

EXHIBIT 12

P.O. Box 7000
Silver Spring, MD 20914-7000



8A2-MCB90123-DSL-8A2LC1-XX
Sample A. Sample
123 Main Street
Anytown, USA 12345-6789

FiOS® INTERNET & PHONE FOR JUST

\$XXXX
/month for the first 3 months

(\$XX.XX/month for months 4–24)
w/1-yr. agmt., plus taxes and fees

MORE SPEED. MORE SAVINGS.

For service at: xxxxx

Dear Sample A. Sample:

Why is now the best time to upgrade to Verizon FiOS Internet and phone? Perhaps because FiOS® brings you faster speeds, and more features than ever before. Or it might be that right now you can save \$10 a month for the first 3 months, and even more if you order online. Or maybe this is why:

MORE REASONS IT'S TIME TO UPGRADE TO FiOS INTERNET:

- With new, faster Internet speeds of up to XX/XX Mbps, you can stream videos, share photos and download files at speeds that will blow you away. FiOS improves your online experience.
- For two years in a row, Verizon's FiOS Internet service is rated #1 in *PC Magazine's* reader survey.[†]
- Our expert technicians provide premium installation at no extra cost, and make sure you're enjoying your new FiOS services before they leave.

Of course, the best way to understand why FiOS is better is to experience it for yourself. So sign up by 9/19/09 (install by 11/19/09), and get FiOS Internet and phone for just **\$XX.XX** a month for the first 3 months (\$XX.XX/month for months 4–24, with a one-year agreement, plus taxes and fees). **That's a savings of \$10 a month for the first 3 months and a two-year price guarantee.** And since you're a current Verizon High Speed Internet customer, **we'll even waive the \$49.99 activation fee.**

Sincerely,

Geoff Walls
Executive Director, Consumer Marketing

CALL 1.XXX.XXX.XXXX (Mon.–Sun., 8am–12am ET)
verizon.com/xxxxxxx

ORDER ONLINE AND SAVE EVEN MORE.

[†]*PC Magazine*, July 2008.

FiOS INTERNET

- **NEW!** Faster Internet speeds up to XX/X Mbps
- Live, 24/7 tech support is a phone call away
- Wireless router at no extra charge

VERIZON FREEDOM® ESSENTIALS

- Unlimited residential calling in the U.S. and to Canada
- Home Voice Mail (where available), Caller ID and Call Waiting
- 99.9% reliable voice network

All delivered on a 100% fiber-optic connection straight to your home.

**THIS IS
FiOS.
THIS IS
BIG.**

Limited-time offer available to new Verizon FiOS Internet residential customers via bill credit for first three months only; beginning month 4, standard rates apply. Price guarantee applies to base monthly rate only; excludes optional services. Rate may change after 24 months. \$179 early termination fee applies. Activation fee waiver only for current Verizon Consumer HSI (DSL) customers; via bill credit. Actual speeds may vary. Offer subject to credit approval & may require a deposit. Other charges, taxes, eligibility restrictions & terms apply. FiOS available in select areas. Battery backup for std. fiber-based voice service & E911 (but not VOIP) for up to 8 hours. ©2009 Verizon. 8A2LG1