separate with different addresses.

HOW DO I SET UP A SUB-ACCOUNT?

1. Go to Verizon Central at **verizon.net/verizoncentral**
2. Select My Account.
3. Select Create New Sub-Account.

If you use Outlook Express:

1. Go to My Account.
2. Use the Set Up Sub-Accounts tool.
3. Create Identities within Outlook Express.

MOVE YOUR EMAIL ADDRESS BOOK FOR FREE

Time is of the essence! As you switch to Verizon High Speed Internet you will want to move all your contacts from your last email provider into your new account. Verizon, through **TrueSwitchSM**, offers you a free and easy way to copy emails and contacts from your old account to your new verizon.net account. TrueSwitch is the leader in email switching solutions. Visit **trueswitch.com/verizon** as soon as you create your new email address, as your address book could be lost when your old account is deactivated by your previous provider.

MORE ABOUT YOUR EMAIL ACCOUNT

Your Verizon High Speed Internet comes with the ability to have nine email addresses, unlimited email retention and an amazing amount of storage. The following pages will make sure you take advantage of all that your Internet has to offer.

- **Total Email Accounts** — 9 Accounts/1 Primary and up to 8 Sub-Accounts.
- **Email Storage** — 650K for up to 1M pkg and 4G for up to 3M and up to 7M pkgs.
- **Email Retention** — unlimited within your maximum email storage.*

GET YOUR EMAILS FROM ANYWHERE

You have four ways to access your Verizon email messages:

1. Webmail: **webmail.verizon.net**
2. PC Software: Popular applications like Outlook, Outlook Express and Thunderbird.
3. Verizon Wireless Mobile Phone: Use the Get It Now Mobile eMail application.
4. Other Internet Enabled Mobile Phones.

See the following pages for more details.

*Unlimited storage applies to email marked as "read" up to the maximum storage quota.



THE CHOICE IS YOURS

1. Verizon Webmail

Use Internet Webmail to check your messages at home or from any Internet-connected PC (just visit webmail.verizon.net).

Below is a quick overview of important email functions:

1 Folders

Create folders to help organize your email.

2 Email Search

Search for specific messages by typing in a keyword.

Check My Email

View all your email in detail.

New

Write and send new email.

5 Sort Your Email

Click on designated icons to sort by sender, date, subject and more.

Contacts

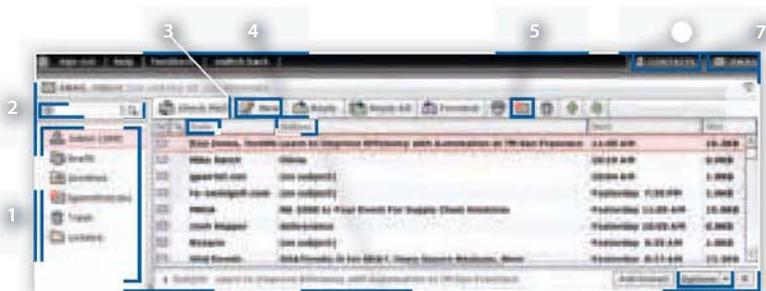
Keep email addresses in one place for easy reference.

Email

Get a summary of new email.

Option

Personalize your mailbox by using Add Signature, Display, Blocked Senders and more.

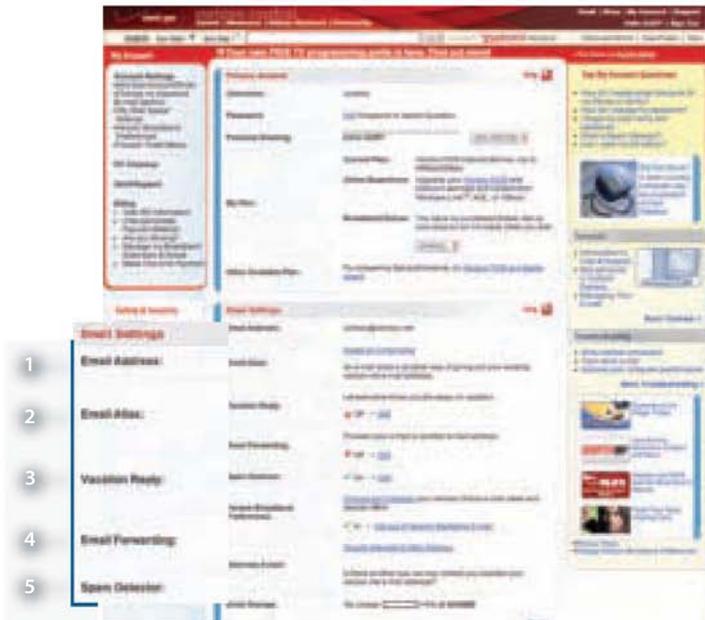


Click on **From** to view your email by sender.

Click on **Subject** to view your email by subject.

Email Tools

- 1 Email Address:**
Your verizon.net email address.
 - 2 Email Alias:**
Personalize your email address with any name or nickname.
 - 3 Vacation Reply:**
Have an automatic reply sent while you're away.
 - 4 Email Forwarding:**
Send an email message from one address to another email address.
- Spam Detector:**
Set controls to filter or delete junk email.



SET UP YOUR EMAIL ON OUTLOOK

Setting up Verizon Online Email with Outlook 2003

Visit verizon.net/help for other mail program setups.

1. Open **Outlook**.
2. From the **Tools** menu, select **Email Accounts**.
3. Select **Add a new email account** and then click **Next**.
4. Select **POP-3**, then click **Next**.
5. Fill in your Internet email settings:
 1. In the **Your Name** field, type your full name.
 2. In the **Email Address** field, type your email address.
 3. Type **incoming.verizon.net** in the **Incoming mail (POP-3)** field.
 4. Type **outgoing.verizon.net** in the **Outgoing mail (SMTP)** field.
 5. In the **User Name** field, type your Verizon Online user name.
 6. In the **Password** field, type your password.
 7. Click the **Remember password** checkbox.
6. Click **More Settings**.
7. Click the **Outgoing Server** tab and click the **My outgoing server (SMTP) requires authentication** checkbox.
8. Select **Use same settings as my incoming mail server** and click "**OK**."
9. Click **Next** and then **Finish** to close the window.

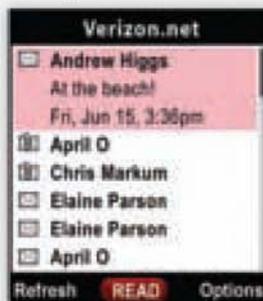
Tip: Click **Test Account Settings** to verify that you have configured your Verizon email settings correctly.

3. Verizon Wireless Mobile eMail

- Use a Verizon Wireless mobile phone to check your messages in real time while on the road.
- Visit **verizonwireless.com** and check out the messaging section to download an application.

SET UP YOUR EMAIL ON A VERIZON WIRELESS PHONE

- Download the application to your device. Using the navigation control on your phone, select “MENU.”
- Navigate to the Get It Now icon and press “OK.”
- Scroll down to the “Tools on the Go” category (may be called “Get Going”) and press “OK.”
- Select option 1 or Get New App, and then scroll down to select “eMail.”
- Select Mobile eMail and follow the instructions for downloading the application.



Additional charges will apply. Please check **verizonwireless.com** to see other messaging options.

Mobile eMail

4. Other Internet Enabled Mobile Phones

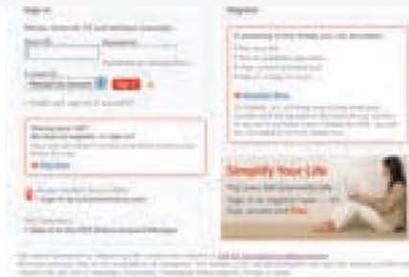
- **BlackBerry™ or PDA:** Keep in touch, read email attachments and much more — regardless of where you are. To access your verizon.net services on your BlackBerry Smartphone, all you need is BlackBerry Internet Service (BIS). Here’s how:
 1. Click on the “Personal Email Setup” icon from your home screen.
 2. Read and agree to the Terms and Conditions.
 3. Enter your verizon.net email address and password, and then click “Next.”
 4. Select “OK” to confirm account setup.
- **Internet Enabled Mobile Phones:** Use a mobile phone or BlackBerry to check your messages in real time while on the road. Visit **m.verizon.net** from any mobile browser. Type in your user name and password and see all your new and saved messages.

MY VERIZON

It's Access to All Your Services in One Place. In Real Time.

You'll be able to see your accounts at a glance. You can make adjustments, pay bills* or just check in. It's another cool service that keeps you moving, and an experience that gets better every day. So, there's no better time to start.

Sign up today for My Verizon at verizon.com/myverizon15



- Sign up for paperless billing.*
- Pay your bill online.*
- Set up automatic payments.*
- Add or change services.
- View current and past bills.
- Update account information.
- Save trees. Save stamps. Save time.

Once You Have Your Account Number, You Are Ready to Register.

Your account number is printed on the front page of your Verizon bill, or it may have been given to you when you signed up for the service. Once you get to the site, enter your phone number or dedicated data line (for customers who don't have Verizon home phone service). Instructions on getting a PIN will be provided. Sign in and see how My Verizon gives ultimate account access.

CLICK MY VERIZON
verizon.com/myverizon15

*For eligible High Speed Internet customers.

MY VERIZON

15

VERIZON SURROUND

Free Online Fun for Verizon Customers

Ready for some high speed fun? Verizon Online gives you free access to some of the hottest online entertainment, news, sports and more, including something for everyone in the family. And thanks to your high speed connection, you can enjoy lots of video clips, live streaming video, interactive games and more. All of which put you in control, so you can watch what you want, whenever you want. You'll find it all on Verizon Surround at surround.verizon.net

KIDS

Disney ConnectionSM

Discover this safe, ad-free environment that offers a magical selection of Disney games, activities and videos for the whole family. You'll also get trial access to Disney's online premium products, plus special discounts on subscriptions.



SPORTS

ESPN360

This exciting online sports experience puts you in control. Enjoy live sportscasts, on-demand video, interactive games, event coverage, news analysis and more. You'll enjoy more online sports video than you can get anywhere else — powered by ESPN.



NEWS

ABC News Now

Get live, streaming video of breaking news, 24/7. You'll have access to a video library of full-length ABC News programs and video clips, including segments from *Good Morning America*, *20/20*, *Primetime Live* and *World News Tonight*.

MOVIES

Movies.com MAX

Get movie night right. Watch video clips of the latest previews, so you'll always know what's showing. Plus, you'll see some of your favorite movie reviewers, and those hilariously grouchy Muppet curmudgeons, Statler & Waldorf.

SOAPS

SOAPNETIC

Want more drama? Feed your soap craving with an all-new video experience that you control. Straight from SOAPnet, this online experience is a must for soapies everywhere.

FAMILY

FamilyFun.com

Looking for new ways to have fun as a family? From online games to arts and crafts projects, this easy-to-navigate site offers tons of stuff parents and kids can do together. Plus, get great ideas for recipes, parties and more.

Manage Your Calls Online

Verizon Call Assistant* is a **FREE** online advanced call management service that is the perfect complement to your new High Speed Internet. Verizon Call Assistant gives you simple, seamless access to your call information from:

- Your home PC.
- Away from home via the Internet.
- Any telephone.

With no enrollment fee or monthly charge, try Verizon Call Assistant today and start managing your calls with features such as:

- **Online Address Book** — allows you to manage and update all your contacts and more online — in one convenient location.
- **Online Call Log** — records incoming call information into an online call log that you can easily sort.
- **Incoming Call Notification** — presents a pop-up indicator on your PC identifying the caller.
- **Visual Voice Mail**** — access, review and play your voice mails from your home PC or via the Internet.



To learn more, go to
verizon.com/callassistant

*Requires Verizon home phone service.

**Feature available with compatible Verizon Voice Mail products.

SHOP & DOWNLOAD ONLINE

Verizon Surround is your gateway to a true multimedia experience, with music, games, movies and other fun entertainment.

Games

Our Games page is your entry into games — play casual games for free, or check out one of our money-saving Games On Demand packages.



VERIZON GAMES ON DEMAND

Get unlimited access to a library of over 1,200 full-version PC games — all for a fraction of what you'd pay to buy just one game at the store. And you get to choose what kind of games you're in the mood for — educational to strategic to action-packed — from companies like Scholastic, Take-Two, Ubisoft and more. Best of all, there are no time limitations, so you can play all day, every day. Just choose the gaming package that's right for you.

To learn more about Verizon Games on Demand, visit verizon.net/gamesondemand

VERIZON ARCADE

Verizon Arcade is your home for casual games to keep you sane during a harried day, featuring free online and multiplayer games, plus the top downloadable casual games, from puzzle and card games to mah-jong and arcade action. Play some darts (and more) against a friend for free or download a favorite full-version game for a minimum fee. Have a gaming break on us.

To learn more about Verizon Arcade, visit verizon.net/arcade

Music

RHAPSODY™ Digital Music Service

Tune in to Rhapsody and listen to millions of songs on demand. It's the No. 1 rated music service in the U.S. Build your own custom radio stations and manage everything with complete music management software.

With Rhapsody you'll be able to:

- Create playlists that you can access from any PC.
- Get unlimited access to million of songs.
- Listen to over 100 commercial-free radio stations and even create a custom station that plays your choice of music.
- Rhapsody subscription music also works with select Verizon Wireless handsets (verizonwireless.com/music).

To learn more about Rhapsody, visit verizon.net/rhapsody

WEBEX PCNOW Remote PC Access

Basically, everything you can do from your office or home PC, you can now do from any Internet-connected computer with WebEx PCNow. Access **your files**, programs, networks and email. And stay productive with features like remote printing and file transfer. It's fast, easy and secure.

To learn more about WebEx PCNow and special offers for Verizon Online members, visit verizon.net/pcnow

Movies

The Movies page is where you can tap into streaming video of the latest movie trailers and entertainment headlines, find showtimes and more. Rent or purchase the latest box office releases and download them to your PC.

STARZ® PLAY Unlimited Movie Downloads



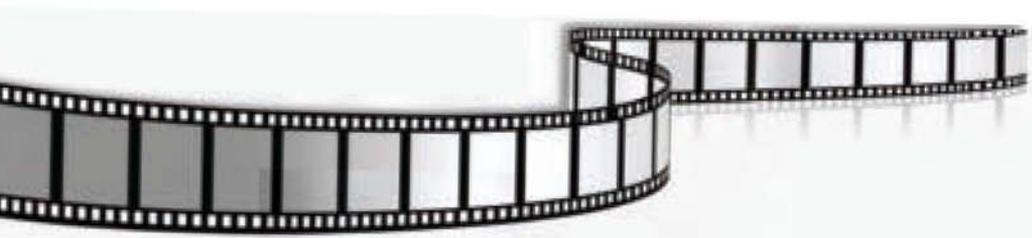
Starz Play is a video download service from Starz entertainment offering over 2,500 premium movies at your fingertips. For a low monthly fee, you get unlimited downloads, playback and streaming on up to three devices. Download movies on your laptop and take your movies on the road with you. Don't worry about time, with Starz Play you don't need to wait till the movie downloads to start watching it.

To learn more about Starz Play, and get a **FREE** 14-day trial, visit verizon.net/starzplay

ZIPIDEE Internet Video Downloads

Zipidee features the Web's largest collection of enthusiast, instructional and educational videos. Explore thousands of high-quality, full-screen digital videos, like Cooking, Music, Home Improvement, Travel & Sports and others you can't find in a rental store.

To learn more about Zipidee, visit verizon.net/zipidee



SUPPORT

Verizon makes it easy to get the help you need.

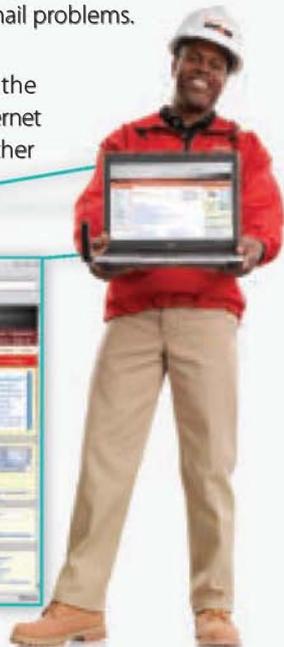
1 If you're connected to the Internet

Open your Internet browser. (If Verizon Central doesn't automatically appear, type **verizon.net/help** into your address bar.)

You can get help in two ways:

1. Just type your question into the Find An Answer tool or search by topic.
2. Or simply double-click the  icon located on your computer's desktop and on the Help page, to access diagnostic help for connection and email problems.

You'll even be able to chat live with a Technical Support agent. Be sure to visit the Help page again to learn more about Internet security, home networking, billing and other topics of interest.



2 If you're not connected to the Internet

If you cannot connect to the Internet, simply double-click on the  icon located on your computer's desktop. You'll be taken through steps that will diagnose common problems and help you fix them.

If you're still unable to connect to the Internet, we recommend you take these steps for the fastest results:

- Check that you've installed your High Speed Internet equipment after the "Service Ready Date" given to you when you ordered your service or on **verizon.net/whatsnext**
- Shut down your computer and unplug the modem/wireless router from its power source for 45 seconds, then plug it back in and reboot. This is called "power cycling" and it's the most common fix for connection problems. Reference the Quick Start Guide Poster to ensure proper setup of the modem/wireless router.
- Check that all cables and phone cords are securely connected to your computer and modem/wireless router.
- If you have home phone service, double-check that there is a filter on every device that shares your High Speed Internet phone line except for the modem/wireless router, which must remain unfiltered.
- If your modem/wireless router is plugged into a surge protector, try plugging it directly into the wall power outlet.
- Refer to the Frequently Asked Questions on the next page.



1.800.567.6789
if you need assistance.

FREQUENTLY ASKED QUESTIONS

Connecting to the Internet

Q *What if I don't have a dial tone on my High Speed Internet line?*

- A**
- Check your connections. Make sure that your modem/wireless router is plugged in, turned on and that all wires between your modem/wireless router and your computer are securely connected.
 - Ensure that filters are installed properly on all telephone devices.
 - Note — you will not have a dial tone on your High Speed Internet line if you ordered High Speed Internet without Voice.

Q *I'm experiencing an intermittent loss of connection. How can I fix it?*

- A**
- Restart your computer and modem/wireless router.
 - Check your connections. Make sure that your modem/wireless router is plugged in, turned on and that all wires between your modem/wireless router and your computer are securely connected.

Q *My service feels slow. What can I do?*

- A**
- Power cycle your computer and modem/wireless router as described on the previous page.
 - Clear temporary Internet files by clearing the cache on your browser. If you do not know how to do this, the PC Checkup Tool can do it for you. It's located at **verizon.net/help**, on the left side of the screen.

Q *What if I hear static or noise on my High Speed Internet phone line?*

- A**
- Make sure all phones and other telephone devices have filters attached.
 - Check that the line side of the filter is plugged into the phone jack and the phone side of the filter is plugged into the phone or other equipment.

Q *I forgot my Verizon High Speed Internet user name and/or password. What should I do?*

- A** • If you know your Verizon user name and the answer to your secret question, but have forgotten your password, you can use the Password Reset Tool at **verizon.net/help**
- If you can't find your user name, call Technical Support at **1.800.567.6789**.

Q *What if I'm having trouble installing my software?*

- A** • If you are having problems installing software, check to see if any programs are running in the background. You may have to temporarily disable anti-virus or fax software before you can successfully install Verizon Online software.

Q *Can I set up an additional email address for someone in my household?*

- A** Yes, you can create up to eight additional email addresses, called Sub-Accounts.
- Log on to Verizon Central using your primary account (the one created during the installation process).
 - Select My Account.
 - Select Create New Sub-Account.

After the account has been created, you'll see links to more information about setting up and using email for Sub-Accounts.

Q *How can I tell if I have an Ethernet adapter/Network Interface Card (NIC) installed?*

A The way to see if you have a NIC installed is to load the Verizon High Speed Internet CD included in your installation kit. Once loaded, this CD will perform a system check that inspects your computer to make sure it is compatible with Verizon High Speed Internet. This system check will alert you if a NIC is not installed.

If you have an iMac, a G3 Power Mac or a G3 PowerBook or higher, your computer came with a NIC.

How do I install Verizon High Speed Internet software on my PC?

- Close or exit all software programs, including firewall software, that may be running in the background.
- Insert the Verizon High Speed Internet CD into the CD drive in your computer.
- If the installation program does not start automatically, click the Start button and select Run.
- In the Run window, type d:\setup.exe.

Note: The “d:” represents your CD drive. If “d” isn’t the letter that represents your CD drive, substitute the appropriate letter.

- Click “OK.”
- Click Setup to begin installation. Follow the onscreen prompts to configure your computer and begin using your account.



Q *How do I install Verizon High Speed Internet software on my Mac?*

- A**
- Close or exit all software programs.
 - Insert the Verizon High Speed Internet CD into the CD drive in your computer.
 - If the Verizon High Speed Internet folder does not open, double-click the Verizon icon on the desktop.
 - Double-click the Install Software icon inside the Verizon folder.
 - Follow the onscreen prompts to configure your computer and begin using your account.

How do I know if my software is installed correctly?

If your software is not installed correctly, your service will not work properly. Please review the software installation instructions below.

Before you install the software, be sure that:

- Your Service Ready Date has arrived.
- Your filters are properly installed.
- Your modem/wireless router is set up and the modem/wireless router lights are on.

How do I take my Verizon Services with me when I move?

You can find out what Verizon services your new home qualifies for by visiting **verizon.com/qualifybyaddress** or call us at **1.866.VZMOVES (1.866.896.6837)**. Reserve your installation date now and have one less thing to think about. We can start the process as soon as you know your move date. If possible, call us 2–4 weeks before you move.

Installation & Setup

HOME NETWORKING

With a home network, your entire household can share one Internet connection with several computers, giving everyone access to the Internet at the same time. You can share access to printers, files, folders and other hardware devices like scanners and fax machines. You can have wireless home networking or wired home networking. Wireless home networks allow you to connect multiple computers in your home without using cables between each computer.

Wired home networks use ethernet cable to connect multiple computers and provide faster transfer rates and greater security.

For direction on setup, go to **verizon.net/network**

CHECK OUT THE INSERTS

in the back cover to find out more about all the ways Verizon can give you a safer and more enjoyable experience online.

SHARE THE EXCITEMENT

Refer A Friend

Earn up to \$1,800 per year toward your Verizon bill just by referring one friend per month to Verizon.



EXHIBIT 24

Manage Your Account	Account Number	Date Due
My Verizon at www.verizonwireless.com		11/05/08
Invoice Number		

Quick Bill Summary

Sep 11 – Oct 10

Previous Balance <i>(see back for details)</i>	\$106.93
Payment – Thank You	-\$106.93
Balance Forward	\$0.00
Monthly Access Charges	\$89.99
Usage Charges	
Voice	\$0.00
Verizon Wireless' Surcharges and Other Charges & Credits	\$8.89
Taxes, Governmental Surcharges & Fees	\$8.03
Total Current Charges	\$106.91

Total Charges Due by November 05, 2008 \$106.91

Verizon Wireless News

Save time and Money

It's never been easier to enroll in Auto Bill Pay. See back of Payment Coupon below for details.

Pay from Wireless

Pay on the Web

Questions:

#PMT (#768)

 My Verizon at www.verizonwireless.com

1 800 922 0204 or *611 from your wireless

VE



Bill Date
Account Number
Invoice Number

October 10, 2008

Total Amount Due by November 05, 2008

Make check payable to Verizon Wireless
Please return this remit slip with payment

\$106.91

\$.

P.O. BOX
LEHIGH VALLEY, PA 18002-5505



Check here and fill out the back of this slip if your billing address has changed or you are adding or changing your email address.

Get Minutes Used	Get Data Used	Get Balance
#MIN + SEND	#DATA + SEND	#BAL + SEND

Explanation of Charges

Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include charges to recover or help defray costs of taxes and of governmental charges and fees imposed on us, including a Regulatory Charge (which helps defray costs of various regulatory mandates, including government number administration and license fees) and a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover costs imposed on us by the government to support universal service, and may include other charges also related to our governmental costs. It also includes an Administrative Charge, which helps defray certain costs we incur, currently including (i) charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers, (ii) fees and assessments on network facilities and services, and (iii) certain costs and charges associated with proceedings related to new cell site construction. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

Payments

Previous Balance	\$106.93
Payment – Thank You	
Payment Received 09/29/08	–106.93
Total Payments	–\$106.93
Balance Forward	\$0.00

Correspondence Address: Verizon Wireless PO Box 761 Bedminster, NJ 07921-0761

Automatic Payment Enrollment for Account:

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.
2. Sign name in box below, as shown on the bill and date.
3. Return this slip with your check for this month's payment.

Changing your billing address for Account:

Use this space or sign in to My Verizon at www.verizonwireless.com to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address _____

City _____

State/Zip _____

Daytime Phone _____ Evening Phone _____

Email _____

PLACE OF PRIMARY USE (PPU)

The home or business mailing address indicated to the left is for the person using the phone(s) and is the person's residential street address or primary business address

___ YES ___ NO If "NO" or for multi-line accounts with more than one PPU address, please contact our Customer Service Department or visit our website to change the user's PPU address.

Overview of Lines

Your Account's Calling Plan

America's Choice II Familyshare Pri 1400 Any
 Uni N&W/In Cig \$80.00 2yr 0705
 \$80.00 monthly access charge
 \$9.99 per additional line
 (totaling \$89.99 monthly)
 1400 monthly allowance minutes
 \$.40 per minute after allowance

Breakdown of Charges

Current Calling Plan	Voice*
215- Joseph <i>pg 4</i>	---
215- Joseph <i>pg 5</i>	---
Total Charges	\$0.00

* Voice may include long distance, 411 calls, SharePlan overage and other calls.

Breakdown of Minutes

Current Calling Plan	SharePlan Minutes Used
215- <i>pg 4</i>	905
215- <i>pg 5</i>	59
Total Minutes	964
SharePlan Allowance	1400
Overage Minutes	0

Summary for Joseph

Your Calling Plan

America's Choice II Familyshare Pri 1400 Any
 Unl N&W/In Clg \$80.00 2yr 0705
 (see pg 3)

IN Clg Nat Unl Share- Pri
 Unlimited IN Calling minutes

Unlimited Night & Weekend Mins

Charges

Monthly Access Charges

Current Calling Plan 10/11 - 11/10	80.00
	\$80.00

Usage Charges

Voice	.00
	\$0.00

Verizon Wireless' Surcharges

Fed Universal Service Charge	1.86
Regulatory Charge	.07
Administrative Charge	.85
PA Gross Receipt Surchg	4.35
	\$7.13

Taxes, Governmental Surcharges and Fees

PA State Wireless E911 Surchg	1.00
PA State Sales Tax	5.21
	\$6.21

Total Current Charges for 215-	\$93.34
---------------------------------------	----------------

Usage Charges

Voice		Allowance	Used	Billable	Cost
SharePlan	minutes	1400 (shared)	905	---	---
Promotional	minutes		59	---	---
IN Calling	minutes	unlimited	253	---	---
Total Voice					\$0.00
Total Usage Charges					\$0.00

View your bill and call details online for FREE. Sign in to My Verizon at www.verizonwireless.com.

Summary for Joseph

Your Calling Plan

America's Choice II Familyshare Pri 1400 Any
 Unl N&W/In Clg \$80.00 2yr 0705
 (see pg 3)

Unlimited Night & Weekend Mins

Charges

Monthly Access Charges

Current Calling Plan Add'l Line 10/11 - 11/10	9.99
	\$9.99

Usage Charges

Voice	.00
	\$0.00

Verizon Wireless' Surcharges

Fed Universal Service Charge	.25
Regulatory Charge	.07
Administrative Charge	.85
PA Gross Receipt Surchg	.59
	\$1.76

Taxes, Governmental Surcharges and Fees

PA State Wireless E911 Surchg	1.00
PA State Sales Tax	.70
Philadelphia Cnty Sales Tax	.12
	\$1.82

Total Current Charges for \$13.57

Usage Charges

Voice		Allowance	Used	Billable	Cost
SharePlan	minutes	1400 (shared)	59	---	---
Promotional	minutes		23	---	---
IN Calling	minutes		59	---	---
Total Voice					\$0.00
Total Usage Charges					\$0.00

Need-to-Know Information

Limiting Notations on Payments

Written notations included with or on your payment cannot be reviewed when bills are processed and will not be honored. Please send such notated payment and any accompanying correspondence to the Correspondence Address on Page 2 of your bill.

Electronic Fund Transfer (EFT)

Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. An EFT may be withdrawn from your account the same day you make your payment and your check is not returned to you. If you want to be excluded from EFT, please call 1.866.544.0401. If payment is returned unpaid, you authorized us to collect an additional \$25 fee through EFT from your account.

Returned Payments

In the event your check for payment of your wireless bill is returned by your bank for insufficient or uncollected funds, Verizon Wireless may resubmit your check electronically to your bank for payment from your checking account.

Warranty Replacements

Experiencing problems with your handset? Call us at 1.866.406.5154 from a landline phone. If we're unable to resolve the issue and it's due to a manufacturing defect within the first year of ownership, we'll send a replacement device right to your door for free.

FUSC Change

The Federal Universal Service Charge (FUSC) is a Verizon Wireless charge that is subject to change each calendar quarter based on contribution rates prescribed by the FCC. On October 1, the FUSC decreased to 2.39 percent of assessable wireless charges, other than separately billed interstate and international long distance charges. The FUSC on these charges continues to be 11.4 percent. For more details, please call 1.888.684.1888.

ChaperoneSM Services. For a limited time get one month FREE.

Chaperone Service provides a valuable service to help you know where your child is at any given time. Just use your Verizon Wireless cell phone or visit verizonwireless.com/chaperone to map your child's whereabouts. Plus, Chaperone works on Verizon Wireless' coolest phones, one your child probably already has. Wherever your child's phone goes, Chaperone knows. Limited-time offer: Get 1 month FREE! Then only \$9.99 monthly access. Call 1.800.890.0081 or watch an online demo at verizonwireless.com/chaperone and learn more.

Great accessories from Verizon Wireless

Purchase a Universal vehicle mount for your dashboard so your phone is always conveniently located. Vehicle mounts keep your phone where you need it while you are driving. To see the full selection of vehicle mounts and hands free devices, visit a Verizon Wireless Communications Store near you or sign in to www.verizonwireless.com.

EXHIBIT 25



Residential

Business

Wireless

Search

- Phones & Accessories
- Plans
- Entertainment & Apps
- Messaging
- Business
- Support
- My Verizon

Accessibility Products & Services Overview

- Accessibility
- Products & Services Overview**
- Voice Commands and Menu Readout
- Alternate Media Formats
- Text Version of Manuals
- TALKS™ for Verizon Wireless
- Hearing Aid Compatible Products
- Hearing Aid Compatibility
- Nationwide Messaging Plan
- TTY Compatibility
- Product Vendors
- Telecom Resources
- Quick Reference

Verizon Wireless Commitment

At Verizon Wireless, we are committed to offering our customers the most reliable service on the nation's best wireless voice and data network, and providing accessible products and services that meet the communication needs of our customers with disabilities. Verizon Wireless provides a wide range of innovative solutions and technologies that increase accessibility to its products and services. We never stop working for you.

Verizon Wireless is committed to offering customers the most reliable service on the [nation's best wireless voice and data network](#).

Nation's Most Reliable Wireless Network

Verizon Wireless has invested more than \$45 billion since the company was formed to increase the coverage and capacity of its national network and to add new services. Verizon Wireless currently serves 80 million customers.

Voice Commands and Menu Readout

Verizon Wireless supports Voice Commands and Menu readout on a majority of our devices. Voice Commands provides the customer the ability to hear information that appears on their phone screen as well as dialing the phone by either saying a name contained in their phone book or saying the specific digits to the dialed. Menu readout allows the customer to hear the menu label and information under that menu instead of looking at it. Please note that in order to hear menu read out the phone setting for read out must be set. [Learn more](#)

Screen Reading Software

TALKS for Verizon Wireless is available and can be purchased as a pre-loaded software or purchased separately. [Learn More](#)

Large Fonts

For customers who need a larger font, Verizon Wireless offers the Knack, which has an easy to use menu with large font and has large font when dialing. The Knack also has voice commands and dedicated colored keys for ease of use and navigation. Learn more about the [Knack](#).



Quick Reference Numbers

Verizon's Center for Customers with Disabilities

Print this page

Print this release in a printer-friendly format.

[Print Now](#)

i Info

Contact Us

For more information on wireless services for people with disabilities, talk to your sales representative or call customer service at

(888) 636-8037

411 Assistance

For customers who are blind, have low vision, a dexterity disability, or a cognitive disability Verizon Wireless offers Free 411 assistance. In order to be eligible for the Free 411 service Verizon Wireless does require appropriate information verifying that the requirements of the program have been met.

Customer's whose disability significantly inhibits the ability to read a phone directory, dial a phone number, read a 411 text message response to an inquiry or remember a phone number may be eligible for the program.

Verizon Wireless requires that one of the following forms of acceptable information be provided in order to be eligible for the free 411 program:

- A copy of an approved Social Security Administration claim stating in detail the nature of the disability.
- A copy of an approved Veterans Administration claim stating in detail the nature of the disability.
- A letter from a physician on letterhead, detailing the nature of the disability.
- Copy of the driver's license or state issued identification card that specifies the disability.
- Copy of the letter from your landline carrier that verifies you are currently receiving free directory assistance from that carrier for your disability
Please note that if the disability is not clearly stated on the information provided your request will not be processed.

Please print off our [Free 411 program](#) to send the information and additional information that is required in order to process your request.

Or you can call customer service for further information.

Chat Without Talking

TXT Messaging is the name for Verizon Wireless' family of text messaging services. This includes all 1-way and 2-way text messaging services. You can send and/or receive text messages in a meeting, at a party, at the movies!

You can get unlimited text messaging, email, and Instant Messages on a Nationwide premium plan. For more information, visit our [Nationwide Messaging Plans](#).

Alternate Media Formats

To assist customers with visual impairments Verizon Wireless provides their bills as well as their product and services brochures, where readily available, in alternate media formats including:

- Braille
- Large print format
- 3.5 diskette
- CD-ROM

Alternate bill and manual formats can be ordered through Customer Service or online. For more

Alternate bill and manual formats can be ordered through Customer Service or online. For more details on how to order online, please [request alternate media formats](#).

Verizon Wireless provides the following manuals in alternate format: LG VX9900, LG VX8700, LG VX8350, LG VX8300, LG VX5200, LG VX4500, LG VX5300, LG VX5200, LG VX4650 and the LG VX4700

Back to Back Calling

In order to make a call immediately following another, depending on your phone you must do one of the following:

1. Press the **END** key twice
2. Close and reopen your phone if it is a flip style, wait 3-5 seconds after the first call ends in order to begin dialing.
-OR-
3. Reactivate the command list to place your next call.

Quick Reference Numbers

The following services are available by dialing the keys on your handset:

Dial	Service
411	Directory Assistance
#225 or #BAL	Customer access to balance information
#4673 or #HOPE	National Domestic Violence Hotline
#646 or #MIN	Verifications of minutes used
#7623 or #ROAD	Roadside Assistance
#738	Prepay voicemail retrieval
*228	Over the air programming
*86	Voicemail retrieval (Not used for Prepay)
911	Emergency

- ends in order to begin dialing.
-OR-
3. Reactivate the command list to place your next call.

Quick Reference Numbers

The following services are available by dialing the keys on your handset:

Dial	Service
411	Directory Assistance
#225 or #BAL	Customer access to balance information
#4673 or #HOPE	National Domestic Violence Hotline
#646 or #MIN	Verifications of minutes used
#7623 or #ROAD	Roadside Assistance
#738	Prepay voicemail retrieval
*228	Over the air programming
*86	Voicemail retrieval (Not used for Prepay)
911	Emergency
611	Technical Support

Note: Some numbers may not be available while roaming.

EXHIBIT 26

Manage Your Account

Phone Number

Account Number

Billing Date

My Account at verizon.com/billview

5/29/2009

Verizon News

Enjoy Your FiOS Double Freedom!

FiOS Double Freedom includes Verizon Freedom Essentials and FiOS TV Essentials for \$69.99 a month. This price excludes taxes, fees and any products outside the bundle such as set-top box rentals, premium channels and video-on-demand.

Quick Bill Summary for

Previous Balance	\$30.37
Payments Received Apr 16	-\$30.37
Balance Forward	\$0.00

New Charges

FiOS Double Freedom (See pg 3)	\$69.99
Bundle: Partial Month	\$39.40
Voice Additional Services	-\$8.13
TV Additional Services	\$5.58
Taxes, Fees & Other Charges	\$17.18
Total New Charges Due by June 28, 2009	\$124.02
Total Amount Due by June 28, 2009	\$124.02

Verizon bills in advance for most services. This bill includes prorated charges for your first partial month of service and any applicable activation fees. It also includes charges for your next full month of service billed in advance.

Direct Payment Enrollment verizon.com/billpay	Online Billing & Payment verizon.com/billview	Questions about your bill? verizon.com or 1-800-VERIZON (1-800-837-4966)
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Please return this remit slip with payment



Yes! I want to be a Literacy Champion. Sign me up for a \$1 monthly donation to Verizon Reads.

New Charges Due
Account Number

Jun 28, 2009

Total Amount Due: \$124.02

052909

Make Check Payable to Verizon

\$ [] [] [] . [] []

KEYLINE

[Redacted Keyline]



VERIZON
PO BOX 660720
DALLAS TX 75266-0720



1090000001122929660310010900000400000000000000000012402400000

How to Reach Us

Visit verizon.com 24 hours a day or call 1-800-VERIZON (1-800-837-4966)

Enter your ten digit number [REDACTED] Use [REDACTED] if asked for your account number.

Billing Questions and Bill Balance

– say "**Billing**" or press "**1**"

Amount of Payment Due or Payment Arrangements

– say "**Payment**" or press "**1**"

24 Hour Repair or Technical Support

– say "**Repair and Tech Support**" or press "**2**"

To Order New Products

– say "**New Products**" or press "**3**"

For Pending Orders

– say "**Order Status**" or press "**4**"

Centro Hispano de Verizon

verizon.com/espanol or 410-954-6250

Customers with Disabilities

1-800-974-6006 v/tty

Account Information

Bill Cycle Dates

Except for months when new services are added or dropped, your bill contains charges for one month of service. The bill cycle date (i.e., the billing period start and end date) often varies by service. As a result, when you add or drop a service, the partial month charges will be based on the specific bill cycle start and end date.

Returned Payments

If your payment is returned for any reason, we will resubmit it electronically. A charge may apply for each payment returned.

Credit Reporting

We furnish our customers' bill payment information to the major credit reporting agencies in accordance with the Fair Credit Reporting Act.

Payment by Check

When you pay by check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your institution. If you wish to be excluded from the electronic fund transfer process, please call 1-888-500-5358.

Late Payment Charges

To avoid a 1.50% late payment charge, payment must be received before June 28, 2009.

Payment Address

Verizon, PO Box 660720, Dallas, TX 75266-0720.

Correspondence Address Only

PO Box 9000, Annapolis, MD 21401-9000.

Service Providers

With FiOS Double Freedom, Verizon Online provides FiOS TV equipment. Verizon Long Distance provides long distance services (\$7.97/mo.) and other services identified by "VLD" in the applicable billed line item. Verizon MD provides local and regional calling and related features (\$20.03/mo.), FiOS TV (\$41.99/mo.), and other voice services, unless otherwise indicated. FiOS is a registered mark of Verizon Trademark Services LLC. Your savings began May 4, 2009 and will continue for 24 months.

FiOS TV

TV service is provided under franchise granted by: Anne Arundel County, Arundel Center, P.O. Box 2700, Annapolis, MD 21404, 410 222-1700 FCC Community ID: MD0399

Change of Address

Go to verizon.com/billingaddress or call us.

For Your Information

Verizon-Maryland is regulated by the Maryland Public Service Commission.

Automatic Bill Payment Enrollment for Account: [REDACTED]

Enroll at verizon.com, or complete 4 steps below to authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. This also enrolls you in Paperless billing. To discontinue Automatic Bill Payment, you must call Verizon.

1. Check box

2. Sign here

3. Put date here

4: Print email address here



Go Green! Go Paperless Billing! Pay Electronically!

FiOS Double Freedom Includes:

- Verizon Freedom Essentials
- FiOS TV Essentials

Questions?

Visit verizon.com or call
1-800-VERIZON (1-800-837-4966)

Bundle Partial Month

Bill cycle dates vary by product. See explanation under Bill Cycle Dates on page two.

Additional Services

Additional Services include items you selected that are not included in your bundle.

Breakdown of Charges**FiOS® Double Freedom: Full Month May 29 – Jun 28**

FiOS Double Freedom	69.99
Total FiOS Double Freedom	\$69.99

Bundle: Partial Month

Verizon Freedom Essentials May 2 – May 28	41.39
FiOS Double Freedom Essentials May 5 – May 28	-14.39
Discount	
FiOS TV Essentials May 4 – May 9	9.60
FiOS TV Essentials Discount May 4 – May 9	-1.20
Movie/HBO/Cinemax Package May 6 – May 9	4.00
Total Bundle Partial Month	\$39.40

Voice Additional Services

Home Voice Mail 30 Minute May 1	10.00
Single Password Mailbox	
Sensible Minute May 2 – May 28	-1.79
Residence Local Usage Package May 1 – May 28	-10.23
Unlimited Flat Rate Service	
Dial Tone Line May 1 – May 28	-6.11
VLD PIC Waiver	.00
Total Voice Additional Services	-\$8.13

TV Additional Services

Movie/HBO/Cinemax – 60 Days Free May 6 – May 9	-4.00
Movie/HBO/Cinemax Package	30.00
Movie/HBO/Cinemax – 60 Days Free May 10 – Jun 9	-30.00
Wireless Router May 4	139.99
Wireless Router 100% Discount May 4	-139.99
Digital Adapter May 4 – May 9	Qty: 2 1.60
Digital Adapter	2 @ 3.99 7.98
Standard STB Rental May 4 – May 9	1.20
Free Standard STB Rental May 4 – May 9	-1.20
Standard STB Rental	5.99
Free Standard STB Rental	-5.99
Total TV Additional Services	\$5.58

Taxes, Fees & Other Charges

Voice	
Gross Receipts Tax – Long Distance	.36
Telecommunications Access of MD Fee	.18
MD Gross Receipts Tax Surcharge	.56
MD 911 Fee	1.00
Federal Universal Service Fund Surcharge Long Distance	1.52
MD Federal Universal Service Fund Surcharge	.64
Federal Excise Tax	-.29
MD State Tax	.60
MD Local Tax	2.17

Breakdown of Charges, continued

Federal Subscriber Line Charge	5.68
TV	
PEG Grant Fee	.98
Video Franchise Fee	3.20
State Sales Tax	.58
Total Taxes, Fees & Other Charges	\$17.18

Need-to-Know Information

Change in rate

Effective 05/01/2009 the MD Telecommunications Access Fee is decreasing from \$0.20 to \$0.18 per line per month. This money is collected by Verizon and paid to the state, where it is used to provide telecommunications services to those with special needs.

Antenna on Your TV? Act Now to Make Sure You Are Prepared.

The nationwide switch to digital television broadcasting will be complete on June 12, 2009, but your local TV stations may switch sooner. Act now to make sure you are prepared. By June 12, 2009, analog-only TVs that receive programming through an antenna will require a converter box to continue to receive over-the-air TV. Some broadcast stations may transition earlier, so you should check with your local broadcast stations to confirm when they will turn off their analog signal and switch to digital-only broadcasting.

TVs connected to FiOS® TV will not be affected by the broadcast DTV transition.

Analog-only TVs should also continue to work as before to receive low power, Class A or translator television stations and with cable and satellite TV services, gaming consoles, VCRs, DVD players, and similar products.

Information about obtaining subsidized coupons for the government's converter box program can be obtained at www.ntiadtv.gov, www.dtv2009.gov or by calling 1-888-DTV-2009, or 1-877-530-2634 (TTY). More information about the broadcast DTV transition in general is available at your local television stations, www.DTV.gov or by calling 1-888-CALL-FCC (voice) or 1-888-TELL-FCC(TTY). You may also contact the DTV Transition Coalition at www.dtvtransition.org, or Verizon at 1-888-558-3755 (voice) or 888-558-3770 (TTY).

Closed Captioning Concerns or Complaints?

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at videoclosedcaption@verizon.com, or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, 821 1st Ave N, St. Petersburg, FL 33701 Attn: Valerie DeCastro, Manager, fax 1-888-806-7026, or via email at videoclosedcaption@verizon.com.

Thanks for choosing Verizon Long Distance as your new long distance service provider. With Verizon you can count on great low rates, clear quality connections and reliable customer service. We look forward to serving all your communications needs.

IMPORTANT VLD SERVICE AGREEMENT NOTICE

As of December 1, 2008, our company name changed to Verizon Long Distance LLC (formerly known as Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance). This name change will not affect your existing account and services that you have with Verizon Long Distance.

EXHIBIT 27

How to Reach Us

Visit verizon.com 24 hours a day or call 1-800-VERIZON (1-800-837-4966)

Enter your ten digit number [REDACTED]. Use [REDACTED] if asked for your account number.

Billing Questions and Bill Balance

– say "**Billing**" or press "**1**"

Amount of Payment Due or Payment Arrangements

– say "**Payment**" or press "**1**"

24 Hour Repair or Technical Support

– say "**Repair and Tech Support**" or press "**2**"

To Order New Products

– say "**New Products**" or press "**3**"

For Pending Orders

– say "**Order Status**" or press "**4**"

Centro Hispano de Verizon

verizon.com/espanol or 703-954-6250

Customers with Disabilities

1-800-974-6006 v/tty

Account Information

Bill Cycle Dates

Except for months when new services are added or dropped, your bill contains charges for one month of service. The bill cycle date (i.e., the billing period start and end date) often varies by service. As a result, when you add or drop a service, the partial month charges will be based on the specific bill cycle start and end date.

Returned Payments

If your payment is returned for any reason, we will resubmit it electronically. A charge may apply for each payment returned.

Credit Reporting

We furnish our customers' bill payment information to the major credit reporting agencies in accordance with the Fair Credit Reporting Act.

Payment by Check

When you pay by check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your institution. If you wish to be excluded from the electronic fund transfer process, please call 1-888-500-5358.

Late Payment Charges

To avoid a 1.50% late payment charge, payment must be received before June 28, 2009.

Payment Address

Verizon, PO Box 660720, Dallas, TX 75266-0720.

Date Bill Mailed

This bill was mailed to you on June 4, 2009.

Correspondence Address Only

PO Box 9000, Annapolis, MD 21401-9000.

Service Providers

With FiOS Triple Freedom, Verizon Online provides FiOS Internet services, (\$39.99/mo.) and FiOS TV equipment. Verizon Long Distance provides long distance services (\$7.97/mo.) and other services identified by "VLD" in the applicable billed line item. Verizon VA provides local and regional calling and related features (\$21.04/mo.), FiOS TV (\$40.99/mo.), and other voice services, unless otherwise indicated. FiOS is a registered mark of Verizon Trademark Services LLC. Your savings began April 3, 2009 and will continue for 24 months.

FiOS TV

TV service is provided under franchise granted by: FCC Community ID: VA0652

Change of Address

Go to verizon.com/billingaddress or call us.

Automatic Bill Payment Enrollment for Account: [REDACTED]

Enroll at verizon.com, or complete 4 steps below to authorize and instruct your financial institution to deduct the amount of your monthly telephone bill from your checking account and remit directly to Verizon. This also enrolls you in Paperless billing. To discontinue Automatic Bill Payment, you must call Verizon.

1. Check box

2. Sign here

3. Put date here

4: Print email address here



Go Green! Go Paperless Billing! Pay Electronically!

FiOS Triple Freedom Includes:

- Verizon Freedom Essentials
- FiOS TV Extreme HD
- FiOS Internet 20/5

Questions?

Visit verizon.com or call
1-800-VERIZON (1-800-837-4966)

Bundle Partial Month

Bill cycle dates vary by product. See explanation under Bill Cycle Dates on page two.

Additional Services

Additional Services include items you selected that are not included in your bundle.

Verizon Online Account**Breakdown of Charges****FiOS® Triple Freedom: Full Month May 29 – Jun 28**

FiOS Triple Freedom	109.99
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Total FiOS Triple Freedom	\$109.99
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Bundle: Partial Month

Movie/HBO/Cinemax Package May 4 – May 9	-6.00
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Total Bundle Partial Month	-\$6.00
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Voice Additional Services

Inside Wire Maintenance May 1 – May 28	.93
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Duplicate Bill Charges	3.50
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Previous Month	
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Inside Wire Maintenance	5.99
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Total Voice Additional Services	\$10.42
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TV Additional Services

Movie/HBO/Cinemax – 1 Mo Free May 4 – May 9	6.00
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Standard STB Rental	3 @ 5.99	17.97
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Total TV Additional Services	\$23.97
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Internet Additional Services

Games on Demand/Unlimited Apr 23 – May 22	14.99
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Starz Play Apr 23 – May 22	5.99
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Total Internet Additional Services	\$20.98
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Taxes, Fees & Other Charges

Voice	
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VA Public Rights-of-Way Use Fee	.72
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Federal Universal Service Fund Surcharge Long Distance	.74
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VA Cost Recovery Surcharge	.19
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VA Federal Universal Service Fund Surcharge	.73
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Federal Excise Tax	.20
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E-911 Tax	.75
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VA Communications Sales Tax	2.03
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Federal Subscriber Line Charge	6.50
--------------------------------	------

TV	
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State Sales Tax	.90
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VA Communications Sales Tax	2.05
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Internet	
----------	--

State Tax	.24
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Total Taxes, Fees & Other Charges	\$15.05
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Need-to-Know Information

Antenna on Your TV? Act Now to Make Sure You Are Prepared.

The nationwide switch to digital television broadcasting will be complete on June 12, 2009, but your local TV stations may switch sooner. Act now to make sure you are prepared. By June 12, 2009, analog-only TVs that receive programming through an antenna will require a converter box to continue to receive over-the-air TV. Some broadcast stations may transition earlier, so you should check with your local broadcast stations to confirm when they will turn off their analog signal and switch to digital-only broadcasting.

TVs connected to FiOS® TV will not be affected by the broadcast DTV transition.

Analog-only TVs should also continue to work as before to receive low power, Class A or translator television stations and with cable and satellite TV services, gaming consoles, VCRs, DVD players, and similar products.

Information about obtaining subsidized coupons for the government's converter box program can be obtained at www.ntiadv.gov, www.dtv2009.gov or by calling 1-888-DTV-2009, or 1-877-530-2634 (TTY). More information about the broadcast DTV transition in general is available at your local television stations, www.DTV.gov or by calling 1-888-CALL-FCC (voice) or 1-888-TELL-FCC(TTY). You may also contact the DTV Transition Coalition at www.dtvtransition.org, or Verizon at 1-888-558-3755 (voice) or 888-558-3770 (TTY).

Call Referral Products

With your April bill, you received a message referring to new Call Referral products: Call Direct Plus, Split Referral and Call Messenger. We have determined that facilities are not available in your area at this time to provide these services. We will notify you when we are able to offer them.

There's a new number for Miss Utility in Virginia. It's..... 811.

Know what's below. Call before you dig. One simple call to 811 gets your underground utility lines marked and helps protect you from injury and expense. Remember: Call Miss Utility at 811 before you dig. Allow the required time for marking. Respect the marks. Excavate carefully.

Closed Captioning Concerns or Complaints?

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at 1-888-553-1555, via email at videoclosedcaption@verizon.com, or via facsimile at 1-888-806-7026. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 33052, 821 1st Ave N, St. Petersburg, FL 33701 Attn: Valerie DeCastro, Manager, fax 1-888-806-7026, or via email at videoclosedcaption@verizon.com.

View in detail and manage your Broadband Essentials, Extras or Verizon EZPay charges at: verizon.net/myaccount

IMPORTANT VLD SERVICE AGREEMENT NOTICE

As of December 1, 2008, our company name changed to Verizon Long Distance LLC (formerly known as Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance). This name change will not affect your existing account and services that you have with Verizon Long Distance.

Notice of Price Increase

Effective July 1, 2009, monthly rates will increase for the following services:

	Old Rate	New Rate
Busy Redial	2.30	2.70
Call Forward	4.00	4.75
Priority Call	3.45	3.95

For more information visit us at www.verizon.com or call the toll-free number on your bill.